



2021

DISCOVERY CONNECTED CARE: TYTOHOME KIT

FREQUENTLY ASKED QUESTIONS

Connected Care for members at home

What is Connected Care?

Discovery Connected Care brings together both new and existing benefits, service offerings and connected digital capabilities. This allows us to offer members end-to-end, integrated care at home. Member can access it through the Discovery app or the Discovery website at www.discovery.co.za.

Connected Care makes a range of home-based healthcare possible for all levels of care, paid for by the Scheme. These home-based healthcare services include:

- 1 | Connected Care for members at home
- 2 | Connected Care for members with chronic conditions
- 3 | Connected Care for acute care at home

What is Connected Care for members at home?

Connected Care for members at home links the latest in diagnostic point-of-care technology, e-prescribing and medicine delivery. It gives smarter options for those who prefer to access acute primary care at home by giving members access to doctor visits that are guided remotely. This is a first in South Africa and is done by connecting the internationally acclaimed TytoHome device to a member's virtual consultation.

TytoHome for members

More about TytoHome

What is TytoHome?

TytoHome is a device that is controlled by the patient and makes remote healthcare possible. It enriches a member's virtual consultation by allowing a healthcare provider to view a live feed of clinical-grade imagery, sounds and vitals (such as heart rate and temperature). This virtual healthcare solution is made up of the physical TytoHome device and access to the integrated Discovery and TytoCare software platforms and services. This access is available at a yearly user fee.

Who can use the TytoHome device?

Any adult can use the TytoHome device to conduct a medical examination of themselves or another person. The patient can be another adult, a minor or even a baby, but the person doing the examination must be an adult.

What is in the TytoHome device kit?

Each TytoHome device kit has a base unit with:

- A built-in thermometer
- A built-in examination camera
- An otoscope
- A stethoscope
- Tongue depressor adaptors

What healthcare examinations can I conduct at home using the TytoHome device?

With the device and adaptors, you can conduct a remote examination (or measurement) of your:

- Heart
- Lungs
- Throat
- Ears
- Skin
- Abdomen
- Heart rate
- Body temperature

What types of medical conditions can TytoHome help diagnose?

TytoHome can help a healthcare provider diagnose and treat many common conditions and symptoms, including:

- Ear infections
- Sore throats
- Fever
- Colds and flu
- Allergies
- Pink eye
- Nausea
- Constipation
- Asthma
- Bronchitis
- Upper respiratory infections
- Bug bites
- Common skin conditions, such as contact dermatitis, rash and diaper rash

Please note that this is not a full list of conditions that can be diagnosed using TytoHome.

Virtual consultations with TytoHome

How does TytoHome connect my doctor to my virtual consultation?

Your medical examination information is streamed and displayed on the doctor's Connected Care app view, who remotely controls your TytoHome device, and may help and guide you through the examination. You connect with your doctor through our Connected Care platform and the TytoHome device gets plugged into that platform.

If your doctor chooses to record the examination, the medical recordings can only be transmitted between your Discovery Connected Care profile and the linked TytoHome device.

Is Connected Care the only way that I can use my TytoHome device in a virtual consultation?

Using TytoHome is exclusive to TytoCare and Discovery Connected Care. This means that there is no other way to conduct a TytoHome-enabled consultation in South Africa than through the Connected Care web app where you will have 24/7 access to South African doctors.

How will the TytoHome-enabled consultation differ from a face-to-face consultation?

The TytoHome device improves existing virtual healthcare journeys by improving the accuracy of virtual consultations. It allows you to do a range of examinations, for which you get the same level of service as you would get from a face-to-face consultation. The only difference is that the examination is conducted from the comfort and safety of your own home and the doctor examines you through live feeds of clinical-grade imagery and sounds, as opposed to what they would otherwise see and hear in person using traditional clinical equipment.

Is TytoHome similar to the examination tools used by GPs at their practices?

Yes. The TytoHome device kit is a medical diagnostic device cleared by the FDA (US Food and Drug Administration) and CE (Conformité Européenne), like GPs use at their clinics and practices. It includes:

- An otoscope (for ears)
- A stethoscope (for heart, lungs and abdomen)
- A thermometer
- A digital camera (for skin and throat)

It is designed to give your doctor the same type of examination data they would use at their practice, just remotely.


Do I have to use my TytoHome device when I book a virtual consultation?

No. While the TytoHome device will increase accuracy and possibly prevent the need for a physical examination, normal virtual consultations can be scheduled that do not involve the device.

