



MEDLINK SERVICES LIMITED

COMPANY PROFILE

**Medlink Services Limited
Plot No 1311, Buungano Suite
Lubu Road
Longacres
Lusaka
P.O.Box 31661**

Tel: 260 21 1 252602/252528/260 95 5 232602/97 7 644836

Fax: 260 21 1 252097

Email: medlink@zamtel.zm

Website: www.medlink.co.zm

1. INTRODUCTION

Medlink is a Medical Scheme Administration Company incorporated in Zambia in 2007. The Company administers staff medical schemes and facilitates development of effective work place Health promotion Programmes that are aimed at enhancing employee productivity and overall organisational performance. The Company has grown from having two (2) client companies in 2008 to twenty five (25) in 2016.

For the purpose of ensuring that clients have a holistic health scheme, Medlink has under its line of services provision of the following:

- Access to hospitals and other health facilities for it members across Zambia,
- Referral to Apollo hospitals and Artemis Hospital in India,
- Travel Medical Insurance,
- Employee Health Promotion Programmes,
- Pharmacy Services,
- Preparation of various medical scheme reports on a monthly basis
- Funeral Policy

2. OUR MISSION

To help our clients achieve organisational productivity, good image, profitability, and sustainability by providing advisory and administrative services that facilitate good health among employees and their family members.

3. OUR VISION

To be a leader in management of holistic group health initiatives within the country and internationally

4. SCOPE OF SERVICES

Medlink provides Medical Scheme Administration and Advisory Services to organisations. The

company works in liaison with Health Care Providers and Health Promotion organisations in facilitating enhanced health for its Clients' employees.

4.1. Health Policy Development and Implementation

Medlink assists organisations to develop and implement health policies that facilitate a health workforce so as to achieve high levels of productivity required to meet organisational goals.

4.2. Access to Medical Services

Medlink links organisations to Health Care Providers in Zambia and India. The Company manages Medical Schemes on behalf of its Clients. In addition, Medlink helps its Clients to effectively and continuously monitor and evaluate the general health status of the workforce.

4.3. Health Promotion

Medlink helps organisations to develop work place Health Promotion Programmes. The company facilitates increased awareness on health related issues by providing access to health information. In addition the company provides Travel medical Insurance coverage

4.4. Travel Medical Insurance

Medlink works with the International Medical Group in the provision of worldwide travel medical insurance coverage for all its members that travel out of Zambia

4.5. Funeral Policy

To further ensure that the scheme is holistic the following services are facilitated in case of unfortunate death events:

- Collection of remains from a Health Care Facility to a funeral parlour
- Preparation of the remains for burial
- Transportation from funeral parlour to church and finally to the burial site
- Provision of chairs, tents, carpets at the burial site

5. Corporate Structure and Management

Medlink is structured to realise its vision of being a leader in Administration and Management of Medical Schemes. The company's structure is also in line with its mission of helping its clients to enhance organisational productivity, image, profitability and sustainability.

To achieve its corporate objectives, Medlink's employees and resource persons are highly qualified and have diverse professional backgrounds. This enables the Company to attend to its clients' health in a more holistic way as opposed to a narrow focus.

Medlink is lead by a Board consisting of five members from different professional backgrounds. These include; health professional, human resource practitioner, economist, engineer and lawyer. The Board consists of four (4) Non Executive Directors including the Chairman and one (1) Executive Director (Managing Director). The Board is also reasonably gender balanced with two female members.

Table 1: Medlink Board Composition.

Name	Nationality	Profession	Qualifications/ Experience	Board Membership
Michael Mbulo	Zambian	Economist	MSc, BA, 23 Years	Non-Executive Director and Chairperson
Charles M. Haanyika	Zambian	Engineer	MBA, BEng, MEIZ, MEIT, REng 24 Years	Non-Executive Director
Milimo Silenga (Ms)	Zambian	Human Resources	Bachelor of Arts 8 Years	Non-Executive Director
Zeni Manda Haanyika (Mrs)	Zambian	Health Professional	Master of Public Health (MPH), Advanced Dip. Business studies, Dip. Nursing 18 Years	Managing Director
George M. Kanja	Zambian	Lawyer	MSc, LLB, 16 Years	Company Secretary

Medlink also works with various associate consultants who provide specialised services. All Medlink employees are suitably qualified to manage client resources and to undertake medical scheme administration in an effective manner.

