



Mental Wellbeing

Mental wellbeing programme guide

Introducing mental wellbeing assessments

The mental wellbeing programme consists of **a curated set of holistic mental wellbeing assessments created to** help you gain a more detailed perspective of your overall state of mental wellbeing. Once you have completed the assessments, we'll provide you with helpful tools and suggestions aimed at enabling you to make proactive and positive changes in your life, and reward you with Vitality points.

This guide serves to outline some of **the advantages of proactively taking better care of your mental wellbeing.**

We'll guide you through the **steps you can take to improve your mental and emotional state while on your journey to improved overall wellbeing.** As you engage with the programme, you'll learn how to adopt healthier behaviour that ultimately contributes to an improved state of overall health.

Why is mental health so important?

Mental health affects every aspect of our lives. It plays a distinct role in our ability to function well on an emotional, psychological and social level. Our mental wellbeing influences how we feel (mood), think and, as a consequence, act (behaviour).

Our ability to cope with life's inconveniences and challenges depend on a healthy mental state. Without balance, our ability to handle stress and apply coping skills, make sound decisions and choices, as well as relate to others in positive ways can become compromised.

Mental wellbeing is important for us all at every stage of our lives: from childhood, through adolescence and into adulthood.

Sound mental wellbeing also allows you to:

- Realise your full potential
- Function productively (for example at work or school)
- Make meaningful contributions towards those who form an important part of your life (family, friends, colleagues and the community)

Early warning signs of mental health challenges

Some early warning signs include:

- Changes in eating patterns (such as loss of appetite or binge eating)
- Insomnia or sleeping excessively
- Decreased energy levels
- Avoiding or disconnecting from family and friends or from usual activities
- Feelings of helplessness or hopelessness
- Excessive alcohol consumption or smoking and drug use
- Severe mood swings
- Aggressive behaviour
- Forgetfulness
- Excessive worrying or feeling 'on edge'
- Unexplained aches and pains
- Disinterest in performing daily tasks (such as going to work or school or taking care of yourself or other family members)

The dangers of allowing stress to feature heavily in our lives is that warning signs then become familiar enough that we tend to brush off their importance. Often, the underlying cause of warning signs will not resolve on its own and can have a negative impact on not just our emotional and psychological wellbeing, but our physical health too.

Who qualifies for the mental wellbeing programme?

All **Discovery Vitality members over the age of 18 can participate in the mental wellbeing programme**. Members who hold a Vitality membership on any of the following policies qualify for a tailored risk-based profile and receive access to recommendations and suggestions once they complete of all six assessments:

- Vitality Purple
- Full Vitality
- Vitality Combo through Health
- Vitality Combo through Group Life
- Vitality through Health
- Vitality through Life Vitality through Group Life
- Vitality Active
- Vitality through Invest Living Annuity
- Healthy Company

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How to access the assessments on the Discovery website

The process is as simple and convenient as all of our other Vitality features.

- 01 | Visit www.discovery.co.za and log in with your membership details.
- 02 | Navigate to the Vitality tab and select **Know your health** to view the health checks and assessments available to you.
- 03 | Beneath the **Mental Wellbeing Assessments** block, click on **Get Started**.
- 04 | To get started, open up **Step 1** of the assessment programme.
- 05 | Work your way through the series of assessments and complete all the questions for each one.
- 06 | Once you've completed all of the assessments, you can see your result and risk level.
- 07 | Click on the arrows next to each assessment category to view your feedback.
- 08 | Take note of and diarise the next suggested assessment date. This depends on your risk profile.
- 09 | Visit the [Vitality at Home](#) page for more information on how to understand and improve your mental wellbeing.

You will receive 500 Vitality points, twice each calendar year for completing the full set of assessments. Each set of assessments must be completed six months apart to earn Vitality points.

This means that you can earn 1 000 Vitality points every year just for proactively taking care of your mental wellbeing.

The mental wellbeing journey

What will the mental wellbeing assessments involve?

