



PATIENT INFORMATION PACK

We are delighted that you have chosen My Sexual Health! We hope that you have a positive experience and that your expectations are exceeded. We are looking forward to meeting you at one of our practices soon.

We always have your best interest in mind, and we are committed to delivering a professional service without any prejudices or discrimination. We welcome patients from all genders, orientations, ages, religions, cultures, backgrounds and professions and aim to provide you with the highest level of care in a respectful manner.

We know that T&C's can be long and boring, but please do take the time to read through this document – it is full of important and useful information. Save it somewhere – you might want to take a look at it again later. The latest version of our full Terms and Conditions will be sent to you via email, and they are always available on our website: www.mysexualhealth.co.za under the “about us” section.

By signing our patient registration form, you agreed to our full Terms and Conditions. We have broken it down into Frequently Asked Questions here to make it a bit more user friendly.

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1. WHAT SHOULD I DO BEFORE MY APPOINTMENT?

- Complete all the online questionnaires that are applicable to you in the registration email you received.
- Please scan and email your ID and medical aid card to us before your visit if you did not upload it onto your registration form.
- Confirm your appointment as soon as possible by replying to the email or SMS you have received OR by sending an email OR by phoning us at our rooms.
- Get all your previous blood results from your doctor or the lab where you did the tests, and then email them to us before your visit. Please check in the next day to ensure it was received and loaded onto your profile. We often have difficulty getting older / previous results on time from the labs.
- See the information leaflet for “Blood Tests Required” to determine which blood tests you should do before you see your doctor. This will make your appointment much more effective and avoid costs for a follow-up visit a few days after your appointment to discuss results.
- You can prepare any information you think might contribute to your effective treatment and bring it with you when you come for your consultation – we’ve had samples, graphs, essays, spreadsheets, photos, recordings – anything you can imagine. We will upload it onto your profile and take it into consideration.
- Arrive at least 10minutes before your appointment please. If you suspect that you might have an infection, please ask the receptionist for a disposable cup to provide a urine sample. If you think you might need an ultrasound, do not empty your bladder before the appointment. This is also applicable to all your follow-up appointments.

2. HOW DOES PAYMENT WORK?

We are a CASH practice. This means you have to pay for your consultation on the day of your appointment. We accept cash, cards or EFT payments prior to or directly after your appointment. Unfortunately we do not accept cheques or American Express Cards, but we accept all the rest, including Diners Club Cards.

The Fees Quoted below include the basic consumables used during the examination. If an ultrasound or a procedure needs to be done or medication is administered during the consultation, there will be an extra charge for that. The laboratory costs for tests done are also not included, nor is any take home medication.

FEES FOR DR. ELNA RUDOLPH / DR. CAREEN RASCHER:

- New Patients: Consultations of up to 50 minutes are charged at R2050
- Follow-up: Consultations of up to 25 minutes are charged at R900 (Only for existing patients)

The following consultations have to be paid via electronic transfer before the appointment can be confirmed:

- Telephonic Update: Consultations of up to 15 minutes are charged at R530 (Only for existing patients)
- Repeat Prescriptions: R300 (only available to patients who have been seen in the last year)
- Email Consultations: R300 (only available to patients who have been seen in the last year)
- Feedback on Results after a visit: R300 (only available to patients who have been seen in the last two weeks)
 - If blood/other samples are taken more than 2 weeks after your last consultation, normal Telephonic Update rates will apply to discuss results with your doctor)
- Skype and Telephonic Consultations (for New Patients): R1000 for 25 minutes
 - Please provide your landline number if possible or your Skype Name prior to the consultation.
- Skype Follow-up Consultations: R900 for up to 25 minutes

If you are on psychiatric medication or suspect that you might have a psychiatric problem, you can ask for the co-therapy session Dr. Rudolph does with Dr. Careen Rascher, our psychiatrist, at 11h00 on Thursdays. The cost for these sessions remain the same (and almost all of it can be claimed from medical aid because two doctors are involved).