Who is the healthcare provider on the other end of the visit?

All healthcare providers who use TytoHome are medical doctors (GPs) who are registered by the Health Professions Council of South Africa (HPCSA). Use Connected Care to find a doctor near you. You will have access to [a network of doctors; find one close to you by clicking here](#).

How do I find a TytoHome-enabled healthcare provider?

Open Connected Care. When you search for a provider to book a virtual consultation with, you will see this icon ( TytoHome doctor) next to the names of certain doctors, showing that they have registered for TytoHome.

You can either immediately connect with a doctor who is available or schedule a consultation with a specific doctor at a time that suits you. The doctors that you will see on your app, are the ones for whom you have given consent to view your health record.

Can I conduct a TytoHome-enabled consultation and claim from the Day-to-day Extender Benefit (DEB)?

If the TytoHome-enabled doctor with whom you are having the virtual consultation is also part of the Day-to-day Extender Benefit network, we will pay the consultation from the Day-to-day Extender Benefit. Members can also access their Day-to-day Extender Benefit consultations through a virtual consultation with their doctor on Connected Care or a nurse-led consultation within the pharmacy network.

Can I get a prescription after a TytoHome virtual consultation?

Yes. If you need a prescription, your provider can send your prescription directly to your preferred pharmacy after a consultation. This is a new function – to order and deliver any acute medicine prescribed during the virtual consultation. This functionality is not exclusive to TytoHome-enabled virtual consultations; it also applies to any virtual consultation that is held on Connected Care.

When can I start using my TytoHome device for virtual consultations?

Discovery Health Medical Scheme members can have TytoHome-enabled virtual consultations with doctors from mid-November 2020, once the Connected Care platform is live. Persons who are not Discovery Health Medical Scheme members, including Discovery clients and persons who do not have any Discovery products, can do so from January 2021 on the Connected Care platform. However, any TytoHome device owner can interact with their TytoHome device through a test space provided by Discovery and TytoCare, called the Tyto Learning Space. This test space is accessible through the TytoCare app for the duration of 2020 or up until the Connected Care platform is live.

What is the Tyto Learning Space?

It is a version of the Tyto App where you can learn how to use your TytoHome device.

It offers the following:

- Access to the TytoAcademy onboarding videos
- Access to examination-specific interactive video guides
- A 'practice mode' to take your own recordings
- The ability to store self-taken recordings in a personal folder for later viewing
- Access to a support line linked to Tyto or Discovery

How do I access the Tyto Learning Space?

You need to follow these steps:

1. Download the TytoApp
2. Enter the following unique organisation code: Tytospace-101
3. Set up your temporary profile
4. Link your TytoHome device to your profile
5. Enjoy learning how to use your TytoHome device

How do I convert from the Tyto Learning Space to Connected Care when it goes live?

Your Tyto Learning Space access will automatically expire once Connected Care goes live. You will need to download Connected Care and register your TytoHome device again, where you can enjoy using your TytoHome device in real virtual consults with real doctors.

Purchasing TytoHome

Who can buy a TytoHome kit?

Any South African can buy a TytoHome kit (the 'kit' includes the TytoHome device plus the first year's user fee). This includes Discovery Health Medical Scheme members, other Discovery clients (holders of any Discovery product) and non-Discovery clients (any member of the public who does not have a Discovery product).

How do I buy a TytoHome kit?

How you can buy a TytoHome kit depends on whether you are a member of Discovery Health Medical Scheme, a Discovery client or a member of the public who does not have any Discovery products. The various processes are detailed below.

How Discovery Health Medical Scheme members can order

Discovery Health Medical Scheme members can order their TytoHome kit through Discovery MedXpress on www.discovery.co.za, the Discovery app or the Connected Care web app. MedXpress is a Discovery Health platform for members to conveniently order and track their chronic medicine prescriptions. This service will now include the buying and delivery of TytoHome kits:

1. Once you have access to MedXpress, go to **Order medicine and devices**.
2. Add the TytoHome kit to your order.
3. Once the kit has been added, you will get the option to claim your TytoHome kit from your Discovery Health Medical Scheme plan or to pay for it yourself if you don't have benefits available.
4. When you order your TytoHome kit through MedXpress, you will automatically get access to the lower Discovery price.
5. All Discovery clients (including members of DHMS) will pay a reduced 'Discovery price' relative to the retail price.
6. Once you have paid, you will get confirmation and a reference number to track your delivery.