The programme includes:

- 01 | Mental wellbeing screening tools
- 02 | Mental wellbeing education tools
- 03 | A dedicated Vitality line, supported by the South African Depression and Anxiety Group (SADAG): 0800 01 02 03.
- 04 | Referral mechanisms (as we consider appropriate)

The assessments are structured **to be taken twice a year, six months apart**, earning you a total of **1 000 Vitality points a year** (500 Vitality points for each set of assessments). If we recommend it, you can do the assessments more frequently (for instance, every three months), depending on the risk profile the programme calculates. If it is recommended that you do the assessments more than twice year, you can still only earn a total of 1 000 Vitality points.

The mental wellbeing assessments are not a substitute for medical advice. You should not use the guidelines given by Vitality to diagnose or treat a health problem or disease without consulting a qualified healthcare provider.

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Please consult your physician or other qualified healthcare providers if you have any questions about a medical condition or its treatment.

What do the mental wellbeing assessments focus on?



The assessments are based on **six key focus areas that influence your overall state of mental wellbeing**. It shouldn't take more than **10 minutes to complete** the full suite of assessments. Each area of focus has a handful of questions to answer.

All assessment feedback will be kept confidential and will only be shared with the South African Depression and Anxiety Group with your consent. We encourage you to be as honest as possible when answering the assessment questions in each category so you gain an accurate reflection of your overall state of mental health.

Honesty is important in order to create a set of recommendations that are tailored specifically for each member's benefit. By answering the assessment questions honestly, we can guide you more appropriately on how to maintain or improve your mental wellbeing in the long term.

Your responses to the assessment questions do not determine whether or not you qualify for Vitality points. These are allocated to you for taking part in the assessment process and completing questions for all six wellness areas. By doing so, we are effectively rewarding you for taking a proactive interest in your own mental wellbeing. For many individuals, this is a critical first step in achieving overall mental wellbeing.

The six assessments are:

Assessment type	Assessment name	What will the assessment questionnaire focus on?
01 Patient health questionnaire	PHQ-9	Symptoms of depression

02 Generalised anxiety disorder scale	GAD-7	Symptoms of anxiety
03 Patient-reported outcomes measurement information system	PROMIS Sleep Disturbance Scale	Presence of disrupted or poor sleep and sleep disturbances
04 Personal wellbeing index	Personal Wellbeing Index	Overall quality of life
05 Brief resilience scale	Brief Resilience Scale	Ability to handle challenges and recover from difficult times
06 Alcohol use disorders identification test	AUDIT 3	Prevalence or frequency of alcohol use

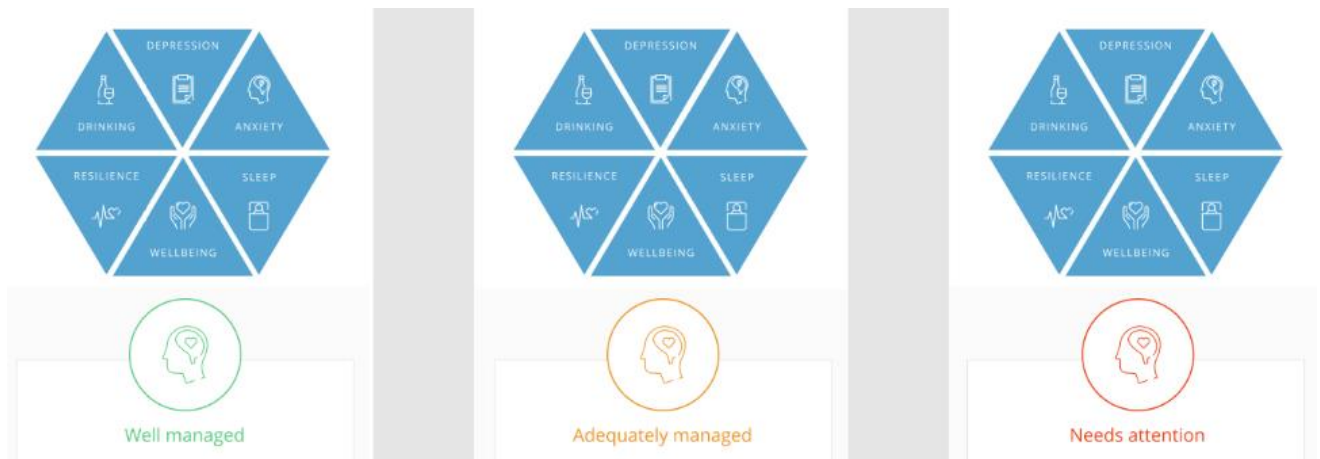
Completing the initial set of assessments **creates a mental wellbeing profile**. From this profile, you will be **allocated a tailored clinical risk category**.