6. SUPPORT INSTITUTIONS

6.1. Health Care Providers



Medlink works with Health Care Providers across the country. The affiliated HCPs are accredited to the Medical Profession Council of Zambia. Our HCPs include the highest referral hospital - University Teaching Hospital (UTH) which provides both referral and first line medical services. Medlink works on ensuring that scheme beneficiaries are able to access hospitals that will provide quality care for all the likely illnesses. Medlink will therefore continuously work on ensuring that scheme beneficiaries are able to access quality health services.

In linking scheme beneficiaries to Health Care Providers and in order to contribute to employee productivity, Medlink facilitates selection of Health Care Providers taking into account the following important dimensions of Quality of Care: **technical competence, access to services, effectiveness, interpersonal relations, efficiency, continuity, safety and a conducive environment.** Medlink's health associates provide medical, surgical, orthopaedic, dental, optical, rehabilitation and other services for both the young, old, females and males.

Further to the above, Medlink has established a good reputation among its HCPs and therefore Medlink medical cards are widely accepted. This relationship has been built over time and as a result of our efficiency in processing medical bills and continuous liaising with our Associate HCPs. By continuously evaluating the level of service delivery, we have

contributed to improved service provision and therefore enhanced the quality of service for our members.

6.2. IMG Travel Insurance



In order to further facilitate convenient medical services for scheme beneficiaries, Medlink facilitates provision of Travel Medical Insurance for periods ranging from five (5) days to one (1) year. This is done in collaboration with Medlink's Insurance Associate - International Medical Group (IMG). This service has been put in place to further enhance Medlink's clients' health care benefits and to allay anxiety concerning access to health facilities when scheme beneficiaries travel abroad.

6.3. Specialised Health Care Providers Abroad

Medlink has signed agreements with two Indian Hospitals namely Artemis and Apollo Hospitals and is also working towards finalising linkages with three (3) other specialised hospitals in the same country. These hospitals are specialised in the following services: Cardiac, Orthopedic, Neurology, ENT, Gastroenterology, Gynecology, Infertility Treatment, Oncology, Ophthalmology, Organ Transplant, Spine Surgery, Dermatology, Urology, Oncology, Obesity Management, Dentistry.



6.4. *Operation of a Pharmacy*



Medlink is now running a Retail Pharmacy “Medlink Pharmacy” which has been operational since 2nd January 2014 and is part of an extension of its services. The company hopes to contribute to the health of the local community through provision of conventional medicines, surgical commodities and several other health related commodities. In addition, Medlink has

embarked on this expansion to meet the demands of its current Medical Scheme clients who are at times unable to get medicines at some hospitals due to stock-outs. The company's medium to long term plan is to open more Pharmacies in Lusaka and other towns in Zambia

6.5. Health Promotion Programmes



Medlink believes that health should be looked at in more holistic way. It is for this reason that the Company has under its range of services promotion of good health among employees. It is always said 'prevention is better than cure'. The Health Promotion Programme is aimed at enhancing employee wellbeing and productivity these being important prerequisites for achievement of goals set by any type of organisation.

7. CLIENTS

Medlink has and is working with the following clients:

ZAMBIAN BREWERIES

Developed the Zambian Breweries staff medical scheme
Administering the Zambian Breweries Staff Medical Scheme

TOYOTA ZAMBIA

Developed the Toyota health Policy
Developed the Toyota staff medical scheme
Administering the Toyota staff Medical Scheme
Conducted Health Promotion Activities for TYZ

FOOD RESERVE AGENCY

Developed the FRA health Policy
Developed the FRA staff medical scheme
Administering the FRA staff Medical Scheme

ZAMBIA DEVELOPMENT AGENCY

Developed the ZDA medical scheme Policy
Developed the ZDA staff medical scheme
Administering the ZDA staff Medical Scheme

DEVELOPMENT BANK OF ZAMBIA

Developed the DBZ staff medical scheme
Administering the DBZ Staff Medical Scheme
Providing Travel Medical Insurance

CHURCHES HEALTH ASSOCIATION OF ZAMBIA (CHAZ)

Developed the CHAZ health Policy
Developed the CHAZ staff medical scheme
Administering the CHAZ staff Medical Scheme
Conducted Health Promotion Activities for CHAZ

NATIONAL COUNCIL FOR CONSTRUCTION

Developed the NCC health Policy
Developed the NCC staff medical scheme
Administering the NCC staff Medical Scheme