How Discovery clients (who are not Discovery Health Medical Scheme members) can order

iStore is the preferred TytoHome retail platform for both Discovery clients and non-clients (persons who do not have a Discovery product). Discovery clients pay the Discovery price for their TytoHome kit if they buy it through iStore online or in-store at any iStore in the country (in-store option available from November 2020). All Discovery clients will pay the reduced 'Discovery price' relative to the retail price:

1. If you are a Discovery client, you will be directed from www.discovery.co.za or the Discovery app to a Discovery-affiliated portal website, where you must log in by giving your cellphone number to verify that you are a Discovery client.
2. Once logged in, a unique discount code will be issued. You can choose to get your discount code by SMS or email.
3. Go to the iStore online (www.istore.co.za) or to a physical store.
4. If you go to the iStore online (www.istore.co.za), select the TytoHome kit to be added to your Cart.
5. Apply this discount code at checkout on iStore online or in the store to unlock the Discovery price (20% less than the recommended retail price that non-clients will pay).
6. Payment methods for the device and the yearly user fee will be guided by iStore-accepted payment methods (such as credit card, cash and Discovery Miles).

How non-clients (persons who do not have any Discovery products) can order

All South Africans can buy the TytoHome kit, at the recommended retail price (20% higher than the Discovery price that Discovery clients pay). They can buy from iStore online or in the store at any iStore in the country. Payment methods for the kit (the device and yearly user fee) will be guided by iStore-accepted payment methods (such as credit card, cash and Discovery Miles). Note that non-clients will not have access to a discount voucher, nor will they have access to MedXpress.

When will my TytoHome kit be delivered?

The delivery time is determined by the delivery times offered by the service provider (MedXpress or iStore), which is typically within five to seven working days.

How much does the TytoHome kit cost?

Discovery clients (including Discovery Health Medical Scheme members) have exclusive access to a discounted Discovery price:

- Discovery Health Medical Scheme members and Discovery clients qualify for the Discovery price, which is 20% less than the standard retail price.
- Non-Discovery clients (persons who do not have any Discovery products) will pay the standard retail price.

TytoHome kit (includes TytoHome device and the first year's user fee)

Discovery price Available to Discovery Health Medical Scheme members and Discovery clients	R6 284*
Recommended retail price	R7 855

*Excludes the dispensing fee that may apply of up to R30 when Discovery Health Medical Scheme members claim from scheme benefits.

The TytoHome kit includes the device and the first year's yearly user fee. You will need to pay the user fee every year, starting from the second year. The costs of the ongoing user fee is about R790 (for Discovery clients) or R945 (for non-Discovery clients) and can change based on inflation and fluctuations in the exchange rate.

The second year's user fee is due 12 months from the day when you buy your TytoHome kit (if you are a Discovery Health Medical Scheme member) or from when you register your device on Connected Care (if you are not a Discovery Health Medical Scheme member). Your user fee will be due on the first day of the month.

How do I pay subsequent user fees?

For Discovery Health Medical Scheme members: MedXpress will automatically generate a claim for the second year's user fee.

For Discovery Health Medical Scheme members, we will pay the claim from the same scheme benefit that paid for the upfront device and first year's user fee (if there is money available and the member still qualifies for payment). Persons who are not Discovery Health Medical Scheme members must pay their second year's user fee through a payment platform created for this purpose. Discovery will direct clients closer to the time through the Discovery app and website and other communications methods.

Can I buy more than one TytoHome kit?

Yes. Anyone can buy as many TytoHome kits as they would like. However, Discovery Health Medical Scheme will only pay for one kit per membership every five years, and the Discovery client discount codes are limited to one code per entity per lifetime. If you would like to buy an extra TytoHome kit, you will need to pay the recommended selling price and buy your kit directly from the iStore.

What happens if I don't pay the yearly user fee when it renews after the first year?

You will no longer be able to use your TytoHome device on Connected Care for virtual consultations. You can continue to use Connected Care, but the ability to link your TytoHome device to your virtual consultation will be frozen until you have paid the user fee.

Paying for TytoHome

Will Discovery Health Medical Scheme pay for a TytoHome kit?