This tailored risk profile helps to identify how vulnerable you may be to the development of mental health conditions such as anxiety disorders or depression.

The overall clinical risk categories are:

Clinical risk category	Risk profile	Re-assessment recommendation
Green (well managed)	Low risk (none/mild)	Every six months
Amber (adequately managed)	At risk (moderate)	Every three months <i>To make sure that no level of risk is underestimated when an amber classification is allocated, we recommend a reassessment after three months. This also helps us to make sure that the recommendation given is appropriate for your profile, based on your assessment results. This provides you with more opportunity to improve your overall state of mental wellbeing.</i>

Red (needs attention)	High risk (moderately severe/ severe)	Every six months



Along with your result, **we will share a few recommendations to help you stay on track or better manage your overall state of mental wellbeing.** For instance, if you're having difficulty with sleep, we will offer recommendations on how to achieve a better night's rest.

You will have access to each of your **assessment results (for each assessment type)** and **feedback notes** after you've completed all the questionnaires.

Why must these assessments be taken more than once?

As circumstances in your life change, so can your mental wellbeing. Your answers to the assessment questions, may differ from your previous ones. The assessments can show improvement or the development of problems requiring intervention.

This is why **we encourage you to take the complete set of assessments again after six months** (or as recommended).

Notes for the assessment process

- Vitality members **must be 18 years or older** to participate in the assessments. Dependants of main members who are 18 years or older can take the assessments and earn Vitality points.

- You can complete and save each assessment.
- You can exit at any stage (log out) even if you have not yet completed all six assessments. You don't have to complete them in one session. This allows you to complete the set at another time when it's convenient for you. Although you can exit at any stage, all six assessments must be completed within two weeks for you to earn 500 Vitality points (**twice a year: 500 Vitality points + 500 Vitality points = 1 000 Vitality points**), as well as qualify for a tailored risk profile detailing recommendations or suggested interventions for mental wellbeing improvement.
- If you do not complete all six assessments within two weeks, any saved assessments will no longer be valid and you will need to begin the entire questionnaire process all over again.
- If it is recommended that a member do the full suite of assessments more than twice a year (for example, every three months), this will not allow them to earn additional Vitality points within a calendar year. **The total number of Vitality points that can be earned by participating in the assessments process is capped at 1 000 a year** (twice a year, six months apart).

How can I benefit from the detailed risk-based recommendations or interventions?

Once you complete the suite of assessments, you will be offered various recommendations and suggestions to help improve your overall state of mental wellbeing over time.

In order to best benefit from these suggestions, you will need to follow through with the recommendations provided. This can include watching educational video content, engaging with digital applications or seeking assistance from a healthcare professional or from a support group organisation such as the South African Depression and Anxiety Group.

What recommendations or interventions will be suggested?

Recommendation or intervention categories	What we will suggest	Benefit of this recommendation or intervention	How to engage with this recommendation or intervention
01 Educational material	<p>A library of videos and written content will be available, providing expert advice and suggestions based on clinical evidence proven to be helpful.</p> <p>Topics may relate to:</p> <ul style="list-style-type: none"> ▪ Sleep hygiene ▪ Ways to alleviate stress and reduce anxiety ▪ Building resilience ▪ Tackling substance abuse 	<p>Specific video and other material may be recommended to assist with providing the kind of guidance and tips you can benefit from, based on your identified risk profile.</p> <p>This targeted approach offers clinically proven guidance within areas of focus that require intervention for self-improvement. This allows you to make positive changes that will ultimately benefit</p>	<p>Watch the short videos or read the articles recommended for you. The recommended material is intended to be educational, and offer you the opportunity to learn. This will ultimately help you to be able to actively make positive changes that you may be in need of.</p> <p>You can also watch the full library of content and gain even more insight into and</p>