FEES FOR DR. JEAN ASPELING:

- New Patients: Consultations of up to 50 minutes are charged at R800
- Follow-up: Consultations of up to 25 minutes are charged at R595 (Only for existing patients)

The following consultations must be paid via electronic transfer before the appointment can be confirmed:

- Telephonic Update: Consultations of up to 15 minutes are charged at R430 (Only for existing patients)
- Repeat Prescriptions: R250 (only available for patients who have been seen in the last year)
- Email Consultations: R250 (only available for patients who have been seen in the last year)
- Feedback of Results after a visit: R250 (only available for patients who have been seen in the last two weeks.
 - If blood/other samples are taken more than 2 weeks after your last consultation, normal Telephonic Follow-up rates will apply to discuss results with your doctor)

FEES FOR DR. JIREH SERFONTEIN:

- New Patients: Consultations of up to 50 minutes are charged at R830
- Follow-up: Consultations of up to 25 minutes are charged at R600 (Only for existing patients)
- Follow-up: Consultations of up to 15 minutes are charged at R425 (Only for existing patients)

The following consultations must be paid via electronic transfer before the appointment can be confirmed:

- Telephonic Update: Consultations of up to 15 minutes are charged at R400 (Only for existing patients)
- Repeat Prescriptions: R250 (only available for patients who have been seen in the last year)
- Email Consultations: R250 (only available for patients who have been seen in the last year)
- Feedback of Results after a visit: R250 (only available for patients who have been seen in the last two weeks.
 - If blood/other samples are taken more than 2 weeks after your last consultation, normal Telephonic Follow-up rates will apply to discuss results with your doctor)

OTHER FEES:

- Administrative Work: R350 per 10 minutes or part thereof
 - (chronic medication applications, special motivations, letter, reports, etc)
- Theatre Use: R200 Facility Fee in addition to the consultation fees.
- Your medical records can be made available to you in print or electronic format for your own use, or for the use of third parties. We will need written consent from you stating the reasons for requiring the information. If you need a copy of your file, you can request it via email, up which we will send you an online form to complete and give consent. This will cost R300 for the first 10 pages, and R100 for every 10 pages after that (excl. vat).

**The fees quoted in the terms and conditions above may be adjusted from time to time without notice. This includes the annual fee adjustment that will take effect on 1 March each year.

Please note: You are welcome to request a quote for any procedure you plan to have done with us. Please email us for a quote at the supplied email address for your practice.

Remember: You remain responsible for the payment of your account. Any legal costs incurred to collect outstanding fees will be for your account. Should you not be able to settle your account immediately, please contact us in writing via email to get approval for your proposed repayment plan.

3. WHEN CAN I EXPECT TO GET MY INVOICE?

Your invoice might not be generated by the receptionist and might also not be generated immediately after your appointment, depending on which practice you visit - she will however receive your payment and supply you with a receipt. You can expect to receive your invoice within one week of your consultation, via email, but there might be exceptions to this due to circumstances beyond our control.

Please contact us at the supplied email address if you would like to get your invoice urgently. Keep in mind that you have up to four months to submit your invoice to your medical aid.

For queries about your account, please contact our accounts department at accounts@mysexualhealth.co.za

4. BANKING DETAILS

Please note that we have different bank accounts for each of the different practices and it causes an administrative nightmare if money is paid into the wrong account! Here are the banking details of the various practices:

- Dr. Elna Rudolph (JHB) - Dr Elna Rudolph Inc
Standard Bank; Menlyn (012345)
Acc: 012673412
- Dr. Jireh Serfontein (PTA) - Dr. Jireh Serfontein
Nedbank; Menlyn Maine (169745)
Acc: 1135996237
- Dr. Jeanne Aspeling (JHB) - Dr. Rudolph, Govender and Associates Inc
Standard Bank; Menlyn (012345)
Acc: 012672149
- Cape Town Branch (Dr. Elna Rudolph and Dr. Jeanne Aspeling) - Dr. Rudolph, Govender and Associates Inc
Standard Bank; Menlyn (012345)
Acc: 012672149
- My Sexual Health Shop (all branches) - MySexualHealth Shop (PTY) Ltd
Standard Bank; Menlyn (012345)
Acc: 410110965

If you see doctors at more than one practice, or see more than one doctor, please note the banking details on your specific invoice when you make payments, as the banking details will be different for our visits. Payments made into wrong accounts will be allocated correctly, but the time it takes to reflect on your statement will be increased.