From 1 January 2021, qualifying members on the Smart, Saver, Priority, Comprehensive and Executive plans have access to risk-based payment of up to 75% of the cost of the device and the first year's yearly user fee. Qualifying members must meet either of the following clinical entry criteria:

- Have activated their maternity and early childhood benefits through the My Baby or My Pregnancy programmes, and up until the youngest child on the plan turns six years old, OR
- Members who have tested positive for COVID-19 and are classified as being at risk

For members who do not meet the entry criteria above, we can pay the cost of the device and the user fee from your plan-specific day-to-day benefits:

- We pay claims from the available money in your Medical Savings Account (MSA) at 100% of the Discovery Health Rate, depending on the External Medical Items (EMI) limits, where applicable.
- We pay claims from the Above Threshold Benefit (ATB) at 75% of the Discovery Health Rate, depending on the External Medical Items (EMI) limits, where applicable.

On the Discovery Gap Comprehensive option, you get cover for the 25% deductible that you must pay when you buy the TytoHome kit.

This benefit is available to women who are registered on the scheme's maternity programme on Discovery Health Medical Scheme Executive, Comprehensive, Priority, Saver or Smart plans only.

If the available money does not sufficiently cover the costs, the member will have to pay the outstanding amount. Members of Discovery Health Medical Scheme plans that do not have day-to-day benefits, cannot claim from the scheme for the TytoHome kit or subsequent yearly user fees. These members can still benefit from the Discovery price when completing their buying on MedXpress, by selecting the self-payment option.

Please read more about this at [Do We Cover](#) available at www.discovery.co.za.

Using TytoHome

How do I set up my TytoHome device?

Please refer to the [TytoHome 'How to' guide](#) available on the Discovery website.

You can only use the TytoHome device in a virtual consultation through the Connected Care web app. Discovery Health Medical Scheme members can access the Connected Care web app through the Discovery member app. Persons who are not members of Discovery Health Medical Scheme, who buy this device will have access to the Connected Care web app through a web URL which will be available in January 2021.

Please follow these steps to start using your TytoHome device for virtual consultations:

- 1 | Access the Connected Care web app through the web URL link.
- 2 | Register and link your TytoHome device on your Connected Care profile. For this once-off process you must do the following:
 - Connect the device to your Wi-Fi network or mobile hotspot.
 - Scan the QR code displayed on your device.
 - You need to accept the terms a conditions and the Privacy Policy before registering the device.
- 3 | Once your device is registered and linked, you can use TytoHome to better support your virtual consultations.
- 4 | When you book your next virtual consultation, you will be asked if you want to use your TytoHome device and if you want to consult with a doctor who is trained and registered to use TytoHome. You must run a connection test too.
- 5 | Once the virtual consultation begins, the TytoHome device connects automatically to the doctor's app, allowing them to see and hear all the examination data from the device.
- 6 | Once the TytoHome-enabled virtual consultation has ended, device recordings will be automatically stored in your **Consultation History**. Your doctor can access these recordings.

What do I need to have a TytoHome-enabled consultation?

TytoHome users will need to access Connected Care through the link that we will make available to you. The Connected Care platform works with iOS (latest two versions) and Android (version 4.4.4 and above), and it is compatible with most Apple and Android devices.

The TytoHome device needs an internet connection to communicate with Connected Care and to have a virtual consultation. These are the system requirements:

- The internet connection, which has to be either Wi-Fi or a hotspot, must have an upload and download speed of at least 1.5 Mbps.
- Users who are travelling, can use a personal or mobile hotspot with 4G LTE connection.
- Please make sure you know your Wi-Fi password, to allow pairing of the TytoHome device.

Can I use TytoHome away from home?

Yes. TytoHome is lightweight, compact and portable. It is designed for all types of remote use from almost anywhere in the world. All you need is access to Connected Care, which needs a smartphone or tablet, and a stable Wi-Fi connection.

You can choose to pack your device with you when you travel, so that you have access to South African medical care for the most common primary care conditions, 24/7.

Is TytoHome safe to use on sensitive skin?

Yes. TytoHome fully complies with the biocompatibility standards and requirements.

How do I clean my TytoHome device?

All exterior surfaces of the TytoHome device and attachments can be sanitised using standard 70% isopropyl alcohol cleaning wipes. Do not dip the product into the cleaning solution and do not use any cleaning agents with a stronger alcohol percentage.

To disinfect the TytoHome accessories (otoscope, stethoscope and other reusables) that come into contact with patients, use germicidal wipes. It is your responsibility to make sure that your TytoHome device and its attachments are sanitised and safe for use.

Will Discovery pay for the 70% isopropyl alcohol cleaning wipes that I need to use to clean the device?

No, it is your responsibility to clean the device using the appropriate recommended wipes. So, you must cover the necessary costs.

If the otoscope covers run out, where can I buy more of them?

