



# KwaZulu-Natal Doctors Healthcare Coalition

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FOR IMMEDIATE RELEASE

## **KZNDHC Urges Patients to Make Informed Choices When Selecting Medical Aids**

[Durban, 24 June 2024] – The KwaZulu-Natal Doctors' Healthcare Coalition (KZNDHC), a respected organization representing doctors in the private sector, today emphasizes the importance of careful consideration when selecting a medical aid option. Recent developments regarding the administration change of the Boncap medical aid option underscore the need for patients to choose their medical aids wisely to avoid potentially unfavorable outcomes.

With the Boncap option now being administered by PHA instead of its previous administrator, Medscheme, concerns have arisen that may impact the quality of care patients receive. A recent survey conducted by KZNDHC among doctors working with Boncap in KZN has shed light on the dissatisfaction surrounding the new administration. All doctors who participated in the survey reported that their patients expressed unhappiness with the Boncap Option.

The survey findings reveal that patients have raised significant concerns regarding the network of specialists and hospitals associated with the Boncap option under PHA's administration. Insufficient access to specialized healthcare professionals and limited options for hospital services have left patients feeling frustrated and restricted in their pursuit of timely and appropriate medical care.

Additionally, patients should be aware that the use of the WhatsApp Doctor platform within the Boncap option has raised ethical concerns in the past, including allegations of touting and supersession. Patients deserve peace of mind, knowing that their healthcare providers are committed to maintaining the highest ethical standards. It is crucial for patients to carefully evaluate the platforms and tools associated with their chosen medical aid option to ensure their interests are protected.

Directors : Prof. MN Chetty (Chairman), Dr P. Ramlachan (Deputy Chairperson),  
Dr N. Govender (CEO), Dr DGH Bobat (Financial Director), Dr JD Patel (Company Secretary)  
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The KZNDHC firmly believes in the power of informed decision-making when it comes to selecting a medical aid option. Patients should thoroughly research and consider all available options, taking into account the reputation and track record of administrators. It is essential for patients to prioritize their own well-being and carefully assess whether their chosen medical aid option provides a robust network of healthcare providers, upholds ethical standards, and offers fair compensation for medical practitioners.

The KZNDHC encourages patients to engage with their chosen medical aid providers, asking questions and seeking clarification on any concerns they may have. By advocating for their own healthcare needs, patients can help shape a system that prioritizes their well-being and ensures they receive the highest quality care available.

For further information, please contact: [odeen@kznmcc.co.za](mailto:odeen@kznmcc.co.za)

About KZNDHC: The KwaZulu-Natal Doctors' Healthcare Coalition(KZNDHC) is a prominent organization representing doctors in the private sector. With a commitment to promoting quality healthcare, KZNDHC works towards fostering collaboration between doctors, healthcare institutions, and medical aid providers to ensure the delivery of exceptional medical services to the people of KwaZulu-Natal.

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