PLEASE NOTE: You might receive more than one statement with different amounts from My Sexual Health during a statement run. Please compare the details on the statements with each other in order to distinguish between the different accounts with us. Please contact us on accounts@mysexualhealth.co.za if you have any questions.

5. HOW DO MEDICAL AID CLAIMS WORK?

My Sexual Health does not submit claims to the medical aid.

- Once you have received your invoice, you may submit it to your medical aid, **together with your receipt/proof of payment** within four months of the date of the appointment.
- If you do not include your proof of payment, the refund will be paid into our account, and not to you. If we need to reimburse you or your medical aid, an administrative fee of R50 will be charged for any refund made. All payments made by your medical aid will be allocated to your account, so the money will be kept in credit should you not require a refund. Please inform us if you realise that such a mistake was made. Email our accounts department directly at accounts@mysexualhealth.co.za
- It is very likely that only a portion of your fee might be covered by your medical aid.

The following information is the fine print about our rates, that you consent to on our registration form:

“• I Acknowledge that I have been informed that Dr. Elna Rudolph / Dr. Jireh Serfontein / Dr. Jeanne Aspeling / MySexualHealth.co.za does not charge the rates that the Department of Health has unilaterally determined for doctors and which are known as the Reference Price List (RPL); • I Confirm that I am aware that the RPL values for services are available from the Department of Health (Tel: 012 312 0000) and the Health Professions Council of South Africa (Tel: 012 338 9300) and www.doh.gov.za ; • I Confirm that I am aware that Dr. Elna Rudolph / Dr. Jireh Serfontein / Dr. Jeanne Aspeling / MySexualHealth.co.za charges fees that are over and above the RPL rate, and I understand that the practice may charge fees in excess of my medical scheme’s rates (dependant on plan, benefits structure and current accepted medical scheme networks)”

- **Please note:** We are obligated by law to use the correct ICD 10 (diagnostic) and procedural codes on your invoices. These codes can be used to identify the medical conditions you suffer from or the purpose of your visit. Keep this in mind if you submit your invoice to your medical aid. This is especially important if you are not the main member of your medical aid, and do not want the main member to find out about your condition. You may ask your doctor which codes will be used if you are worried. Just remember – the same goes for laboratory tests. We have had a few young people that had difficult questions to answer to their parents due to an account they received from the lab!

BILLING FOR COUPLES (OR PEOPLE WHO BRING THEIR PARTNERS/CHILDREN/PARENTS ALONG):

- If both partners are seen by the doctor, the invoice amount can be split in half in order to help you to claim more from your medical aid. Even if your partner has no sexual dysfunction and only comes along to find out more about your diagnosis and management, it qualifies as sex counselling and can be claimed from the medical aid. Your partner has to be registered as a patient with My Sexual Health in order to do this. Please ask for a registration form for him/her before your appointment. The same could go for parents who bring their children, or people who bring their elderly parents or another person they are caring for.

6. HOW DO I CONFIRM OR CANCEL AN APPOINTMENT?

- You will receive an email from us stating the exact date, time and venue of your consultation. If you have not received it, please insist on one. If there are any discrepancies between the email you received and what you were told at the time you made your appointment, please phone the office to confirm the information. There is nothing as frustrating for you and for us as for you to show up at the wrong time or place!
- Please reply to the email or SMS you receive, or phone the office to confirm your appointment. If you don't confirm your appointment, it will be cancelled in order to accommodate a patient on our waiting list.
- If you have confirmed your appointment, but then decide to cancel, and then do not cancel it at least 24 hours in advance, you will be charged for the full appointment. (Please note: medical aids do not cover missed appointments, so this amount will be for your own account and this arrangement is valid for all future appointments.)
- If you booked your appointment within 7 days or less from the date of your appointment, you will not receive an email to confirm. Please confirm it telephonically or via email at least 24 hours in advance.