You can get the otoscope through the Connected Care team. SSEM, who are our accessories and repairs partners, will deliver them directly to you. You can reach the Connected Care team and place your order using the following mail address: tytoqueries@discovery.co.za.

Why can't I see the recording of the TytoHome-enabled consultation stats on my profile?

Your health measures will only show under your profile on your healthcare provider's screen during the consultation. They can only be shared with you after the consultation.

How many times do I need to calibrate the thermometer?

The TytoHome thermometer measures the room temperature to accurately measure your body temperature; therefore, you must be in the same room for 30 minutes before the examination. The thermometer features a self-calibration mechanism, activated automatically when turned on. So, manual calibration will not typically be needed.

What do I need to do to swop out using the device for my consultation to then use it on someone else?

You need to make sure that you use the 70% isopropyl alcohol cleaning wipes to wipe all of the devices that you were using on yourself before using them on someone else.

If the syncing problem occurs in real time during a consultation, will I still be able to see readings and communicate to the doctor verbally, or without the data being synced?

No, the device only talks to its server environment. It will still need the application link.

TytoHome for brokers

Which members qualify for scheme payment for TytoHome?

Members must meet either of the following clinical entry criteria to qualify for scheme payments:

- They must have activated their maternity and early childhood benefits through the My Baby or My Pregnancy programmes, and up until the youngest child on the plan turns six years old OR
- Members who have tested positive for COVID-19 and are classified as being at risk

How recent does my positive COVID-19 diagnosis need to be to qualify for scheme payment for my TytoHome kit?

- From 1 January 2021, at-risk members who test positive for COVID-19 and are at high risk of severe disease (category 1 & 2) will be eligible for scheme payment towards their TytoHome kit. Those who have tested positive before to 1 January 2021 will not qualify. Note that this risk benefit is in addition to (and not instead of) being able to claim from Medical Savings Account, Above Threshold Benefit or External Medical Items if the member meets the clinical entry criteria.
- From the second year, we will pay the user fee:
 - At 100% of the Discovery Health Rate if the member is registered on the maternity programme and their youngest child is younger than six years old.
 - From their day-to-day benefit if they have tested positive for COVID-19 again and are at high risk.

What about members who do not qualify?

For all other members, we can pay the cost of the device and the user fee from their plan-specific day-to-day benefits:

- We pay out claims from the available money in the Medical Savings Account at 100% of the Discovery Health Rate, depending on the External Medical Items limits where applicable. It accumulates to the Annual Threshold and we can pay it from the Above Threshold Benefit at 75% of the Discovery Health Rate.
- We pay claims from the Above Threshold Benefit at 75% of the Discovery Health Rate, depending on the External Medical Items limits, where applicable.
- If the available money is not enough to cover the costs, the member must pay the outstanding amount themselves.

Members who are on Discovery Health Medical Scheme plans that do not have day-to-day benefits, cannot claim from the Scheme for the TytoHome kit or subsequent yearly user fees. These members can still benefit from the Discovery price when they complete their buying on MedXpress, by selecting the self-payment option.

How will accumulation towards the Above Threshold Benefit work and does this differ now that a digital journey has been introduced?

Payment for the TytoHome kit will accumulate to the Above Threshold Benefit at 75% of the Discovery Health Rate, depending on the External Medical Items limits, where applicable. All virtual consultations and medicine will accumulate at the Discovery Health Rate, depending on existing accumulation rules.

Will Discovery Gap Cover cover the 25% deductible?

On the Discovery Gap Comprehensive option members get cover for the 25% deductible payable when buying the TytoHome kit. This benefit is available to women who are registered on the scheme's maternity programme on Discovery Health Medical Scheme Executive, Comprehensive, Priority, Saver or Smart plans only.

Can members, who have not bought the TytoHome device, have a virtual consultation through Connected Care?

Any member, regardless of whether they have a TytoHome device, can have a virtual consultation through the Connected Care platform. A member who does not have the TytoHome device cannot access the clinical-grade consultation or access the 24-hour support network. Yet, all members can access end-to-end medical care and medicine delivery through the Connected Care platform.

What is the warranty on the TytoHome device and what must a member do if their device is faulty or needs repair?

TytoHome devices include a one-year warranty. They can take their faulty or broken device to any SSEM Centre, the servicing company that we are working with for maintenance repairs on TytoHome devices. SSEM has a national footprint in all metropolitan areas. They can also arrange for a courier to collect the device from the comfort of the member's home. They will need to send an email to this mail address to arrange collection: tytoqueries@discovery.co.za.

