



Discovery Hospital at Home

A touch of care, in every home



Introduce your patients to hospital-level care in the comfort of their home

Discovery Health has now built the capability and capacity to deliver hospital-level care in the homes of over 750 patients at any point in time across South Africa for an expanded list of medical and surgical conditions. We have done this by leveraging the key learnings from successfully treating COVID-19 patients at home during 2021.

Hospital at Home gives members the choice of treatment in the comfort of their home for various illnesses. This way, they can be with their loved ones while they are closely monitored and treated with world-class medical resources. This can help patients avoid nosocomial infections and the inconvenience of being away from their home and family.

Discovery Hospital at Home is powered by integrated, cutting-edge technology and supported by highly skilled clinical staff, clinical protocols and best clinical practices, and appropriate medical scheme benefits. Discovery Health Medical Scheme members admitted to Hospital at Home have access to enhanced benefits and services delivered through their personalised care team. Together, these benefits and services ensure a seamless healthcare experience for patients, making them healthier and enhancing and protecting their lives.

We pay for all services offered as part of Discovery's Hospital at Home programme from the hospital benefit where there is a valid preauthorisation in lieu of hospitalisation (when the member has been preauthorised for a hospital admission but receive care at home). This unlocks risk-based funding for approved devices and healthcare services for those who meet the clinical and benefit criteria.



Hospital at Home Designated Service Provider

Starting in 2025, Hospital at Home will serve as the Designated Service Provider (DSP) for specific Network plans.

This service will cover conditions such as heart failure exacerbation, chronic obstructive pulmonary disease exacerbation, asthma exacerbation, community-acquired pneumonia incl. COVID-19 Pneumonia, diabetes and complications, deep vein thrombosis, cellulitis/skin and soft tissue infections, and complicated urinary tract infections.

Patients who meet the eligibility criteria for Hospital at Home but opt for admission to an acute hospital will incur a deductible of R5,250.

Hospital at Home DSP will be available in Cape Town, Durban, Pietermaritzburg, Johannesburg, Pretoria, and the Eastern Cape.

A standardised operational process has been established to ensure that eligible members receive treatment in the appropriate setting, with the support of their treating doctor.



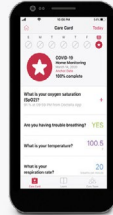
CLINICAL OVERSIGHT



24/7 CLINICAL OVERSIGHT FROM A CARE TEAM

Physical and virtual 24-hour care delivery facilitated by a dedicated care team including doctors, nurses and allied healthcare professionals.

REMOTE MONITORING



24/7 REAL-TIME REMOTE MONITORING SUPPORTED BY CUTTING-EDGE DIGITAL HEALTHCARE TECHNOLOGIES

Access to a remote monitoring device which automatically sends information to a hospital-based care team, 24 hours a day, 7 days a week. Medical providers can continually assess the patient's health status, monitor their medical stability, track treatment compliance and recommend interventions when necessary.

HOSPITAL CARE



HOSPITAL-LEVEL DIAGNOSTICS AND INTERVENTIONS

Patients get access to an enhanced range of clinical diagnostic procedures and interventions to manage medical or postsurgical hospital-level care in the home, supported by additional risk-funded benefits to enhance the member's experience.

Based on international literature, patients who have gone through hospital at home programmes have had great experiences, which led to:

- Reduced stress for the patients, as they are in a familiar setting
- Reduced stress for caregivers and family members
- Better and quicker functional levels
- Increased suitability to members and carers
- Access to condition-specific educational content.

Clinical oversight

24/7 CLINICAL OVERSIGHT FROM A CARE TEAM

TRANSPORT SERVICES*



Depending on the patient's clinical condition, ambulance services can be provided to transport them home for admission. A medical taxi service is available to transport the patient to and from the hospital if additional diagnostic tests are required that can't be done in the home.

DISCHARGE PLANNING AND CARE COORDINATION



Patient personalised plans include delivery of discharge medicines, collection of oxygen concentrators, scheduling follow-up diagnostic tests and doctor appointments, navigation of Scheme benefits and enrolment on any relevant programmes.

24-HOUR CARER*



Elderly members or those who require additional support have access to a full-time carer to assist with activities of daily living.

