



**PAIA Manual**

**for**

**Intercare Medical Practices**

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## **1. Introduction to the Intercare Medical Practices**

All the Intercare Medical Practices (“the Practice(s)”) are structured as personal liability (incorporated) companies incorporated under the laws of South Africa. The Intercare Group of Companies administers them. The Intercare Medical Practices are conducted in accordance with the requirements of the Health Professions Act 56 of 1974. They are subject to the authority of the Health Professions Council of South Africa (“HPCSA”). The healthcare practitioners practising at these Practices are registered with the HPCSA. Nurse practitioners are registered at the South African Nursing Council (“SANC”). All the healthcare practitioners provide healthcare services within the scope and ambit of their registration, competence and training. The practitioners are bound by the Ethical Rules of the HPCSA and the SANC as the case may be, which include the duty to preserve patient confidentiality.

## **2. Purpose of the PAIA Manual**

This PAIA Manual aims to inform the public and other persons and entities of the records held by the Intercare Medical Practices, the personal information of data subjects they process, and how access can be obtained to these records. Information on the Intercare Medical Practices and the Information Regulator is also provided.

## **3. The Intercare Medical Practices and their Information Officers**

This Manual applies to the Intercare Medical Practices listed in the Annexure to this Manual. The details of the Information and Deputy Information Officers of all the Practices are also listed in the Annexure.

## **4. Guide of the Information Regulator**

The Information Regulator compiled a Guide, in terms of Section 10 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”), to assist persons wishing to exercise their rights in terms of this Act. This Guide contains, amongst others, the following information:

- The purpose of PAIA,
- The manner, form and costs of a request for access to information held by a body,
- Legal remedies when access to information is denied,
- Assistance that the Information Regulator can provide,
- Mechanisms to obtain the contact details of Information Officers and
- Relevant legislation.

The Guide is available in all the official languages on the website (<https://www.justice.gov.za/infoereg/>) of the Information Regulator or can be obtained from the Information Regulator at:

**Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal address:** P O Box 31533, Braamfontein, Johannesburg, 2017

**Email address:** [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)

**Website:** <https://infoeregulator.org.za/>

The Guide can also be obtained upon request from a Practice's Information or Deputy Information Officer. A copy of the Guide is available for public inspection during regular office hours at the various Intercare Medical Practices.

## 5. Records

The Intercare Medical Practices hold the following categories of records on the subjects specified:

Subjects on which the Intercare Medical Practices hold records	Categories of records
Intercare Medical Practices	Statutory and governance records, financial records, assets, business agreements and engagements, strategic records, insurance and medical indemnity cover records
Patients	Medical records, patient forms, accounts and payment information, referral notes and reports, records related to clinical studies, complaints
Human resources (HR)	HR policies and procedures, healthcare practitioner and employee (including job applicant) records, advertised positions, health and safety records

## 6. Information Available in terms of Legislation

The Intercare Medical Practices hold records as may be required in terms of the legislation specified in the table below, subject to the specific protection offered by these laws.

Applicable Legislation	Category of Records
Basic Conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995	Employment contracts and related documentation
Children's Act 38 of 2005	Consent forms
Companies Act 71 of 2008	Memorandum of Incorporation / Articles of Association and other statutory records

Consumer Protection Act 68 of 2008, and Medical Schemes Act 131 of 1998	Invoices related to medical treatment provided
Electronic Communications and Transaction Act 25 of 2002	Proof of electronic transactions
Health Professions Act 56 of 1974 and Nursing Act 33 of 2015	Proof of registration of healthcare practitioners and other records required by the Ethical Rules and Policies
Income Tax Act 58 of 1962 and Tax Administration Act 28 of 2011	Tax-related information of directors, employees, contractors and the Medical Practices
Medicines and Related Substances Act 101 of 1965	Records related to medicine and medical devices
National Health Act 61 of 2003	Medical records and consent documents, where necessary
Occupational Health and Safety Act 85 of 1993 and Compensation for Occupational Injuries and Diseases Act 130 of 1993	Health and safety incidents; ergonomics records; claims and records related to treatment of occupational diseases and injuries
Promotion of Access to Information Act 2 of 2000	PAIA Manual and PAIA Guide
Protection of Personal Information Act 4 of 2013	PAIA Manual and policies related to the protection of personal information
Road Accident Fund Act 56 of 1996	Records and invoices related to treatment of injuries sustained in road accidents
Skills Development Levies Act 9 of 1999 and Skills Development Act 97 of 1998	Records related to payment of levies and skills development reports
Unemployment Contributions Act 4 of 2002 and Unemployment Insurance Act 63 of 2001	Records related to payment of UIF contributions and relevant employee records
Value Added Tax Act 89 of 1991	VAT records

