



Important Notice to Patients

Obtaining medical aid authorisation and/or reimbursement for treatment remains the patient's responsibility.

Most medical schemes require their members to obtain prior authorisation for non-emergency or planned procedures and services, in accordance with the Health Professions Act.

While MyFamilyGP doctors always act in their patients' best interests and may assist by providing supporting documentation, this assistance does not transfer responsibility for authorisation to the practice. Misunderstandings in this regard have led to local complaints to the HPCSA and, in some cases, financial losses for involved patients.

Patients who are members of medical schemes are advised of the following:

1. MyFamilyGP has no contractual relationship with patients' medical schemes beyond providing membership details for administrative purposes, such as invoicing.
2. The responsibility for obtaining authorisation and/or claiming reimbursement for consultations, procedures, or services provided by MyFamilyGP rests solely with the medical scheme member.
3. MyFamilyGP may provide required supporting documentation (including quotations, invoices, and clinical motivations) to assist patients with medical aid submissions.
4. Patients remain responsible for ensuring that any authorisation granted covers the full scope of services rendered. Patients are personally liable for any shortfalls, exclusions, or rejected claims.
5. Patients are encouraged to contact their MyFamilyGP doctor if they have any limitations or conditions affecting medical aid authorisation.
6. While the practice may assist with documentation, patients remain responsible for obtaining all necessary authorisations from their medical scheme.

Thank you for your understanding and cooperation.