

2024



BACK AND NECK PROGRAMME



WHO CAN ACCESS THIS BENEFIT?

- Various treatment options are available according to the scheme option selected.
- e-DBC, which refers to the DBC health application, is available on all options.
- DBC Physio is available on the BonFit Select, BonSave, Primary and Primary Select options.
- Treatment at a DBC Centre of Excellence and/or a DBC Physio is available on BonComplete, BonClassic, BonComprehensive, Standard and Standard Select.

WHAT DOES THE BACK AND NECK PROGRAMME ENTAIL?

The back and neck programme helps members living with **chronic** back and neck pain treat the cause of their pain and improve their quality of life. The programme incorporates the best protocols to improve functional ability and work capability - successfully and effectively - with minimum pain.

Please note: The programme does not cover the costs of x-rays, scans and prescribed medicines and specialist referrals. For these types of benefit confirmation queries, please call us on 0860 002 108.



WHAT IS THE PROCESS I MUST FOLLOW?

All members should complete the digital self-assessment before seeking treatment, to determine referral to the appropriate DBC treatment pathway.

Step 1: Download the DBC Health App. (For support or any queries regarding the app, please contact the dedicated support team on 079 257 0621 or email appsupport@klinikka.co.za. Alternatively, visit the closest DBC centre for assistance. To view a list of available centres, kindly visit the DBC website at www.dbc.co.za and select the 'Find a Treatment Centre' page.)

Step 2: Complete the self-assessment and obtain confirmation of the appropriate care pathway.

Step 3: Continue with home programme if prescribed, following the assessment.

Step 4: If a home-based programme is not prescribed, please contact 0860 105 104 or email membercare@medscheme.co.za to confirm if alternative benefits are available.

Step 5: Where indicated, you will be referred to a DBC Centre of Excellence or DBC Physio Treatment Centre.

DETAILS FOR BACK AND NECK PROGRAMME



Call: 0860 105 104

Website: www.dbc.co.za

Email: membercare@medscheme.co.za



Download the DBC Health App from Google Play or the Apple App Store.



WhatsApp

Send us a WhatsApp on **060 070 2491**

Type "**Hi**" to start, **select option 1** and then **option 5** to speak to an agent