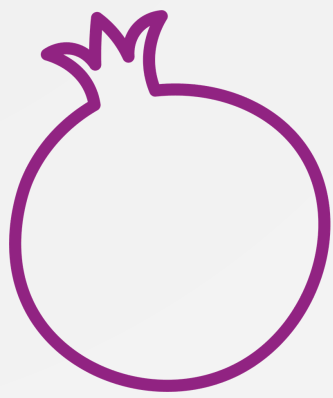
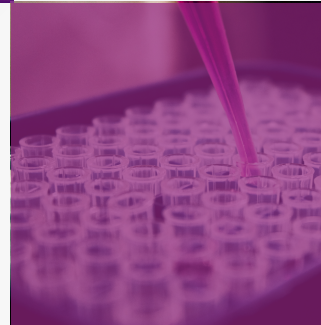




RIMON
HEALTH



Rimon Health Community Care Programme

Patient Information Pack



ChevrahKadisha

WELCOME TO RIMON HEALTH

Rimon Health is a community-based primary healthcare (PHC) programme developed by the Chevrah Kadisha to provide accessible, coordinated, preventative and ongoing healthcare support for uninsured community members who are unable to afford medical aid cover.

Our vision is to support proactive, affordable, quality primary healthcare while working in partnership with government services, private practitioners and allied health professionals.

HOW THE PROGRAMME WORKS

Rimon Health operates as a centrally coordinated primary care system, led by Clinical Associates and General Practitioners (GPs), supported by digital systems and structured care pathways.

Care is delivered through:

- Onsite clinics
- Scheduled primary care consultations
- Preventive screening and wellness services
- Coordinated referrals to external providers when needed
- Support for clients in navigating public healthcare services, with the aim of maximising access to available resources and ensuring appropriate utilisation of services where private options are not accessible.

Each patient is registered on a secure electronic medical platform, allowing for follow-up and safe long-term care.

WHO IS THE PROGRAMME FOR?

In its initial phase, the Rimon Health programme prioritises access for individuals who do not have private medical coverage, whether in the form of a medical aid or a hospital plan, and who do not have the financial means to obtain such cover.

The programme is designed to support these individuals in accessing essential primary healthcare services and navigating available systems of care.

Over time, the programme may expand to include individuals who do have hospital plans, with a focus on supporting them to better access and utilise available healthcare services.

Eligibility criteria may be reviewed and adjusted as the programme develops and expands.

Services Available

Service Category	What Is Included	Annual Service Caps & Notes
Primary Care - Clinical Associate	Primary contact: basic acute care, routine chronic monitoring, screening, wound care, women's health, limited telehealth	Up to 3 acute visits per year (plus chronic & wellness reviews as scheduled). Additional visits require motivation
Primary Care - GP	Escalation or complex care consultations	Up to 3 GP visits per year (Ages 13-59) Up to 6 GP visits per year (Ages 0-12; 60+) By referral or indication
Preventive Care	Onboarding + annual wellness review Preventative screening investigations	1 onboarding assessment + 1 annual wellness review per year. Preventative screening tests as per modified national protocol. Vaccinations on recommendation
Chronic Disease Care	Monitoring of and education on chronic conditions	Scheduled care included as per guideline - chronic checks via ClinA/ GP concurrent with government clinic attendance
Acute Medication	Short-term prescriptions by our clinicians (≤ 7 days unless motivated)	As per formulary, within medication limit (>limit requires motivation)
Chronic Medication (Bridging)	Bridging until government enrolment	As per formulary, up to 3 months chronic supply while awaiting government clinic
Allied Health	Physio, OT, Dietetics, Podiatry	Short term, on referral and authorisation
Dental Services	Basic dental assessment, emergency care, oral x-ray, simple fillings/extractions, and dentures if indicated	1 basic assessment and cleaning per year and emergency care on authorisation Routine advanced care excluded
Optometry & Audiology	Vision and hearing screening	1 screening per year, if clinically indicated
Mental Health Support	Primary assessment and social work referral	As per existing social service offering (recommendation by CKCS)
Psychiatry	GP: basic management Psychiatry: complex cases	On referral, clinic attendance, wellness activities, chronic formulary-based medication cover
Basic Laboratory Investigations	Basic blood and other laboratory tests (Acute/diagnostic)	As per formulary, as motivated by ClinA/GP; advanced tests need approval
X-rays	Basic diagnostic x-rays	As motivated by ClinA/GP
Telehealth	Follow-ups and results review	Limited, clinician-approved only
Education/Wellness Events	Group education, wellness days	Access to wellness days & group sessions (±4 per year)

Rimon Health facilitates access to a defined range of primary healthcare services aimed at prevention, early intervention and ongoing management of common health conditions. Services are delivered in line with national primary healthcare guidelines and are provided based on clinical need, programme eligibility, and available capacity.