How many healthcare professionals are TytoHome-enabled, what are their qualifications and how long will a member need to wait to book a consultation?

While a select group of doctors have already entered into an agreement to give TytoHome-enabled consultations, these numbers are expected to grow exponentially.

All healthcare professionals who use the TytoHome device are licensed medical professionals under the HPCSA. TytoHome-enabled healthcare professionals must have working knowledge of the TytoHome device and be able to interpret the data transmitted to give an accurate clinical diagnosis. Not all healthcare professionals listed on the Connected Care app, including a member's preferred GP, will be able to conduct TytoHome-enabled consultations. Members are, however, guaranteed 24/7 access to a virtual consultation with one of the available TytoHome-enabled healthcare professionals.

What is the benefit of an on-site clinic being TytoHome-enabled?

We are improving the Discovery Health Medical Scheme's integrated on-site clinics with advanced diagnostic care and on-demand virtual consultation capability, powered by the TytoHome device. The treating nurse can connect virtually with a TytoHome-enabled doctor and can facilitate a medical examination to make an accurate clinical diagnosis and e-prescribing of necessary medicine possible. This enhancement to an employer's onsite clinic supports a range of health and wellness benefits designed to address absenteeism and promote optimal employee wellbeing and productivity.

TytoHome for healthcare providers

What do I need to consult with a member using the TytoHome kit?

- You need to have access to the HID2.0 web instance and be fully registered.
- You need to have a stable internet connection.

How can I find out about the TytoHome device?

You can find information about TytoHome on the Discovery website or read up more about it through their official website (www.tytocare.com).

Can I conduct a virtual consultation with a member without using the TytoHome device?

Yes, you can. While the TytoHome device will increase accuracy and possibly prevent the need for a physical examination, normal virtual consultations can continue without the device.

What is my role during the TytoHome examination?

You will use the data given by TytoHome, in combination with the video consultation, to examine, diagnose and treat your patients' conditions remotely. You will also guide the consultation and use of the TytoHome device.

How long can I keep the gallery pictures and videos and where do they get stored?

They are stored on the TytoHome server indefinitely until they are manually deleted.

TytoHome: Servicing

How does payment work?

If you are a Discovery Health Medical Scheme (DHMS) member, you can buy the TytoHome kit through MedXpress. We will process the payment through your available scheme benefits (depending on your plan type). You can cover any shortfalls by a credit card payment.

If you are not a Discovery Health Medical Scheme member (any South African citizen), you can buy the TytoHome at an iStore (online or physical) depending on availability. You can pay using your credit card, cash or Discovery Miles.

What happens if the TytoHome device is faulty and I would like to return it?

You can return your device under warranty. If there is malicious damage, the SSEM team will quote for a replacement device.

You can contact the Connected Care team by calling 0860 99 88 77. SSEM, who deals with repairs and faulty devices, will contact you and arrange for the faulty device to be collected from you and replaced with a new one accordingly.

Who can I contact for after-hours support?

There are many support teams available that can help you. The Connected Care extended hours team will be available until 20:00 and will only answer general questions between 17:00 and 20:00. You can call them on 0860 99 88 77 and they can help you.

How will I get my discount for the device if I am not a Discovery client?

Discount codes do not apply to persons who do not have Discovery products. We apply the preferential Discovery price using a **discount code** that is created for this purpose and is only issued to a Discovery product holder to apply and use at an iStore.

What steps should I take if I did not get my voucher code?

You need to contact the Discovery Connected Care support team to get help with queries about voucher codes. They will reach out to our external party who helps with voucher codes and we will get back to you with more information on how to get it.

How long do I have to use my voucher codes?

Your voucher codes expire after three months from the date that you received it.

What are the app and device support contact details?

Device-related technical support by the Connected Care support team through the following communication channels:

- Email address: tytoqueries@discovery.co.za
- Contact number: 0860 99 88 77

Can I return my device?

Yes, you can return a faulty device only if it is not working. You can contact the SSEM team by email at tytoqueries@discovery.co.za and they will then contact you to arrange collection. You will get another device in the form of a swap out.

Is there a cooling-off period available for TytoHome devices?

No, there is currently no cooling-off period stipulated for TytoHome devices.

How do I, as a Discovery health Medical Scheme member, replace my TytoHome device that is out of warranty?

As a Discovery Health Medical Scheme member, you will need to contact our call centre directly on 0860 99 88 77. We will charge for the replacement device but will exclude the yearly licensing fee.