



Patient journey checklist

This checklist outlines the key engagement actions required to align with **Population Health Management** outcomes and the **Population Health Booster**.

1

BE DIGITALLY ENGAGED

- HealthID enhances the patient's healthcare journey.
- Use HealthID during consultations to manage and track your patients' health.
- Complete all three actions below on HealthID to qualify for your engagement fee of R40 per Discovery Health Medical Scheme patient per month (all plans, including KeyCare).**



DIGITALLY ENGAGED ACTIONS

- Get patient consent and access their electronic health record on HealthID for 20% of your total consultations each month.
[How to view a patient's electronic health record and timeline on HealthID.](#)
- Register 75% of your newly diagnosed chronic illness patients every month on the Chronic Illness Benefit on HealthID.
[How to complete a CIB application](#)
- Complete 30% of your KeyCare specialist authorisation requests on HealthID.
[How to complete a KeyCare specialist auth on HealthID](#)

2

PROVIDE ACTIVE SUPPORT

- As your patient's primary care professional, you are best positioned to identify appropriate Care programme enrolments and encourage active management of their health.
- Enhance your care delivery and benefit from shared value rewards by supporting patients to activate their Personal Health Pathway and complete their next best actions to achieve better health outcomes.
- Complete all three actions below to qualify for an additional R35 per eligible patient per month or R15 per patient per month who does not qualify for a Care programme.**



ACTIVE SUPPORT ACTIONS

- Ensure every patient you regularly see has nominated your practice as their primary care professional.
[How to nominate your practice as the PCP with patient consent.](#)
- Prescribe Personal Health Pathways on HealthID. Nudge patients to activate their Personal Health Pathway before their appointment and follow up on their successful activation during their visit.
[How to prescribe Personal Health Pathways for your patients on HealthID](#)
- Enrol and manage your eligible patients on Care programmes on HealthID and consult with them within 12 months.
[How to register a patient on a Care programme.](#)

3

DRIVE POPULATION OUTCOMES

- Encourage consistent engagement in Personal Health Pathways (PHP) to improve patient outcomes.
- Engaged patients qualify for additional funding through the Personal Health Fund (PHF).
- 20% of your population base must complete their next best actions for you to qualify for R10 per patient per month enrolled on a Care programme, or R5 per patient per month who does not qualify for a Care programme.**
- Note:** We calculate this measure quarterly and pay it monthly over the next three months.



POPULATION HEALTH ACTIONS

- Endorse your patients' next best actions on HealthID.
[How to endorse your patients' next best actions on HealthID.](#)
- Actively track your patients' engagement in Personal Health Pathways and nudge them to complete their next best actions.
[How to view patients' Personal Health Pathways on HealthID.](#)
- Use every interaction with the patient to encourage ongoing engagement in Personal Health Pathways.