

> THE BACK AND NECK REHABILITATION PROGRAMME

The back and neck rehabilitation programme helps members living with chronic back and neck pain treat the cause of their pain and improve their quality of life. Run by Document Based Care (DBC), the programme incorporates the best protocols to improve functional ability and work capability - successfully and effectively - with minimum pain.

WHAT DOES THE BACK AND NECK PROGRAMME COVER?

The programme takes a comprehensive and holistic approach to chronic pain and offer individualised treatment to patients. After an initial assessment, beneficiaries receive treatment twice a week for 6 weeks. We cover the full cost of the programme.

This multidisciplinary programme includes treatment from doctors, physiotherapists, and biokineticists to treat severe neck and back pain. The treatment consists of active exercise with appropriate weights and motion. After the initial treatment, you receive a home-based programme to maintain results long term.

Please note: The programme does not cover the cost of x-ray, scans and prescribed medicines

HOW DOES THE PROGRAMME WORK?

Step 1

You will be assessed by a biokineticist and a doctor. This includes a physical examination and tests to check range of movement, nerve health and more.

Step 2

The doctor will take your medical history and explain the possible cause of the chronic pain and the DBC protocol to you.

Step 3

A treatment plan will be put together for you. A patient contract is then signed committing you to 6 weeks of treatment, twice a week. Sessions are an hour long (30 minutes with a biokineticist and 30 minutes with a physiotherapist).

Step 4

After the initial 6 sessions the doctor will re-examine you to determine progress and to discuss your improvement. The protocol is repeated 6 sessions over 3 weeks – each an hour – 30 minutes with the physiotherapist and 30 minutes with the biokineticist. If all is well, you are discharged with a home exercise programme. You will also be able to attend maintenance sessions with the biokineticist on a regular basis to support you after your recovery.

WHO CAN ACCESS THIS BENEFIT?

This benefit is available to members identified by the Beneficiary Active Disease Risk Management Team and providers may contact us to register eligible beneficiaries. Members may also self-refer. Identified or eligible members are then referred to the programme. This benefit is not available to members on BonCap.

WHAT HAPPENS IF I DO NOT USE DBC BEFORE SPINAL SURGERY?

If you choose to go for spinal surgery without first attending DBC, you will have to pay a R5 300 co-payment. This applies to BonClassic, Standard, Standard Select and BonComplete.

DBC CONTACT DETAILS

Call: 0860 105 104