## 7. Records Automatically Available

The information on the Intercare website, <https://www.intercare.co.za/>, is automatically available without having to request access by completing Form 2. Access and usage of the information on the website are subject to the website terms and conditions as well as the Privacy Policy of the Intercare Group of Companies.

Patients may obtain access to their own records by completing Form 2, subject to the law. Patients' caregivers and parents/guardians of minor children whose identities have been verified may obtain access to relevant patient records by completing Form 2, provided that the access may be granted in terms of the law and patients have consented, where required. All medical practitioners at Intercare Medical Practices have access to patients' personal information (such as contact details, identification

numbers, and medical scheme information, but excluding medical information). Patients must consent to share their medical information with the treating practitioner, where necessary. Third parties (such as medical schemes) may obtain access to patient records subject to the provisions of the law and patient consent, where required. Third parties may be required to complete Form 2 depending on the circumstances.

## **8. Purpose of Processing Personal Information**

The Intercare Medical Practices process personal information of data subjects for the following purposes:

- 8.1 to conduct, administer and manage the Practices in accordance with the law, including claiming and collecting payment from patients, their funders and/or other persons/entities responsible for payment for services rendered,
- 8.2 for the treatment and care of patients,
- 8.3 for communication purposes,
- 8.4 for the maintenance of records of the Practices and patients,
- 8.5 for employment and related matters of healthcare practitioners and employees,
- 8.6 for reporting to persons and bodies as required and authorised in terms of the law or by the data subjects,
- 8.7 for historical, statistical and research purposes,
- 8.8 for clinical trials or research studies,
- 8.9 for enforcement of the Practices' rights, including legal defence purposes and/or
- 8.10 for any other lawful purpose related to the activities of the Practices.

## **9. Data Subjects, Their Personal Information and Potential Recipients**

Intercare Medical Practices hold personal information concerning the categories of data subjects specified below as may be relevant in the circumstances.

The Intercare Medical Practices will share the personal information (including their records) of data subjects in general with the following persons and entities:

- Law enforcement and government agencies (e.g. South African Revenue Service [SARS] and the Companies and Intellectual Property Commission [CIPC]) or other related third parties: From time to time, the Practices may be required to provide personal information to a third party to comply with a subpoena, court order, government investigation, reporting obligation, or another legal process. If a Practice discloses personal information in this way, it will reasonably attempt to provide the relevant data subject with advance notice, unless it is prohibited from doing so or it is not

appropriate in the circumstances,

- Corporate transactions: If a Practice becomes insolvent or is involved in a merger, acquisition, reorganisation, or sale of all or a portion of the Practice or assets, the Practice may share or transfer personal information as part of such corporate transaction,
- Administrative and clinical staff of the Practices as may be required as part of their roles and functions,
- Service providers (such as IT service providers) who assist the Practices in running their businesses - only if it is necessary, subject to confidentiality undertakings and legislation protecting the privacy of the personal information,
- The accountants and/or auditors of the Practices,
- Professional advisers (including legal advisers) of the Practices and
- The insurers of the Practices (including medical indemnity cover providers of healthcare practitioners), if required in the unlikely event of a claim.

Other potential recipients of data subjects' personal information and records are specified below, as may be applicable. Information and records are only disclosed to recipients as necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

#### 9.1 Directors, Shareholders, Treating Practitioners, Employees and Job Applicants

<b>Categories of Personal Information</b>	Names and contact details, title, identity number/date of birth, statutory council number, registered profession, category of registration, position or role at the Practice, nationality, gender, race, qualifications, specialisation, interests and other information included on CVs, membership of professional societies, relevant medical and disability information, employment-related information, tax-related information, bank details, professional indemnity cover, vetting reports (qualifications and criminal records), references of job applicants, correspondence, signatures of official signatories of the Practice and FICA documentation.
<b>Additional Potential Recipients</b>	Board of Healthcare Funders of SA (BHF), funders, patients, banks, professional societies, peer review bodies, hospitals, members of the public (information on the website), vetting and recruitment agencies, and next-of-kin.