NORWEGIAN CHURCH AID

Developed the NCA staff medical scheme
Administering the NCA Staff Medical Scheme
Provided Travel Medical Insurance

NATIONAL TECHNOLOGY BUSINESS CENTRE

Developed the NTBC staff medical scheme
Administering the NTBC Staff Medical Scheme
Provided Travel Medical Insurance

AMERICAN INTERNATIONAL HEALTH ALLIANCE

Developed the AIHA staff medical scheme
Developed AIHA medical scheme Policy
Administering the AIHA Staff Medical Scheme

UTILINK LIMITED

Developed the organisational health policy;
Developed the staff medical scheme;
Developed contractual agreements signed by the company and selected HCPs;
Administering the Utilink staff medical scheme

ROOM TO READ ZAMBIA

Developing the Room to Read Medical Scheme Policy
Administering the Room to Read staff Medical Scheme

TRANSPARENCY INTERNATIONAL ZAMBIA

Developing the TIZ Medical Scheme Policy
Administering the TIZ staff Medical Scheme

VVOB

Developed the VVOB Medical Scheme Policy
Administering the VVOB staff Medical Scheme

ZAMBIA WEIGHTS AND MEASURES AGENCY

Developed the ZWMA Medical Scheme Policy
Administering the ZWMA staff Medical Scheme

COTTON BOARD OF ZAMBIA

Developed the CBZ staff medical scheme
Developed CBZ medical scheme Policy
Administering the CBZ Staff Medical Scheme
Conducted Health Promotion Activities for CBZ

MABIZA RESOURCES LIMITED (FORMER ALBIDON MINE)

Developed the Mabiza staff medical scheme
Developed Mabiza medical scheme Policy
Administering the Mabiza Staff Medical Scheme

LIEBHERR ZAMBIA LIMITED

Developed the LZL staff medical scheme
Developed LZL medical scheme Policy
Administering the LZL Staff Medical Scheme

PAN AFRICAN BUILDING SOCIETY

Developed the PABS staff medical scheme
Developed PABS medical scheme Policy
Administering the PABS Staff Medical Scheme

SOUTHERN AFRICAN AIDS TRUST

Developed the SAT staff medical scheme
Developed SAT medical scheme Policy
Administering the SAT Staff Medical Scheme

TEARFUND

Developed the Tearfund staff medical scheme
Developed Tearfund Medical policy
Administering the Tearfund Staff Medical Scheme

WE CREATE ZAMBIA

Developed the We Create staff medical scheme
Developed We Create Medical policy
Administering the We Create Staff Medical Scheme

CARE INTERNATIONAL

Developed the CARE staff medical scheme
Developed CARE Medical policy
Administering the CARE Staff Medical Scheme

ZAMBIA INSTITUTE OF CHARTERED ACCOUNTANTS

Developed the ZICA staff medical scheme
Developed ZICA Medical policy
Administering the ZICA Staff Medical Scheme

CFAO/NISSAN – ZAMBIA

Identified potential insurance companies to provide the required services;
Prepared tender documents to solicit bids from selected insurance companies;
Undertook evaluation of bids from the insurance companies;
Selected a suitable medical insurance service provider based on evaluation results;

BP ZAMBIA

Made Presentations during BP's health Week of the following topics:
Stress Management
Employee Assistance Programmes

AIRTEL

Conducted a Health Promotion Activities for the employees

NATIONAL HIV/AIDS/STI/TB COUNCIL

Made Presentations during BP's health Week of the following topics:
Positive Thinking
Work Place Wellness Programmes

8. BANKERS

STANDARD CHARTERED BANK

P.O. BOX 31934
Kabulonga Branch
Chindo Road
Kabulonga
Lusaka

Tel: +260 211 261339
Fax: +260 211 262593

9. AUDITORS

MKM SOLUTION- CHARTERED ACCOUNTANTS

P.O.Box 33285
Plot 5497
Lusemfwa Road
Kalundu
Lusaka

Tel: +260 211 292759
Fax: +260 211 291591

10. COMPANY SECRETARY

Mr George M. Kanja – Palan and George Advocates

Attention: Mr George Kanja

P.O. Box 32091
6th Floor

Premium House
Independence Road
Lusaka, Zambia

Tel: 260 1 232304
Fax: 260 1 232305
Mobile: 260 966 439236