- If you booked your appointment within 2 days from the date of your appointment, your booking will be considered confirmed, and you will be charged for the full appointment if it is not kept.

7. ARE THERE ANY SPECIAL ARRANGEMENTS FOR CAPE TOWN PATIENTS?

- Yes! Our practice in Cape Town still operates as a satellite office at the moment, and therefore things work a bit differently there. Dr. Elna Rudolph flies to Cape Town at great cost specifically for seeing patients, and we therefore need to make sure that the expense is warranted.
- For this reason ALL consultations with Dr. Elna Rudolph must be paid via EFT before the appointment can be confirmed. This means that we will provisionally book your appointment on Dr. Rudolph's calendar, but you have to pay the fee for your consultation via EFT before your appointment will be allocated to you. If another patient needs to book an appointment and all the other timeslots have been filled, and they pay their consultation fee for that timeslot before you do, you will forfeit your slot because we have to allocate appointments on a "first come –first serve" basis based on the receipt of payments.
- We also want to give all our Cape Town patients the opportunity to see Dr. Rudolph when she is available, so if you want to cancel your appointment with her in Cape Town, you must do it at least 3 days in advance excluding the day of the appointment to give us the opportunity to fill that slot with another patient. You will be charged for the full appointment if you cancel less than 3 days before your appointment. If you cancel your appointment with less than 5 days to go, and we cannot find a replacement patient for that timeslot, your refund for the cancelled appointment may/may not be withheld at the discretion of Dr. Elna Rudolph.
- Payments for all doctors in Cape Town can only be made via EFT before the appointment. We do not accept any cash or card payments at all at the Cape Town practice.
- When you come to see our doctors at the Cape Town satellite office, please be aware that there are no signage for MySexualHealth at that location. You will be seeing your doctor at Intercare Tyger Valley, so you must report at the MEDICAL RECEPTION at Intercare Tyger Valley, and state that you are there to see Dr. Elna Rudolph / Dr. Jeanne Aspelung.
- If you want to see or speak to your doctor at the Cape Town practice you always have to phone our booking line or email us at the phone number or email address provided to make an appointment. We do not have any permanent reception staff at that location, so if you go there on any other day there will be nobody to help you. Unfortunately you cannot make appointments in person at that practice, and if you speak to the reception staff at Intercare Tyger Valley on a day that the doctor is not there, they will probably not know what you are talking about.
- If you must have blood tests done, please use laboratories from Ampath or Pathcare to make sure that we receive your results.

8. HOW LONG SHOULD I EXPECT TO SIT AND WAIT FOR THE DOCTOR?

We do respect your time and it is not our intention to keep you waiting. Our day is also much nicer if we are on time! It is unfortunately sometimes unavoidable to run late. You will be able to have some coffee/tea, browse through the sexual health related products we keep (in Pretoria and Johannesburg), or read the interesting literature we have available.

Our commitment to you is: If you have to wait longer than 30 minutes after your appointment should have started, it will be free!

9. HOW WILL I GET MY RESULTS AFTER THE APPOINTMENT?

- We strongly recommend that you have your blood tests done before you appointment. The patient leaflet "Blood Tests Required" explains the process thoroughly.