Not all services are automatically available to every patient. Some services require clinical referral, motivation or approval to ensure fair, safe and sustainable access for all members of the programme.

The table outlines the core services available through Rimon Health, as well as important limitations and access conditions.

SERVICES REQUIRING SPECIAL APPROVAL

Some services which may require **clinical motivation** and **authorisation** include:

- Specialist consultations
- Advanced imaging or investigations
- Non-standard medications
- Advanced dental or surgical procedures
- Assistive devices

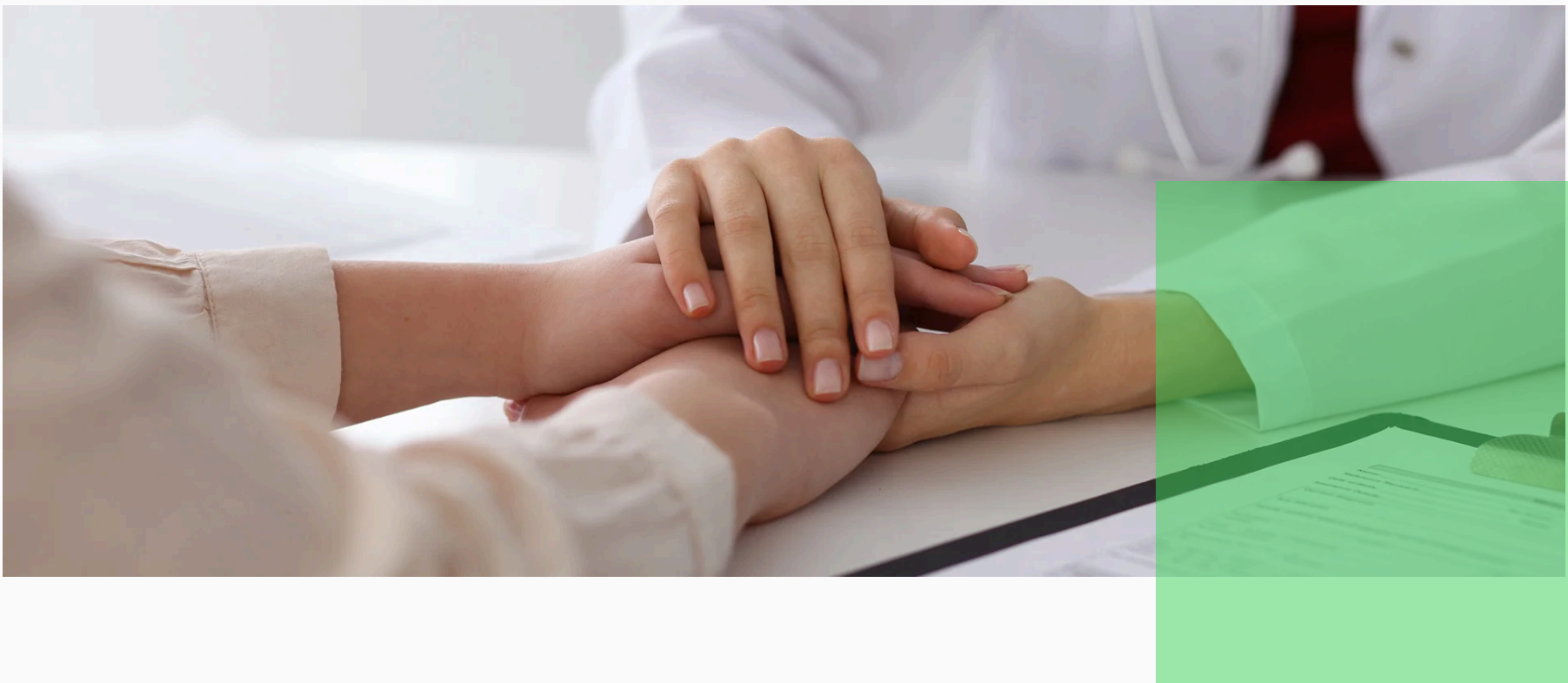
SERVICES NOT COVERED

The programme does not replace emergency or hospital-based care.