* Individual member qualification criteria apply

COVER FOR EXTRA SERVICES

We will pay for extra services from the member's existing benefits at the same rate as in-hospital care. These services include:

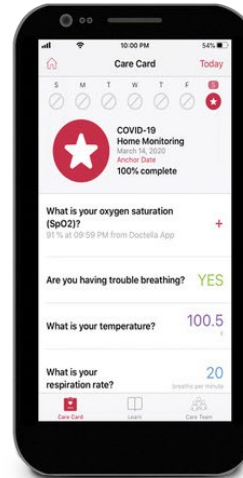
- Pathology and radiology investigations
- Allied healthcare services
- Medicine
- Remote monitoring devices.

Remote monitoring

Remote live monitoring of a patient's vitals is a critical component of delivering safe and efficient healthcare in a home setting. To deliver an end-to-end Hospital at Home solution, Discovery Health has partnered with Masimo. Masimo is a global leader in digital healthcare solutions that enables the delivery of care to patients in any location and provides unique insights into each patient's condition.

The platform also includes an engaging patient-facing companion app focused on continuous monitoring, patient engagement, personalised content and remote communication between patients and their care teams. Discovery has partnered with an emergency services provider to deliver 24/7 remote monitoring in a clinical command centre. The Masimo technology continuously monitors a patient's physiological signals and alerts a team of doctors in the command centre. If a patient's health status deteriorates, a doctor can dispatch an ambulance to the patient's home if required.

While receiving care at home, members have 24/7 access to an in-person and a virtual care team. This real time connection makes sure that patients can always reach a clinician if they have questions or concerns. Family members are kept up to date on the patient's progress, either during the home visits or through a virtual consultation. Depending on a patient's specific needs, consultations with allied healthcare professionals may be incorporated into their personalised care plan.



24/7 REAL-TIME REMOTE MONITORING SUPPORTED BY CUTTING-EDGE DIGITAL HEALTHCARE TECHNOLOGY

REMOTE MONITORING DEVICES

22 physiological signals including oxygen levels, respiration rate (breathing), temperature and pulse rate.



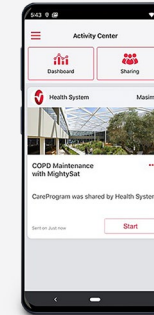
Members will have access to risk-funded remote monitoring devices, enabling a real time view of a member's health status with up to 22 physiological signals. Members will have access to either the Masimo W1 watch or Radius T depending on the member's condition. Where approved, the Scheme will pay for these devices from the Home Monitoring Device Benefit, subject to the annual benefit limit.

REAL-TIME MONITORING ENABLED BY AN INTEGRATED CLINICIAN DASHBOARD



A secure dashboard enables the patient's treating healthcare provider and a team of clinicians in the clinical command centre to monitor a patient's health status. When patient deterioration is detected, actionable notifications enable caregivers to deliver real-time clinical interventions. The dashboard integrates with clinical workflows and HealthID to streamline care coordination, delivering exceptional care, regardless of patient location.

VALUE-ADDED BENEFITS AND SERVICES



With an easy-to-use interface and patient-specific customisations, the patient companion app is designed to improve patient engagement and compliance. Patients receive regular reminders, they can conduct online consultations and receive their recovery plan over the course of treatment.

Hospital care

Experience has shown that hospital-level care can be delivered safely in a home setting for a range of clinically appropriate conditions. Every year, there are 160,000 medical and surgical admissions administered by Discovery Health (on average), which could be safely managed in the patient's home. In 2022, we have enhanced the programme offering to include a range of clinically appropriate services and procedures to safely manage any referred medical and postoperative admission. This is to support the expansion of the programme beyond select low acuity medical conditions. Admissions to Hospital at Home are subject to preauthorisation in lieu of hospitalisation. The preauthorisation enables risk-based funding for approved remote monitoring devices and healthcare services for patients who meet the clinical and benefit criteria.