SAMPLE TESTS TAKEN DURING YOUR APPOINTMENT

- If a sample like a Pap smear, biopsy, swab or urine culture was taken during your examination, the results will be available in about ONE WEEK. If the result is normal, you will just receive a letter from your doctor via Healthspace from no-reply@healthspace.co.za stating that it is normal or a phone call from one of our staff members. Please add this email address to your safe list on your email client (such as Outlook) in order to ensure that you always receive communications from your doctor.
- If the results are not normal or you need an additional prescription, you will be phoned by your doctor. If we can't get hold of you, we will send you a letter via Healthspace as above or an email with instructions and a prescription if indicated. The cost for this feedback is the same as the cost for a repeat prescription.
- If you have not received feedback about a test that was done, please contact the office. Your name will be added to your doctor's diary in the first available opening, within a few days (unless your doctor is on leave) and you will receive a letter via Healthspace as above or a call from your doctor at that time.
- PLEASE NOTE: We do not follow the no-news-is-good-news principle! We ALWAYS inform patients about their results, even if it is normal. Occasionally there are administrative glitches and it can have serious consequences if an abnormal pap smear is missed, for instance because the lab did not print the result. If you have not heard from your doctor within one week, please contact the office.

BLOOD TESTS DONE AFTER YOUR APPOINTMENT

- If you have blood tests done directly after your appointment, please arrange a feedback session (Respond Appointment) with your doctor as soon as you have the tests done. This will be charged at the same rate as Repeat Prescriptions.
- If you have blood tests done a few weeks or months after your appointment, please arrange for a Telephonic Follow-up consultation or a Face-to-Face follow-up with your doctor. You must have an appointment with your doctor to get your results.

10. WHAT HAPPENS IF I HAVE QUESTIONS AFTER MY CONSULTATION, EXPERIENCE UNACCEPTABLE SIDE-EFFECTS FROM THE MEDICATION PRESCRIBED OR HAVE AN EMERGENCY BETWEEN APPOINTMENTS?

- You can email your question to the provided email address. We will put it onto your doctor's diary and it will be answered as soon as possible. You can also phone the practice and ask for the next slot for a Respond Appointment on your doctor's calendar so that she will have a few minutes to speak to you. These emails and quick phone calls will be charged at the same rate as Repeat Prescriptions.
- If it is really urgent, it is better to phone the practice to see what they can do to help you as soon as possible.
- It is our policy for our doctors not to take any phone calls while they are in consultation with patients, even if it is an emergency. They must respect the patient sitting in front of them and see it as stealing from them if they engage with other patients during the time they are paying for. The only exception is the rare occasion when a pharmacist phones about a query on a prescription of a patient standing in front of him/her. It can be life-threatening if a person receives the wrong medication.
- If your doctor is not available or away from the practice and there is an emergency, you may speak to, or see one of the other doctors at our practice. We can make your Healthspace profile available to them – all your notes and blood results will be available there for them to assist in your treatment.
- We prefer to treat even small things related to your sexual health, like a urinary tract infection or thrush, ourselves. The treatment prescribed by other doctors might have a negative impact on the treatment we are giving you and it might set you back a few steps again.

- Please note: We are not geared to offer Emergency Services at My Sexual Health. We can only help you during office hours and if the doctor is available. You are more than welcome to phone and explain your situation to the administrative staff. They will do everything they can to help you, but it is not always possible. You will have to visit your GP or go to the Emergency Unit of your nearest hospital if it is after hours or if we are not able to help you. Our office is always closed for about 2 weeks around Christmas and New Year.