## 9.2 Patients

<b>Categories of Personal Information</b>	Contact or other identifying information, such as name, address, telephone number, date of birth/identity number, age, gender, nationality, health information including health status and medical history, results of special investigations, contact details and other relevant information about the persons who may provide consent on behalf of patients and of those responsible for the payment of accounts, accounts and payment details, employment details, names and contact details of next-of-kin, including parents, guardians and caregivers as applicable, other information recorded on patient forms, clinical trial/research study participation information, adverse events, and correspondence.
<b>Additional Potential Recipients</b>	Treating practitioners, practitioners to whom patients are referred, relevant funders, hospitals for inpatients, persons acting on behalf of patients and their estates, next-of-kin, persons responsible for payment of accounts, employers (occupational diseases and injuries), debt collectors and attorneys, and suppliers of medical devices such as crutches and splints. All medical practitioners at Intercare Medical Practices have access to Intercare patients' personal information (such as contact details, identification numbers, and medical scheme information, but excluding medical information). Patients must consent to share their medical information with the treating practitioner, where necessary.

## 9.3 Practitioners and Facilities Receiving Patient Referrals

<b>Categories of Personal Information</b>	Names, surnames, titles, contact details, office bearers, contact persons, addresses, practice code numbers, registered professions, and correspondence.
<b>Additional Potential Recipients</b>	Funders and patients.

## 9.4 Vendors, Suppliers and Other Third Parties

<b>Categories of Personal Information</b>	Person/entity's name and contact details, titles and contact details of relevant persons/office bearers, agreements and related information, practice code numbers, invoices, official documentation, newsletters and statements, market information, and correspondence.
<b>Additional Potential Recipients</b>	Banks, funders, patients, attorneys, and debt collectors.



## **10. Personal Information Sent Across the Borders of the Republic of South Africa**

Intercare Medical Practices do not send personal information about any data subject to any other third party in a foreign country in general. Should this be required, relevant data subject consent will be obtained, if needed, unless the information may be lawfully transferred across the borders. Transfers of such information will occur in accordance with the requirements of the law.

## **11. Security Measures to Protect Personal Information**

The Intercare Medical Practices are committed to ensuring the security of the personal information in their possession or under their control to protect it from unauthorised processing and access as well as loss, damage or unauthorised destruction. The Practices continually review and update their information protection measures to ensure the security, integrity and confidentiality of this information in accordance with industry best practices. The measures they adopt include technical and organisational measures and internal policies to prevent unauthorised access, loss or use of personal information, for example, securing record storage areas, access control to records, and off-site data back-ups. In addition, only those healthcare practitioners and employees who require access to the information to treat patients and discharge their functions are permitted access to the relevant information and only if they have concluded agreements with or provided undertakings to the practices requiring them to implement appropriate security measures and to maintain the confidentiality of the information. Service providers, suppliers and vendors must adhere to the strict policies and processes implemented by the Practices and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

## **12. Procedure to Obtain Access to Records or Information**

The fact that information and records are held by Intercare Medical Practices as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person who would like to request access to any of the above records or information is required to complete a request form (Form 2), which is available from reception, the Information or Deputy Information Officer of the relevant Practice and the Information Regulator at the contact details stipulated above.

The requester must provide sufficient details on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right they seek to exercise or protect and explain why the requested record is required for the exercise or protection of that right. If a

request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records/information or parts of the records/information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

### **13. Fees Payable to Obtain the Requested Records or Information**

Fees may be charged for requesting and accessing information and records held by the Intercare Medical Practices. These fees are prescribed in terms of PAIA. Details of the fees payable may be obtained from reception, the Information or the Deputy Information Officer of a Practice. The fees are also available from the Information Regulator.

### **14. Availability of this Manual**

A copy of this Manual is available for inspection, free of charge, at the Intercare Medical Practices and on Intercare's website. A copy of the Manual may also be requested from the Information or Deputy Information Officer of a Practice against payment of a fee as prescribed.