To support the treatment plan you prescribe, cover may include (subject to scheme approval):



Access to 24-hour virtual monitoring of vital signs (with remote-monitoring devices) such as:

- Oxygen Saturation (SpO2)
- Heart Rate (HR)
- Pulse Rate (PR)
- Respiration Rate Plethmography (RRp®)
- Atrial Fibrillation (AFib)
- Perfusion Index (Pi)
- Pleth Variability Index (PVi®)
- Pulse Rate Variability (PRV)
- Temperature
- Blood pressure
- Blood glucose
- Weight



At-home treatment including prescribed treatment, intravenous infusions, medicine and oxygen therapy



Access to other clinically appropriate at-home treatment needed, as the treating doctor prescribes



Access to a daily home nurse, admitting doctor and, where appropriate, allied healthcare professional services through a combination of both in-person and virtual consultations



In case of an emergency, access to 24-hour emergency services or senior cover where you as the treating doctor are not available



The option of early review by the treating doctor in an emergency as well as transfer to a higher level of care, where needed and where available.

This level of care is enabled by a connected digital journey to specifically make your experience as the provider more enjoyable in the following ways:

- Starting with the doctor at preauthorisation application
- Script submission and delivery
- Prescribed treatment plan
- Access to daily nursing notes
- 24-hour remote monitoring of vitals
- Early warning for out-of-range vitals
- Senior cover and oversight by admitting doctor in case of an emergency
- Virtual ward round with the admitting doctor
- Outcomes management – escalation of care, discharge or extension of length of stay.

HOSPITAL-LEVEL DIAGNOSTICS AND INTERVENTIONS

HOSPITAL-LEVEL INTERVENTIONS



- Medicine
- Home oxygen
- Phlebotomy
- Emergency services
- Intravenous therapy
- Wound care
- Suture and staple removals post-surgery
- Stoma care
- Urinary catheter care
- Tracheostomy care
- Total Parenteral Nutrition (TPN)

