



## Fedhealth OrthoCare Spinal Programme

Chronic back and neck pain is a common cause of morbidity and incapacity, and has a significant social and economic impact. It's second only to headaches when it comes to painful disorders that affect humans.

Fedhealth offers a lifeline to qualifying members before surgery becomes a necessity:

### Fedhealth OrthoCare Spinal Programme

Previously known as the Fedhealth Conservative Back and Neck Rehabilitation Programme, the **Fedhealth OrthoCare Spinal Programme** is built on the principle of active muscle reconditioning, supported by scientific clinical studies showing that exercise reduces pain and can normalise function in many instances. The programme successfully and effectively incorporates the best protocols to improve functional ability and work capability with minimum pain.

#### What does the Fedhealth OrthoCare Spinal Programme cover?

The programme takes a comprehensive and holistic approach to chronic back and neck pain and offers individualised treatment to qualifying members. After an initial assessment, beneficiaries receive treatment twice a week for six weeks. We cover the full cost of the programme for qualifying members.

- This multidisciplinary programme includes treatment from doctors, physiotherapists and/ or biokineticists to treat severe neck and back pain.
- The treatment consists of active exercise with appropriate weights and motions.



**Please note:** The programme does not cover the cost of X-rays, scans and prescribed medicines. This will be funded from available benefits as per your selected Fedhealth option.

#### How does the programme work?

01



If you suffer from chronic back or neck pain, **your GP or Specialist will refer you to the programme if conservative care is appropriate for your needs**. Our team will contact members proactively to discuss enrolment on the programme. In some cases, completion of the programme will be a requirement to access back and neck related in-hospital treatments or surgery.

02



**You will be assessed by a conservative care team.** This includes a physical examination and tests to check range of movement, nerve health and more. The GP or physiotherapist will take your medical history and explain the possible cause of your chronic pain and the treatment plan for you.

03



**A treatment plan will be put together for you.** A patient contract is then signed, committing you to a course of treatment. You may have to attend sessions for up to an hour once or twice a week.

04



After the initial sessions, you will be **re-examined to determine your progress** and to discuss your improvement. If all is well, you will be discharged with a home exercise programme.

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## Who can access this benefit?

Fedhealth members on maxima PLUS, maxima EXEC, flexiFED 4, flexiFED 3, flexiFED 2 and flexiFED 1 who suffer from chronic back or neck pain may qualify for the programme. It's not available on the myFED or flexiFEDSavvy options.



## What if I don't complete the programme before non-PMB spinal surgery?

If you choose to undergo spinal surgery without first completing the Fedhealth OrthoCare Spinal Programme, you will have no benefit for elective spinal surgery, so all costs will be for your own pocket.



## How do I apply for the programme?

If you suffer from chronic back or neck pain, please ask your GP or Specialist to refer you to the Fedhealth OrthoCare Spinal Programme or email [orthocarespinalprogramme@fedhealth.co.za](mailto:orthocarespinalprogramme@fedhealth.co.za) to request that the Spinal Programme team contact you.



## CONTACT DETAILS

For more information, please visit [fedhealth.co.za](http://fedhealth.co.za), or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management  
**0860 101 306**

Europ Assistance  
**0860 333 432**

MVA Third Party Recovery Department  
**012 431 9718**

Fedhealth Baby  
**0861 116 016**

 **FEDHEALTH**  
 **Sanlam** healthcare partner