



Beyond the bedside

Description

International Nurses Day on 12 May gives us the opportunity to honour the quiet heroes who are the backbone of our healthcare system. In this special feature series, we learn more about our corporate nurses.

"I'm passionate about showing nurses that there are so many opportunities beyond the bedside, and that our nursing knowledge can still make a meaningful impact in the corporate healthcare space."

Lesego Rampe, Case Manager: GEMS Specialised Care Coordinators

Q: How long have you been a nurse and how did your journey lead to your current role?

A: I have been a nurse for seven years, with experience in both bedside and corporate healthcare

environments. I started my nursing journey at Charlotte Maxeke Johannesburg Academic Hospital in the maternity department, where I built a strong foundation in patient care. I later worked as a Clinical Nurse Practitioner, and that's where I was first introduced to the alternative side of nursing and realised there's so much more nurses can do beyond the bedside.

I also worked as a Virtual Nurse, which exposed me to digital healthcare and telehealth services.

My journey at AfroCentric started as a Pre-Authorisation Agent after hearing about the role from a friend while I was looking for growth and new opportunities within healthcare. Since joining AfroCentric, I've really grown professionally and personally, and it's shown me just how diverse and impactful nursing can be outside of the traditional hospital setting.

Q: What motivated you to remain in the corporate environment as a nurse?

A: Honestly, the growth, the balance, and the realisation that I can still make a difference in people's lives outside of bedside nursing. When I first moved into the corporate space, I realised that nurses are needed in so many ways. We still advocate for patients, coordinate care, make clinical decisions, and support people through difficult healthcare situations – just in a different environment. I've also really enjoyed the professional growth that came with it. I started at AfroCentric as a Pre-Authorisation Agent, and within a year I transitioned into a Case Manager role.

That growth motivated me even more because it showed me that there's room to learn, develop, and build a long-term career in this space. The corporate environment also exposed me to things like managed healthcare, medical schemes, clinical policies and healthcare systems that I was never really exposed to in bedside nursing. It challenged me in a completely different way and helped me grow beyond just my clinical skills. And honestly, the work-life balance also played a big role. Nursing can be physically and emotionally demanding, so finding a space where I could still use my nursing knowledge, experience and passion for healthcare in a more balanced way was important for me.

Most importantly, it reminded me that nursing is not one-dimensional. There are so many different paths nurses can take, and we shouldn't limit ourselves to only one version of what nursing can look like.

Q: What does a typical day look like in your role?

A: As a Case Manager, my typical workday involves managing and supporting a caseload of clients. I usually start my morning with a cup of coffee and a calming playlist before reviewing new and ongoing cases, prioritising urgent matters, and responding to important emails.

Throughout the day, I communicate with clients and stakeholders, gather clinical information and ensure each case is progressing smoothly. I also maintain detailed records and assist with resolving challenges or escalations that may arise. My role is really about balancing people, processes, and problem-solving to ensure every case is handled efficiently, professionally, and with care.

Category

1. International Nurses Day