		<p>your mental and physical health.</p> <p>The full library of content will be available to all members who have completed the suite of assessment questions.</p>	<p>understanding of factors that contribute to influencing your overall state of wellbeing.</p>
<p>02 </p> <p>Telephonic counselling</p>	<p>Telephonic counselling (talk therapy) through a dedicated Vitality line supported by the South African Depression and Anxiety Group.</p> <p>This support line is available 24 hours a day.</p> <p>Talk therapy may be recommended to any member, regardless of the overall risk profile result allocated on completion of assessments (low, at risk or high risk).</p>	<p>You will have access to support from trained counsellors.</p> <p>All counsellors are knowledgeable and fully equipped to assist you with mental health challenges and queries, and can provide support.</p>	<p>The support line may be recommended to you even if you scored low on the risk scale. This is to make sure that if you ever feel the need for confidential support, you have access to it. You can save the number for easy access and use it as and when you need it.</p> <p>If you have scored as 'at risk' or 'high risk', we strongly recommend talk therapy. We will encourage you use the line and seek confidential assistance with a fully trained professional.</p>
<p>03 </p> <p>Referrals for clinical assessment</p>	<p>As a Vitality member, we may recommend you visit a healthcare professional based on your risk profile.</p> <p>Recommendations will be made to all Vitality members, no matter if you are a member through Discovery Health Medical Scheme or not.</p> <p>If you are referred, please check your current health plan or</p>	<p>If you seek a medical consultation with a medical professional and receive a mental health diagnosis, you may be able to access various supportive benefits as a Discovery Health Medical Scheme member.</p> <p>These comprehensive support benefits can allow you to receive quality care at a time when you need it most.</p>	<p>Clinical assessment may be recommended.</p> <p>A healthcare professional can best assist to determine if you have a mental health condition and to determine the best treatment to help you manage it. This will improve your overall mental and physical wellbeing.</p> <p>Your medical scheme plan might offer</p>

	policy to find out if it will pay for this medical treatment.	<p>If the treating healthcare professional prescribes chronic medicine and you register your condition, you can benefit from using the medicine tracker* feature on applicable health plan offerings. Here, you can earn rewards by following your treatment.</p> <p><i>*Non-health Vitality members can't use the medicine tracker yet.</i></p>	benefits for clinical treatment.
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Maintaining the benefits of improved mental wellbeing

Once you have completed the full suite of assessments and received a mental health risk profile result, you can make progress each day on your mental health journey.

You can check your feedback notes or access recommended material at any time once you have logged in to your member profile on www.discovery.co.za.

The real benefit of this programme lies in your hands

With the recommendations we provide for you, you can proactively manage or improve your overall state of mental wellbeing. The assessments help you to take stock of your mental health and, using our provided tools and suggestions, make positive changes that ultimately contribute to improving your overall lifestyle.

The good news is that we're on this journey with you and will be updating this programme with more tools and encouraging incentives on a regular basis.

Watch this space for the launch of exciting rewards soon.

To find out more about this programme, [visit the Help page](#).

Limits, terms and conditions apply

If you have any questions or need more information about this programme, please visit www.discovery.co.za. If, for any reason, there is a conflict between rules in this programme guide and either of the Vitality main rules and the main rules for ancillary Vitality programmes (for non-Vitality members), the relevant main rules will take precedence.

Your privacy

To participate in the Vitality programme, you will be asked to agree to certain privacy settings and will be able to control who can see your Vitality profile.

Your mental wellbeing assessment results will be kept confidential and will only be shared with the South African Depression and Anxiety Group with your consent.

Information you can agree to share through the Discovery app includes your name, profile picture, goal achievement and performance metrics.

If you choose not to share your information, your personal and performance data will not be shown. Your Discovery app privacy settings can be updated at any time.

Ending this programme

If you are no longer a Vitality member, this Vitality programme will no longer apply. Members of medical schemes administered by Discovery Health with access to Vitality Active Rewards can choose to disable this programme by contacting Discovery Vitality.

Keep up to date with the latest news from Vitality:

Download the Discovery app, follow Discovery Vitality on [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#).

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