Not covered:

- Hospital admissions
- Emergency room care
- High-cost procedures outside primary care scope

Patients will be assisted with referrals to government facilities where appropriate.



What to Expect at Your Onboarding Appointment

WHY AN ONBOARDING APPOINTMENT?

Your onboarding appointment is your **first medical assessment** with the Rimon Health team. It helps us understand your health needs, creates a baseline medical record and ensures that your future care is safe, coordinated and personalised.

WHAT WILL HAPPEN AT THE APPOINTMENT?

For those who have not yet completed the application form and require assistance, our admin staff can assist. For those who have, you will be directed straight to the clinical onboarding medical assessment.

During your onboarding visit, a **Clinical Associate** or **GP** will:

- Review your personal and medical history
- Discuss any current health concerns
- Check your vital signs (such as blood pressure, weight, and basic measurements)
- Screen for common chronic conditions where appropriate
- Review any current medication you are taking
- Identify preventive care or follow-up needs
- Explain how the Rimon Health programme works going forward

WHAT SHOULD YOU BRING?

Please bring:

- Your ID document
- Any recent medical letters, clinic cards, or hospital records (if available)
- A list of current medication (or the medication itself)
- Relevant test results or referral letters

If you do not have all of these, please still attend - we will work with what is available.

HOW LONG WILL IT TAKE?

Please allow approximately **45 - 60 minutes** for your onboarding appointment.

YOUR CARE PATHWAY

1. Application & eligibility review
2. Registration and consent
3. Onboarding medical assessment
4. Creation of a digital patient file
5. Ongoing appointments and follow-up
6. Chronic disease monitoring (if applicable)
7. Periodic review and re-registration

Patients with higher medical or psychosocial risk may be enrolled into an **enhanced follow-up pathway**.

LIMITED TELEHEALTH USE (BY CLINICAL APPROVAL ONLY)

Rimon Health is an in-person primary care programme, however, limited telephonic or video consultations may be used at the discretion of the clinical team, where clinically appropriate and approved.

Examples include:

- Follow-up discussions after an in-person visit
- Reviewing investigation results
- Short check-ins for selected chronic conditions
- Clinical triage to determine whether an in-person visit is required

Telehealth is not a routine or on-demand service and does not replace face-to-face consultations. Telehealth is provided within strict clinical and safety guidelines and is not suitable for urgent or emergency care.

PATIENT RESPONSIBILITIES

To ensure fairness and sustainability, all participants are expected to:

- Treat staff and fellow patients with respect
- Attend scheduled appointments or cancel at least 24 hours in advance
- Follow agreed treatment plans
- Use services responsibly
- Adhere to clinic processes and policies
- Participate in wellness programmes

Repeated non-attendance or misuse of services may result in suspension or removal from the programme.

Participants who demonstrate consistent attendance, engagement with care plans, and participation in wellness activities may be eligible for periodic incentives or rewards, subject to programme rules and availability.

MEDICATION COLLECTION

- Acute medication will be dispensed from our onsite pharmacy, when prescribed by our clinicians and available.
- Bridging chronic medication will be provided until transitioned to a government clinic programme
- Thereafter, chronic medication will be provided by government facilities and collected from our onsite pharmacy on designated collection days
- SMS reminders will be sent before collection dates
- Medications may be collected by an authorised caregiver with consent

Failure to collect medication may prompt follow-up to ensure patient safety and adherence.

CONFIDENTIALITY & DATA PROTECTION

All patient information is handled in accordance with **POPIA** and healthcare confidentiality standards. Medical records are securely stored and accessed only by authorised healthcare professionals involved in patient care.

WHAT THIS PROGRAMME IS AND IS NOT



A structured primary healthcare programme



Focused on prevention, continuity, and long-term wellbeing



Designed to work alongside government health services.



Not a medical aid



Not an emergency or hospital service



Does not provide insurance, medical scheme cover, or guaranteed healthcare benefits.

NEXT STEPS

1. Complete the [initial application form](#)
2. Submit the required supporting documents
3. Await eligibility confirmation and onboarding instructions

For more information and to register your interest in the programme:

RimonHealth@jhbchev.co.za | Phone / WhatsApp: 083 262 0543





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www.jhbchev.co.za