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Dear Healthcare Provider

Re: INTER HOSPITAL TRANSFER (IHT)

Polmed is committed to ensure that the inter hospitals transfers of patients from one hospital to another is managed by the below prescribed process.

Common reasons for the inter hospital transfers include but not limited to the following:

- When there is no specialist /speciality available at the admitting hospital,
- Specialised radiology services not available at the admitting hospital
- and any other treatment e.g. Radiotherapy
- When there is no specific equipment required for patient diagnosis at the admitting hospital

Please find below the process for inter hospital transfers.

1. The admitting hospital's case manager should provide the following information to Medscheme's hospital benefit management department when a transfer is requested
 - Members name and Surname
 - Member number
 - Dependent number
 - Existing Hospital Authorization Number
 - Clinical status of the patient
 - Reason for transfer
2. In cases of Emergencies, the hospital case manager should contact Medscheme's Hospital Benefit Management (Case Manager) telephonically to request an approval/authorisation for the inter hospital transfer.
3. Medscheme will ensure that Benefits, ICD 10 codes, and CPT codes where applicable are reviewed and updated before the approval/authorization for the procedure and the IHT is granted.
4. All inter-hospital transfer request must be sent to PolmedCMescalation@medscheme.co.za
5. Note the turnaround time for planned procedures e.g. radiotherapy is 8 - 48 hours.

We trust that the above will provide for a seamless inter hospital transfer process.

Warm regards,

Polmed