



MNDALS
Association of South Africa

Mastering Your Healthcare Journey

Your Guide to Navigating South African Healthcare
with MND





BECOMING YOUR OWN HEALTHCARE ADVOCATE

■ BEFORE EVERY APPOINTMENT

Prepare Like a Pro

- Write down all symptoms and changes since last visit
- List all medications, supplements, and treatments
- Research your doctor's background and specialties
- Prepare specific questions about your care

Essential Questions to Ask

- What are my treatment options?
- What should I expect in the next 3-6 months?
- How can I maintain my quality of life?
- What resources are available to help me?
- When should I schedule my next appointment?

■ DURING YOUR APPOINTMENT

Take Control of the Conversation

- Bring a notebook or recording device (with permission)
- Ask for clarification if you don't understand
- Request copies of all test results and reports
- Take notes on recommended next steps
- Don't leave until you understand the plan





ACCESSING SOUTH AFRICAN MND SPECIALISTS

↙ Public Healthcare Access

Major MND Clinics

- UCT/Groote Schuur Hospital: 021 404 9111
- Stellenbosch/Tygerberg Hospital: 021 938 9111
- Wits/Charlotte Maxeke Hospital: 011 488 4911

What to Say When You Call "Hello, I have been diagnosed with Motor Neurone Disease and need to see a specialist. Can you please tell me the process for getting an appointment and what referral documentation I need?"

↙ Private Healthcare Options

Getting Specialist Referrals

- **Speak to your GP about MND specialist referrals**
- **Research neurologists in your area with MND experience**
- **Check if they're on your medical aid network**
- **Book appointments directly if allowed by your scheme**



MAXIMIZING YOUR MEDICAL CARE



Use This Information Share patterns with your healthcare team to help them make better treatment decisions.

01 Create Your Medical File System

Essential Documents to Keep

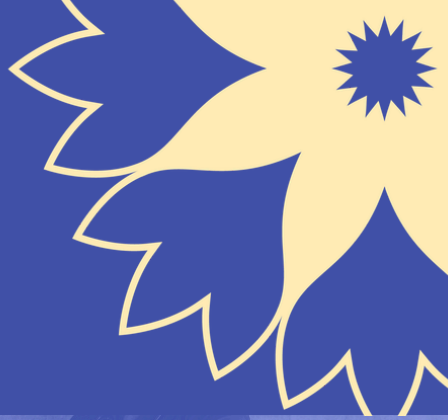
- All test results and scans
- Medication lists and changes
- Appointment summaries
- Insurance correspondence
- Emergency contact information

02 Track Your Symptoms

Daily Monitoring

- Energy levels and fatigue patterns
- Speech and swallowing changes
- Mobility and strength changes
- Breathing difficulties
- Emotional wellbeing

BUILDING YOUR HEALTHCARE TEAM



Core Team Members You May Need

- Neurologist - Disease management and monitoring
- GP - General health and coordination
- Physiotherapist - Movement and mobility
- Occupational Therapist - Daily living adaptations
- Speech Therapist - Communication and swallowing
- Dietitian - Nutritional support

Questions for Each Provider

- What is your experience with MND patients?
- How often should we meet?
- What should I watch for between visits?
- How do you coordinate with my other providers?
- What's your emergency contact process?



MAKING THE MOST OF YOUR MEDICAL AID

01

Understanding Your Benefits

- Request your full benefit schedule
- Learn about Prescribed Minimum Benefits (PMB) for MND
- Understand your chronic disease list (CDL) benefits
- Know your annual limits and co-payments

02

Strategic Claiming

- Submit claims promptly with proper documentation
- Keep detailed records of all medical expenses
- Appeal declined claims with additional medical motivation
- Plan expensive treatments around your benefit year



QUICK REFERENCE EMERGENCY PLAN



Keep This Information Accessible

- **Current medication list**
- **Emergency contact numbers**
- **Medical aid details**
- **Nearest hospital with neurology services**
- **Your preferred healthcare providers**



Hospital Bag Essentials

- **Current medication supply**
- **Medical history summary**
- **Insurance cards and ID**
- **Comfortable clothing**
- **Phone charger and important contacts**

Remember: You are the CEO of your healthcare team. Stay informed, ask questions, and advocate for the care you deserve.

You are capable of learning these systems. Thousands of families navigate MND successfully every year. You don't need to become an expert overnight, but each small step builds your confidence and control.

Start where you are. Use what you have. Do what you can. You've got this.

**FOR MORE SUPPORT AND RESOURCES
REACH OUT TO US**



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