11. CAN I EXPECT TO RECEIVE ALTERNATIVE OR UNREGISTERED MEDICATION?

- Does any of the My Sexual Health doctors use Natural/Bio-identical / Integrative / Alternative / Compounded / Unregistered / Off-label Treatments?
- Yes, when it is deemed necessary or when it is requested, and the doctor is satisfied that it is safe to do so. You are welcome to ask your doctor whether the suggested treatment is seen as conventional or alternative. The treatment prescribed by your doctor might be:
 - seen as alternative.
 - not registered for the specific use in males or females in South Africa.
 - so-called “off-label” medication, meaning that it is not used for the purpose that it was registered for.
 - compounded by a compounding pharmacy, according to a specific recipe prescribed by your doctor.
- Conventional medication is generally preferred, unless the patient only wants natural, herbal or bio-identical treatment, or if there is no conventional/registered option available for the specific condition.
- You are welcome to ask questions about your prescribed treatment until you are satisfied that you have enough knowledge to make an informed decision. Your doctor will offer all available treatment plans for your condition and might make suggestions, but it is your right to accept or refuse any treatments. We are not offended if you ask questions and request more information.
- We do, however urge you to take your medication exactly according to your doctor’s instructions. If you deviate from the instructions given to you, there can serious consequences, varying in severity, but can include cancer and death. If you have difficulty taking your medication as prescribed, it is recommended that you rather contact your doctor.

12. WHAT DOES MY SEXUAL HEALTH DO TO KEEP MY INFORMATION CONFIDENTIAL?

You can be assured that we don’t share your personal or medical information with any third party without your consent. Our staff has undergone special training, and patient confidentiality is our top priority. One of the main reasons why we use only electronic record keeping, is to improve patient confidentiality.

The security on the health record system we use, called HEALTHSPACE, is similar to that of internet banking. If you have any queries about this, please contact Ivena at ivena.venter@mysexualhealth.co.za.

In our terms and conditions, we do ask you to consent to the following:

Supervision:

All our doctors work under supervision. It is part of our ethical code to ensure that we deliver the highest quality of care. Complicated cases might be discussed with a more senior colleague or in our multi-disciplinary team meeting to gain insight and for your benefit. These meetings are closed meetings and only for members of our professional team, abiding by very strict confidentiality rules. Your identifying information is not shared during the team meetings, but it might be shared with your doctor’s supervisor. Please inform your doctor if you would not like your case to be discussed.

Non-identifiable data:

We take the outcomes and the quality of the service we deliver very serious. In order for us to monitor the effectiveness of our treatment, we have to look at the data from our patients. Your data might be used for auditing, teaching or research purposes, but in a non-identifiable manner i.e dissociated from any personal information.

Administrative staff:

In order for us to deliver our service, the administrative staff members of My Sexual Health do have access to your online profile. They also have access to the doctors' emails and are responsible for making sure that the emails sent directly to doctors are dealt with effectively. They received special training and have signed strict confidentiality agreements.

13. IS MY DOCTOR A REGISTERED SPECIALIST IN SOUTH AFRICA?

No. Sexual Health training is not available through an official institution in South Africa. Our clinical head, Dr. Elna Rudolph did all her post graduate training in various countries overseas and Dr. Jireh Serfontein is currently completing her Master's Degree in Sexual Health through the University of Sydney.

The My Sexual Health doctors have been trained and supervised by Dr. Elna Rudolph, who is an internationally acknowledged expert in the field. They have weekly supervision session with Dr. Rudolph, attend monthly meetings and are contractually obligated to attend national conferences and keep their professional development points up to date.

Our doctors are not gynaecologists, urologists or specialist physicians. Abroad they are called "Sexual Health Physicians" but since that is not a registered specialty in South Africa, we just call them: "Medical Doctors working in the field of Sexual Medicine" or Sexologists.

Dr. Careen Rascher, our psychiatrist, is a registered specialist in South Africa.

All our associates are registered with the HPCSA, Nursing Council or Social Work Council.

14. WHAT IS MY SEXUAL HEALTH?

My Sexual Health is a privately owned company providing practice management services to doctors who provide sexual health services.

The following practices have employed us to do their management:

- Dr. Elna Rudolph Inc. (Sexual Health)
- Dr. Careen Rascher Inc. (Psychiatrist and Sexual Health)
- Dr. Jireh Serfontein (Sexual Health)
- Dr. Jeanne Aspeling (Family Practice, Integrative Medicine and Sexual Health)
- Delene van Dyk (Nurse counsellor, LGBTI expert, Sexual Health Educator)
- Dr. Eugene Viljoen (Clinical Psychologist and Sexologist)

We facilitate the multi-disciplinary treatment of patients with sexual health concerns by pulling together a big team of professionals working in the field of Sexual Health and Sexology. We arrange meetings and distribute scientific information to improve our associates' knowledge in the field of Sexual Health and Sexology.

