

# dablapmeds

The shortcut to your chronic medication

CCMDD: NHI initiative

This leaflet provides important information to help you join the Dablapmeds programme. It's easy. It's free.

## What is Dablapmeds?

Dablapmeds is a programme for all patients who are stable on their treatment and regularly visit the clinic to collect the same chronic medication. It makes it easier for you to get your medication quickly and without frequent clinic visits. It's a shortcut to your chronic medication.

### Benefits of Dablapmeds:

- **Cost:** The service is free
- **Convenience:** Choose to collect your medicine from a place that is closer to your home or workplace.
- **Less waiting time:** Collection is quick and easy at a convenient pick-up point with extended trading hours, avoiding long queues at the clinic.
- **Fewer visits:** Visit your clinic only twice a year (every 6 months), unless you feel unwell.
- **Reminder SMS:** Receive SMS reminders to collect your medication.
- **WhatsApp communication:** Get in touch with us easily through WhatsApp.
- **Toll-free call centre:** Call us for free if you have any questions or need assistance.
- **Flexibility:** If you are unable to collect your medication yourself, nominate two people, like a family member or friend, to collect it for you.
- **Privacy:** The medication is packed in a sealed box, so no one can see what's inside your parcel.

## How does it work?

- 1 Be healthy:** You need to take your medication and be stable on treatment to sign up. For chronic diseases, you need to take medication for life.
- 2 Ask to join:** Ask your healthcare provider to join Dablapmeds.
- 3 Choose a pick-up point:** Choose your pick up point from the list. up your medication.
- 4 Keep your medicine collection card safe:** This card shows your chosen pick-up point and dates you must collect your medicines.
- 5 To collect your medication, you will need:**
  - Identification (ID document, passport, or asylum seeker number)
  - Medicine collection card

If you have chosen someone else to collect your medication, they should bring their ID, your ID and your medicine collection card to the pick-up point.

- 6 Collect your medication on your collection date:** Remember the dates that you must collect your medicines, and collect on that day or up to 7 days after. Do not wait for the SMS reminder.



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## Important reminders:

- **Keep your information updated:** Inform the facility or call the call centre if your contact number changes.
- **Report issues:** Use the toll-free number to report any issues, such as incorrect medication.
- **Adhere to treatment:** Continue with your medication as prescribed to remain stable and eligible for the programme.
- **Clinic visits:** If you feel sick, visit the clinic. Always adhere to your blood collection dates, even if they are different from your medication collection dates.

## Patient rights and responsibilities:

- **Choose your pick-up point:** Select an approved pick-up point to collect your medicine.
- **Identification:** Always bring your identification for medication collection and prescription renewal.
- **Collection:** Collect your medication on your assigned collection date.
- **If you cannot collect your medication:** You can choose up to 2 people to collect it on your behalf.

## Medication information:

- **Your medicine parcel:** You may receive different brands of medication based on the company, but the medication will remain the same. You can check and verify with your clinic.
- **Awareness:** Be familiar with your medication. Check your medication details with each delivery.
- **Changes and contraindications:** Stay alert about any changes in your medication and health conditions. Consult your healthcare provider if you have concerns.
- **Unwanted or harmful reactions:** Report any side effects or unusual symptoms to your clinic or hospital.

## Confidentiality:

- **Privacy protection:** Your information is private and follows all relevant laws and guidelines. It will not be shared with anyone without your consent.

## Helpdesk support:

- **Assistance is available:** Contact the Dablapmeds helpdesk for any medication-related queries, side effects, packaging changes, or other concerns.

## Remember:

- **Stay informed:** Read and understand the information provided in this leaflet and with your medication.
- **Stay adherent:** Collect your medication on time and continue your treatment as prescribed.
- **Stay connected:** Keep your contact details updated and report any issues immediately.
- **Ensure you exercise and eat healthy foods.**

Please contact your local clinic or the Dablapmeds helpdesk with any questions or for further information. Your health and well-being are our priority. Thank you for participating in the Dablapmeds programme!

## Contact details

### Gauteng, Limpopo, Northern Cape & North West

Toll-free number: 080 151 6176  
WhatsApp "Hi" to 087 240 7171  
Please Call Me: 060 529 8793

### Eastern Cape, Free State & Mpumalanga

Toll-free number: 0800 272 222  
WhatsApp "Hi" to 057 814 5987  
Please Call Me: 079 226 4493

### KwaZulu-Natal

Toll-free number: 0800 21 23 50  
WhatsApp "Hi" to 087 240 7171  
Please Call Me: 060 529 8793