**Annexure**  
**Intercare Medical Practices**

<b>Intercare Bedfordview</b>
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<b>Practice Name:</b>	Dr Moschides & Associates Inc.
<b>Practice Number:</b>	014000 1110551
<b>Registration Number:</b>	2023/803937/21
<b>Head of the Practice:</b>	Dr Chris Moschides
<b>Physical Address:</b>	1 <sup>st</sup> Floor, Village View Centre, 41 Van Buuren Road, Bedfordview, Germiston, 2008
<b>Postal Address:</b>	Private Bag X40, Lynnwood Ridge, 0040
<b>Telephone Number:</b>	010 158 0000
<b>Email address:</b>	<a href="mailto:bedfordview@intercare.co.za">bedfordview@intercare.co.za</a>
<b>Website address:</b>	<a href="http://www.intercare.co.za">www.intercare.co.za</a>
<b>Information Officer:</b>	Mario van der Westhuizen
<b>Deputy Information Officer:</b>	Sia Moschides
<b>Email address:</b>	<a href="mailto:informationofficer@intercare.co.za">informationofficer@intercare.co.za</a>

<b>Intercare Blaauwberg</b>
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<b>Practice Name:</b>	Drs Richards, Kennedy & Associates Inc.
<b>Practice Number:</b>	014000 0168270
<b>Registration Number:</b>	2004/030781/21
<b>Head of the Practice:</b>	Dr Neil Richards
<b>Physical Address:</b>	Cnr Link Road & Park Drive, Parklands, Blaauwberg, 7441
<b>Postal Address:</b>	P O Box 60387, Table View, 7439
<b>Telephone Number:</b>	021 521 9000
<b>Email address:</b>	<a href="mailto:blaauwberg@intercare.co.za">blaauwberg@intercare.co.za</a>
<b>Website address:</b>	<a href="http://www.intercare.co.za">www.intercare.co.za</a>
<b>Information Officer:</b>	Mario van der Westhuizen
<b>Deputy Information Officer:</b>	Adrie Lotz
<b>Email address:</b>	<a href="mailto:informationofficer@intercare.co.za">informationofficer@intercare.co.za</a>