We also aim to keep the public informed about Sexual Health matters through our website at (www.MySexualHealth.co.za), our facebook page (www.facebook.com/MSHClinic/) and the workshops we present.

Lastly we give back what we can by supporting Unicef and The Hanna Charity (www.hannacharity.org).

15. WHAT OTHER SERVICES ARE AVAILABLE THROUGH MY SEXUAL HEALTH & ITS ASSOCIATES?**MYSEXUALHEALTH SHOP:**

We have exciting products available at our Johannesburg and Pretoria practices. From herbal tablets to stabilise hormones and improve libido, to devices for erectile dysfunction, premature ejaculation, incontinence, toys, imported hypo-allergic lubricants and books to improve sexual skills.

PSYCHO-SEXUAL SERVICES:

We have the most qualified psycho-sexologists in South Africa on our team, offering couple's therapy, sex therapy, hypnotherapy, psychotherapy and counselling related to any sexual health matter.

LGBTIQ+ AND ALTERNATIVE LIFESTYLE SERVICES:

Sr. Delene van Dyk, who is part of our team, is a nurse counsellor and an expert in the field of sexual identity and everything related to LGBTIQ+ services. She assists people who are coming out, have children who are coming out, Trans people or the parents of Trans children, Intersex people, people searching for their identity, people struggling to cope with a hostile environment, etc.

Our doctors are experienced in the medical treatment of Trans patients and the medical needs of the LGBTIQ+ community. We offer frequent screening and prophylaxis for polyamorous people or people with other alternative lifestyles. We also offer PrEP (HIV PRE-exposure prophylaxis) and PEP (post exposure prophylaxis).

HIV SERVICES:

We offer HIV treatment and management according to the latest guidelines. We do applications to medical aid for chronic medication and also see private HIV positive people. We offer advice on safe conception and family planning, safe sex when the one partner is negative and the other one positive, positive lifestyle changes, management and prevention of other chronic diseases in people with HIV as well as all the necessary vaccinations.

Our doctors can do HIV counselling and testing during your consultation.

HIGH RISK EXPOSURE SERVICES:

For people who had been abused or just had a high risk incident without a condom or where there was a condom burst. We offer testing and treatment of sexually transmitted infections.

BASIC SCREENING SERVICES:

We do Pap Smears, Rectal Exams, Blood Pressure, Urine Analysis, Screening for HIV and sexually transmitted infections, chronic diseases – these are all included in your consultation fee (excluding the lab costs). You simply have to ask your doctor to fit it into the appointment at the start of your session.

VACCINATIONS:

We do offer the vaccines that prevent cancer of the cervix as well as some cancers of the anus, penis and throat. We also offer other vaccinations, but are not registered travel doctors (cannot give yellow fever injections).

PSYCHIATRIC SERVICES:

The experienced psychiatrist, Dr. Careen Rascher has recently joined our team in Johannesburg. We find it very valuable to have her insights in patients who have psychiatric as well as sexual health problems.

If you are on psychiatric medication, you can ask for the co-therapy session Dr. Rudolph does with Dr. Rascher at 11h00 on a Thursday. The cost for these sessions remain the same (and almost all of it can be claimed from medical aid because two doctors are involved).

PELVIC FUNCTION PHYSIOTHERAPY:

We have physiotherapists on our team that have post graduate qualifications in Pelvic Function Physiotherapy. They deal with painful intercourse, erectile dysfunction, premature ejaculation, anorgasmia, chronic pelvic pain, incontinence, etc.

OCCUPATIONAL THERAPY:

This might sound strange, but we have occupational therapist, Elsie Labuschagne, on our team. She treats people with sensory integration problems. People who are tactile defensive often find it difficult to be physically intimate with their partners.

