



31 January 2017

Dear Client

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MESSAGE FROM THE MD

2017 has certainly started with a bang! Aside from the swearing in, of Donald Trump as the new US President and the many protests that followed, it is clear that this year will be filled with exciting new opportunities locally. Hopefully it will bring finality to the ongoing inquiry into healthcare and who knows, maybe the industry will take a positive step forward in delivering on a unified healthcare plan for all!

Last year we launched our modern, web based Elixir Live solution and I am happy to see that our clients, as well as our competitors are responding positively to the efficiencies it has brought into the fold. The next phase is well under way and you can expect to see a lot of richness and additional functionality in a solution that will enhance your business – definitely something to look forward to.

We also teamed up with other players in specific fields, such as Recomed and introduced a best of breed online diary. The unprecedented utilisation by patients has surpassed our expectations. If you have not tested the tool, now is the time to do so. You will be amazed at how positively patients respond to it when it is activated.

As you know, there is a general shift towards digital platforms to manage healthcare. Medical schemes are implementing electronic health records and are not only contracting with specific practitioners to focus primarily on the chronically ill, but also on preventative care plans to keep patients healthy.

Patients are becoming more aware of their personal health and wellness and we are beginning to see an increased focus on preventative care measures such as basic calorie and step counting to decrease risk of diabetes, cholesterol and other diseases. Active use of wearables and sharing of data from these devices is becoming a trend rather than just a phase and schemes are rewarding patients on various levels for living an 'active' lifestyle and this is pushing wellness to the next level.

The most logical next step from a business point of view is for your practice to implement HEALTHone or HEALTHone Connect. Not only will these solutions bring efficiencies into your business, you will also position your business to be able to increase income when attending to patients in accordance to care plans and or arrangements with schemes.

I am sure by the time you read this newsletter, the January rush to renew scripts will be over, and if you have not yet adopted our HealthSoft solution to ease this process, you will attest to the fact that you were kept busy for days, writing out thousands of scripts which could have been completed in 'seconds' through the push of a button. E-Scripting is an invaluable digital tool that saves hours of your time, I encourage you to take a few minutes over the next few days and have this solution implemented in your practice. Once you use it, you will not want to go without it ever again.



Lastly, I am very happy to announce that on 1 March we will introduce a below inflation nominal increase of 5,5% on all our existing agreements – except for our credit card agreements where we will have a zero % increase! The efficiencies introduced into our own business allowed us to transfer the savings to you, our most valued clients.

I am sure you will agree that the new range of products, upgrades and tools that we have introduced to bring further efficiencies into your business, in addition to the opportunity to increase your income in real terms, validates our commitment to ensuring that you are ahead of the curve when you optimise your practice with our products.

All of us at Med-e-Mass look forward to working closely with you and your practice in 2017 to ensure we provide you with best practice solutions for an efficient and profitable practice.

Happy Practicing

A handwritten signature in black ink, appearing to read "Gideon Brits".

Gideon Brits
MD: Med-e-Mass