HOSPITAL-LEVEL DIAGNOSTICS



- Electrocardiogram in the home

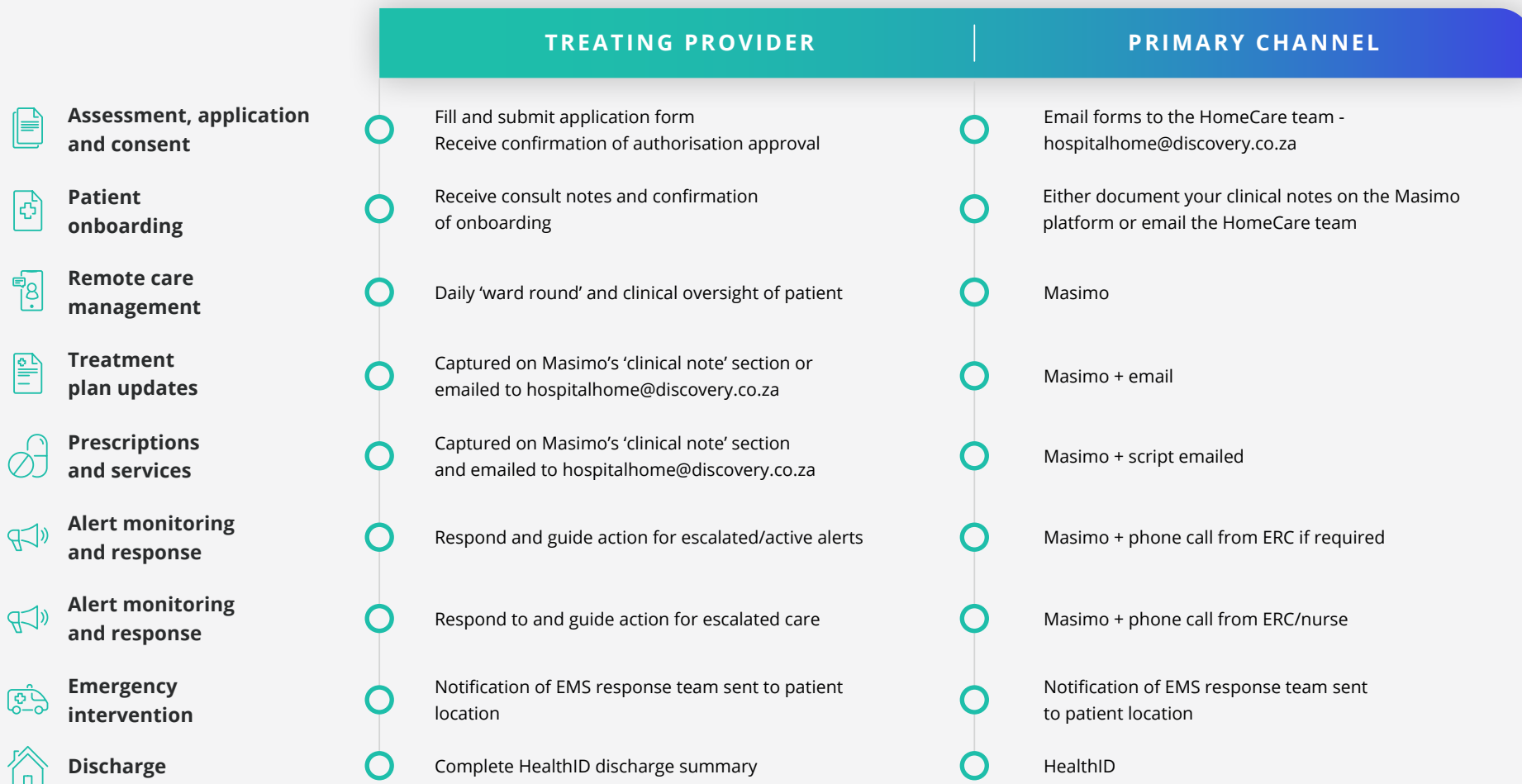
VALUE-ADDED BENEFITS AND SERVICES



- Vaccinations
- Spirometry analysis
- Point-of-care testing (POCT)
- Urine culture sample
- COVID-19 testing
- Pap smear
- Clinically appropriate screening services