<b>Intercare Castle Gate</b>
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**Practice Name:** Drs Merchant, Van Heerden, Van Staden & Associates Inc.  
**Practice Number:** 014000 0965936  
**Registration Number:** 2021/788380/21  
**Head of the Practice:** Dr Schalk van Staden  
**Physical Address:** Castle Gate Lifestyle Centre, 478 Koedoesnek Avenue,  
Waterkloof Ridge, Pretoria, 0181  
**Postal Address:** Private Bag X40, Lynnwood Ridge, 0040  
**Telephone Number:** 012 880 6100  
**Email address:** [castlegate@intercare.co.za](mailto:castlegate@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)  
**Information Officer:** Mario van der Westhuizen  
**Deputy Information Officer:** Megan Dey-Van Heerden  
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<b>Intercare Century City</b>
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**Practice Name:** Drs Bekker, Ramjee, Furman & Associates (RF) Inc.  
**Practice Number:** 014000 0591068  
**Registration Number:** 2015/136736/21  
**Head of the Practice:** Dr Elrize Botha  
**Physical Address:** Central Park on Park Lane, Cnr Century Way & Park Lane,  
Grand Central Precinct, Century City, Cape Town, 7441  
**Postal Address:** P O Box 515, Century City, 7446  
**Telephone Number:** 021 879 0100  
**Email address:** [centurycity@intercare.co.za](mailto:centurycity@intercare.co.za)  
**Website address:** [www.intercare.co.za](http://www.intercare.co.za)  
**Information Officer:** Mario van der Westhuizen  
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<b>Intercare Fourways</b>
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**Practice Name:** Drs De Pinheiro, Maphali, Sahd & Associates Inc.  
**Practice Number:** 014000 0534560  
**Registration Number:** 2003/013239/21  
**Head of the Practice:** Dr Chantal de Pinheiro  
**Physical Address:** Cnr Fourways Boulevard & Short Street, Fourways, 2055  
**Postal Address:** P O Box 764, Witkoppen, 2068  
**Telephone Number:** 011 745 6700  
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<b>Intercare Glenfair</b>
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**Practice Name:** Dr Siebert Van Onselen & Associates Inc.  
**Practice Number:** 014000 0085227  
**Registration Number:** 2002/007606/21  
**Head of the Practice:** Dr Wiek Labuschagne  
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Lynnwood Manor, 0081  
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<b>Intercare Glen Marais</b>
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**Practice Name:** Dr Mamiala & Associates Inc.  
**Practice Number:** 014000 0341630  
**Registration Number:** 2009/008770/21  
**Head of the Practice:** Dr Thapelo Mamiala  
**Physical Address:** Cavendish Glen Shopping Centre, Cnr Monument & Rietfontein Roads, Glen Marais Ext 25, Kempton Park, 1619  
**Postal Address:** P O Box 10715, Aston Manor, 1630  
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<b>Intercare Gonubie</b>
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**Practice Name:** Dr M Brink & Associates Inc.  
**Practice Number:** 014000 0295132  
**Registration Number:** 2008/005199/21  
**Head of the Practice:** Dr Michéle Brink  
**Physical Address:** Shop 45, King's Mall, Cnr Main Road & Gulls Way, Gonubie, 5257  
**Postal Address:** P O Box 131, Gonubie, 5256  
**Telephone Number:** 043 711 4400  
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<b>Intercare Irene</b>
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**Practice Name:** Dr Du Plooy & Associates Inc.  
**Practice Number:** 014000 0259179  
**Registration Number:** 2007/010945/21  
**Head of the Practice:** Dr Henry du Plooy  
**Physical Address:** Southdowns Centre, Cnr John Vorster Drive & Karee Street, Irene, 0157  
**Postal Address:** P O Box 314, Irene, 0062  
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<b>Intercare Linden</b>
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**Practice Name:** Dr A Anwary & Associates Inc.  
**Practice Number:** 014000 1046101  
**Registration Number:** 2022/607927/21  
**Head of the Practice:** Dr Willem van Staden  
**Physical Address:** Linden Lanes, Cnr 3<sup>rd</sup> Avenue & 6<sup>th</sup> Street, Linden, Johannesburg, 2195  
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<b>Intercare Mall@55</b>
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**Practice Name:** Drs Mogashane, Kolapan & Associates Inc.  
**Practice Number:** 014000 0708879  
**Registration Number:** 2017/297020/21  
**Head of the Practice:** Dr Thapelo Mogashane  
**Physical Address:** Shop 41, Cnr R55 & Marais Road, Monavoni, Centurion 0149  
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<b>Intercare Milnerton</b>
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**Practice Name:** Dr J B Nieuwoudt & Associates Inc.  
**Practice Number:** 014000 0933775  
**Registration Number:** 2020/909594/21  
**Head of the Practice:** Dr John Nieuwoudt  
**Physical Address:** 117 Racecourse Road, Milnerton, Cape Town, 7441  
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<b>Intercare Northriding</b>
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**Practice Name:** Dr P Zondo & Associates Inc.  
**Practice Number:** 014000 0877042  
**Registration Number:** 2020/017003/21  
**Head of the Practice:** Dr Patricia Zondo  
**Physical Address:** Northlands Corner Shopping Centre, Cnr Witkoppen Road & New Market Street, Northriding, Randburg, 2196  
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<b>Intercare Panorama</b>
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**Practice Name:** Drs Barnard, Van der Merwe, Theron & Associates (RF) Inc.  
**Practice Number:** 014000 0633003  
**Registration Number:** 2016/147169/21  
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<b>Intercare Polokwane</b>
----------------------------

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**Practice Number:** 014000 1128868  
**Registration Number:** 2023/993739/21  
**Head of the Practice:** Dr Christa Carlisle  
**Physical Address:** The Greenery, Cnr Grobler & Oost Streets, Polokwane, 0700  
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<b>Intercare Sandton</b>
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**Practice Name:** Dr Frye & Associates Inc.  
**Practice Number:** 014000 0717967  
**Registration Number:** 2017/286054/21  
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<b>Intercare Silver Lakes</b>
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<b>Intercare Summerstrand</b>
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<b>Intercare Tramshed</b>
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<b>Intercare Tyger Valley</b>
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<b>Intercare Walmer</b>
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<b>Intercare Waterstone</b>
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<b>Intercare Wilgeheuwel</b>
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<b>Intercare Wonderboom</b>
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<b>Intercare Woodburn</b>
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<b>Intercare Woodhill</b>
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