SEX ADDICTION SERVICES:

We have the clinical social worker, Sharon Rosen, on our team to help people, as well as the ones they love, who suffer from sex addiction. She has years of experience in the field and also runs a support group for sex addicts.

SEX EDUCATION:

We do sex education for individuals, couples and parents. It can be done by any of the professionals on our team, but it is Sr. Delene van Dyk's forte. She also presents a very interesting work shop called Binaries and Boxes once a term – absolutely worthwhile!

We often see people who are getting married as virgins that would like to have all their questions answered, go onto the right contraception and who would like to know if sex will be possible. All our doctors have lots of experience in seeing such patients – we know how to be very gentle!

CONDITIONS TREATED:

Hormonal problems in men and women, low libido, high libido, erectile dysfunction, premature ejaculation, delayed ejaculation, anorgasmia, persistent genital arousal disorder, painful intercourse, unconsummated marriages/relationships, chronic pelvic pain, painful bladder syndrome, vulvodynia, vestibulodynia, loss of vaginal tone, sexually transmitted infections including genital warts and HIV, Pre Exposure Prophylaxis for HIV, Post Exposure Prophylaxis for HIV, sex addiction, recurrent vaginal infections and urinary tract infections, basic fertility investigations, hormonal treatment for trans people, relationship problems, infidelity, etc.

16. MAP AND DIRECTIONS TO OUR CENTRES:**PRETORIA**

- Follow the following link to find us on Google Maps:
<https://drive.google.com/open?id=1gd-bScZN3P6R5G88mX2VixTI77g&usp=sharing>

Use the "Get Directions" button to help you find us.

- Our Address: MySexualHealth.co.za
First Floor, 21 Wattle Crescent (Next to Die Wilgers Hospital)
Die Wilgers Ext14, Pretoria
- GPS Coordinates: 25°46'06.1"S 28°19'04.0"E

JOHANNESBURG

- Follow the following link to find us on Google Maps:
https://www.google.com/maps/d/edit?mid=z-4_2i55Lpv8.kNS7DowC4D9Q

Use the "Get Directions" button to help you find us.

- Our Address: Integrative Medical Centre (IMC)
2 Eaton Avenue (c/o Bryanston Dr & Eaton Ave)
Bryanston, Sandton, JHB
- GPS Coordinates: 26°02'48.1"S 28°01'17.9"E

CAPE TOWN

- At Intercare Tyger Valley patients should report at the MEDICAL reception and state that they are there to see Dr. Elna Rudolph/ Dr. Jeanne Aspelung.
- Follow the following link to find us on Google Maps:
<https://www.google.com/maps/place/Intercare+Medical+and+Dental+Centre+Tyger+Valley/@-33.870817,18.6359893,17z/data=!4m7!1m4!3m3!1s0x1dcc50b74fbf1d6d:0x7c5c34dbf1b67a7f!2s43+Old+Oak+Rd!3b1!3m1!1s0x0:0x24acf83b020935e?hl=en-ZA>

Use the "Get Directions" button to help you find us.

- Our Address: Intercare Tyger Valley
43 Old Oak Road
Tyger Valley, Bellville, Cape Town
- GPS Coordinates: 33°52'19.5"S 18°38'13.2"E

17. CONTACT DETAILS OF ALL THE PRACTICES:

	JOHANNESBURG	PRETORIA	CAPE TOWN
TEL:	086 7272 950	086 227 7718	086 7272 950
EMAIL:	reception@ mysexualhealth.co.za	admin@ mysexualhealth.co.za	reception@ mysexualhealth.co.za
ACCOUNTS:	jhb.accounts@ mysexualhealth.co.za	pta.accounts@ mysexualhealth.co.za	cpt.accounts@ mysexualhealth.co.za
	or		or
	jhb@mysexualhealth.co.za (Dr. Aspeling)		cpt@mysexualhealth.co.za (Dr. Aspeling)