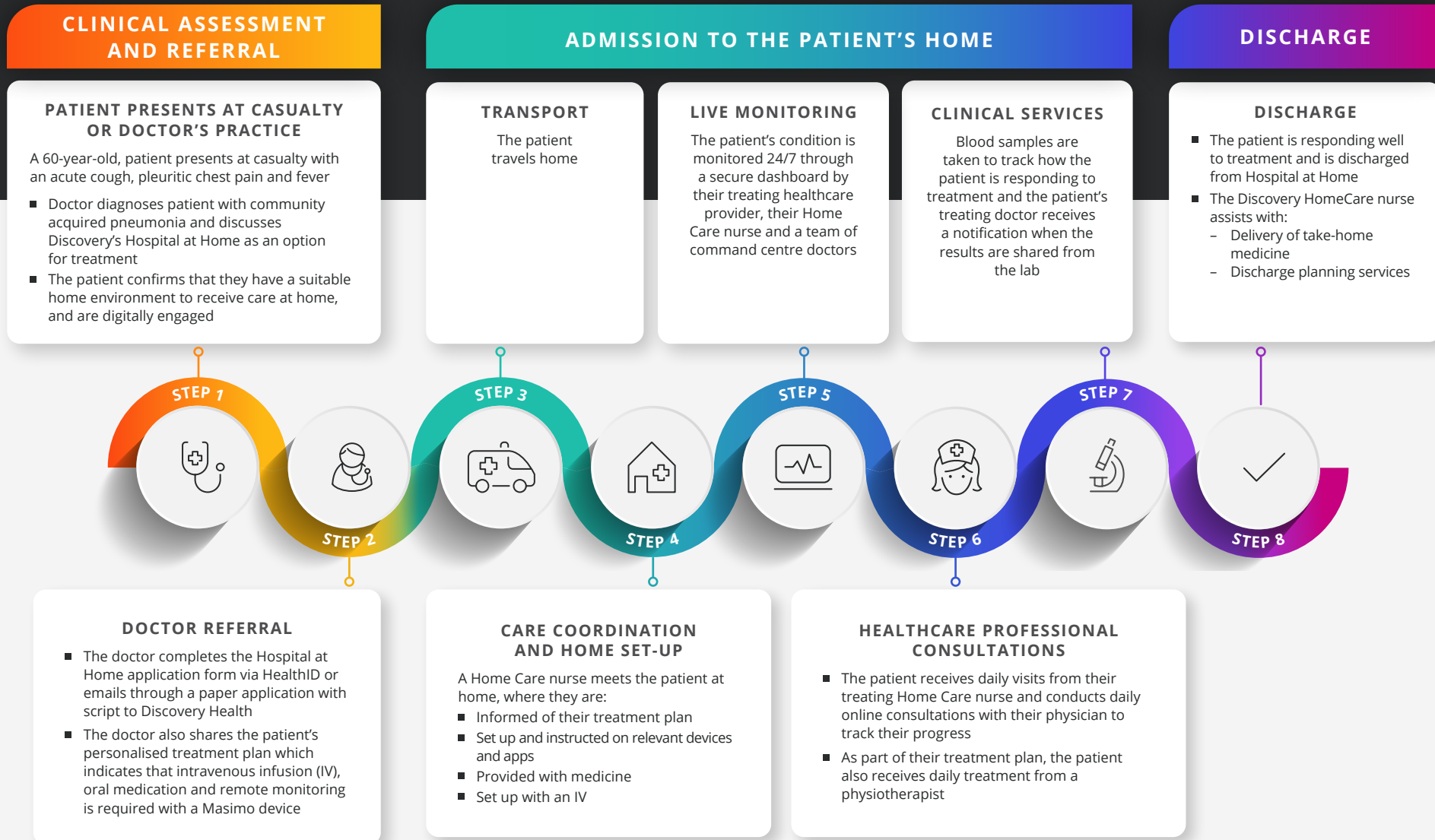
How to access Hospital at Home services

Once you, as the treating specialist, identify that one of our members has an illness that is suitable to be treated at home, below is the journey you can expect to follow.



The seamless member journey

Below is an example of the journey a patient can expect with Hospital at Home.



The finer details

PROGRAMME OFFERING:

- Services can be offered for a range of clinically appropriate services and procedures to safely manage any referred medical and postoperative admission.

QUALIFYING PATIENTS:

- As the treating physician or specialist, you will determine the patient eligibility and suitability for the programme. The final recommendation is the responsibility of the member's treating doctor after a comprehensive risk-assessment with the member.
- Admission to Hospital at Home is subject to preauthorisation. Condition-specific criteria will apply to access all Hospital at Home benefits. Qualifying criteria will include a suitable home set up with adequate home support.

PROGRAMME FUNDING:

- All services offered as part of Discovery's Hospital at Home programme fund are from the member's hospital benefit on all Discovery Health Medical Scheme plans where there is a valid preauthorisation in lieu of hospitalisation. This unlocks risk-based funding for approved devices and healthcare services for those who meet the clinical and benefit criteria.
- Discovery Hospital at Home is the designated service provider for selected DHMS network plans, including Delta, Smart and KeyCare with a R5,250 deductible to be levied at pre-authorisation effective January 2025. The penalty will be applicable if the member meets the eligibility criteria, but chooses not to utilise Hospital at Home.
- Patient-specific eligibility criteria apply for use of 24 hour carer services and will be determined by the treating care team.

DEVICE BENEFIT:

- Qualifying members will have funding for a defined list of registered devices funded through the Home Device Monitoring Benefit. The Home Device Monitoring Benefit will cover devices up to 100% of the Discovery Health Rate (DHR).
- A member on any plan will be able to access multiple devices up to a rand limit of R4,700 for each person a year.
- The applicable registered remote monitoring devices will be delivered directly to qualifying members by the nurse on their first visit.



Terms and conditions

Hospital at Home is a service offering high quality home-based care, primarily by professional nurses who work closely with the admitting doctor to administer their prescribed treatment plan. The professional nurses are supported by emergency healthcare professionals and coordinate the care of the patient in the home setting.

Participation in Discovery's Hospital at Home is entirely voluntary and specifically requested by you (as the treating doctor) or your patient and is in the best interest of your patient, our member.

The home care may be discontinued at any time, if:

- The treating doctor or the Hospital at Home team feels it is in the patient's best interest or if the patient's condition worsens.
- The treatment plan agreed on is not followed.

As the condition of the patient improves, they may be exposed to other interventions that are necessary to maintain their ongoing wellness.

Patient progress notes will be made after every engagement with the patient and will be visible to the treating doctor.

Contact us

If you have any questions about this exciting new treatment opportunity, you can refer to the [frequently asked questions \(FAQs\)](#). You can also contact us:

- Call us on 086 046 2273 (Monday to Sunday, 08h00-16h30) 086 099 8877 (Monday to Friday 06h00-08h00; 16h30-20h00 and Saturday 08h00- 13h00) requested to be routed to Home Health agents
- Emergency number for Dr's only 0817654002 (Monday to Sunday 06h00-08h00 and 16h30-21h00)
- Email: hospitalhome@discovery.co.za





Download the Discovery app

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1 Discovery Place, Sandton, 2196 | www.discovery.co.za