



2026 BACK AND NECK PROGRAMME

Applicable to all options except BonCap, BonCore, BonStart and BonStart Plus.

The Back and Neck Programme helps members living with **chronic** back and neck pain treat the cause of their pain and improve their quality of life. Run by Documentation Based Care (DBC), the programme incorporates the best protocols to improve functional ability and work capability - successfully and effectively - with minimum pain. Applicable to all options except BonCap, BonCore, BonStart and BonStart Plus.

The DBC Network now also offers shoulder and knee pain treatment as an extension of the Back and Neck Programme, offered by certified, licensed DBC physiotherapists without the use of DBC equipment.

Please note: The programme does not cover the costs of x-rays, scans and prescribed medicines and specialist referrals.

WHAT DOES THE BACK AND NECK PROGRAMME COVER?



The programme takes a comprehensive and holistic approach to chronic pain and offers individualised treatment to patients. One treatment protocol is allowed per area (i.e. back, neck, knee or shoulder), per beneficiary, per benefit year.

After an initial assessment, beneficiaries receive treatment twice a week for up to six weeks at a DBC Centre of Excellence. We cover the full cost of the programme. This multidisciplinary programme includes treatment from doctors, physiotherapists and/or biokineticists to treat severe back, neck, knee or shoulder pain. The treatment consists of active exercise with appropriate weights and motion. After the initial treatment, you receive a home-based programme to maintain results long-term.

The programme also offers a **DBC Physiotherapy Network** to provide treatment in areas where a DBC Centre is further than 30km away.

Members who had recent back, neck, knee or shoulder surgery may not qualify for the Back and Neck Programme and a letter of motivation is required from the treating surgeon to be considered for the Programme 1 year after surgery.

DETAILS FOR DBC

Call: 0860 105 104

Website: www.dbc.co.za

Email: membercare@medscheme.co.za

WHO CAN ACCESS THIS BENEFIT?



This benefit is available to members identified by the Active Disease Risk Management Team and providers may contact us to register eligible beneficiaries. Identified or eligible members are then referred to the programme. Members may also contact DBC directly. This benefit is not available to members on BonCap, BonCore, BonStart and BonStart Plus.

HOW DOES THE PROGRAMME WORK?

01

You will be assessed at the initial appointment. The assessment includes a physical examination and tests to check range of movement, nerve health and more.

03

A treatment plan will be put together for you. A patient contract is then signed committing you for up to six weeks of treatment, twice a week. Sessions are up to an hour long.

02

The clinician will take your medical history and explain the possible cause of the chronic pain and the DBC protocol to you.

04

After completion of the treatment and a final assessment, in-centre follow up sessions will be booked, as prescribed, to monitor the progress of your home exercise programme.