

TYTOHOME

FREQUENTLY ASKED QUESTIONS

DISCOVERY HEALTH
2023





Connected Care for members at home

What is Connected Care?

Discovery Connected Care brings together new and existing benefits, service offerings and connected digital capabilities. This allows us to offer members end-to-end, integrated care at home. Members 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 diagnostic point-of-care technology, e-prescribing and medicine delivery. It gives smarter options for those who prefer to access acute and chronic 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 the patient controls that makes remote healthcare possible. It gives a member a better virtual consultation because the healthcare provider gets a live feed of clinical-grade images, 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 (for taking a person's temperature)
- A built-in examination camera
- An otoscope (a device with which you can look inside the ears)
- A stethoscope (for listening to body sounds, such as breathing sounds and heart sounds)
- Tongue depressor adaptors (used to lower the tongue so one can see the back of the mouth and the throat)

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

With the device and adaptors, you can have 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 to 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, rashes and diaper rash

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?

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

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. No one else can see the information.

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 do 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 does the TytoHome-enabled consultation differ from a face-to-face consultation?

The TytoHome device improves the virtual healthcare journey 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 done in the comfort and safety of your own home and the doctor examines you through live feeds of clinical-grade images and sounds, as opposed to using traditional clinical equipment in the doctor's rooms.

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 (for temperature)
- 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, you can schedule normal virtual consultations that do not involve the device.




Who is the healthcare provider doing the virtual consultation?

All healthcare providers who use TytoHome are medical doctors (GPs) who are registered by the Health Professions Council of South Africa (HPCSA). You can find one through Connected Care.

How do I find a TytoHome-enabled healthcare provider?

Use Connected Care to find a doctor near you:

1. You have access to a [network of doctors; find one close to you by clicking here](#).
2. Open Connected Care.
3. 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.
4. 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 your 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 doctor 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 through Connected Care.

Buying a TytoHome kit

Who can buy a TytoHome kit?

Any Discovery Health Medical Scheme member can buy a TytoHome device.

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 includes 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.

When will my TytoHome kit be delivered?

The delivery time is determined by the delivery times offered by the service provider (MedXpress), 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.



The 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 must pay the user fee every year, starting from the second year. 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.

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 want to buy an extra TytoHome kit, you must pay the recommended selling price and buy your kit directly from the iStore.

Paying for TytoHome

Will Discovery Health Medical Scheme pay for a TytoHome kit?

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:

- The member must have activated their maternity and early childhood benefits through the My Baby or My Pregnancy programmes. This applies up until the youngest child on the plan turns six years old.

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 (amount you must pay upfront) that you must pay when you buy the TytoHome kit.

If the available money does not sufficiently cover the costs, the member must pay the outstanding amount. Members of Discovery Health Medical Scheme plans who 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 read the [TytoHome 'How to' guide](#) available on the Discovery website.

TytoHome Frequently Asked Questions



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.

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. You must do the following for this once-off process:
 - 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 and 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](#). The Connected Care platform works with iOS 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 must 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.

Which Wi-Fi network specifications are supported by the TytoHome device?

1. IEEE 802.11 N standard is recommended for optimal performance.
2. G standard is also supported.
3. 2.4 GHz band only.
4. Transmitter technical characteristics:
 - a. Assigned frequency band: 2400 MHz - 2483.5 MHz.
 - b. RF channel spacing: 5 MHz.
5. Antenna information:
 - a. Type: Internal WLAN 2.4 GHz.
 - b. Antenna Gain, dBi: 3.85
6. WPA-PSK and WPA2-PSK security standards.
7. Both TKIP and AES encryption protocols are supported.
8. WPA-Enterprise using a RADIUS authentication server (802.1x) is supported.

Which Wi-Fi network specifications are not supported by the TytoHome device?

1. Please note that 5 GHz/AC standard is not supported.
2. WEP encryption is not supported.
3. A Web connection proxy where you must accept network terms and conditions, is not supported.

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.

TytoHome Frequently Asked Questions



How do I clean my TytoHome device?

All outside 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 at 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 must I do when I want to use the device I use for my consultations on someone else?

You must use 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. This applies up until the youngest child on the plan turns six years old.
- The member must have tested positive for COVID-19 and must also be classified as being at risk.

How we pay for their TytoHome kit when the member tests positive for COVID-19?

- At-risk members who test positive for COVID-19 and are at high risk of severe disease (category 1 & 2) are eligible for scheme payment towards their TytoHome kit. Note that this risk benefit is in addition to (and not instead of) being able to claim from their 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 yearly 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.



- 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 buy through MedXpress, by selecting the self-payment option.

How will accumulation towards the Above Threshold Benefit work?

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 pay the 25% deductible?

Members who are on the Discovery Gap Comprehensive option get cover for the 25% deductible payable when they buy the TytoHome kit.

This benefit is available to women who are registered on the Discovery Health Medical Scheme's maternity programme if they are on an Executive, Comprehensive, Priority, Saver or Smart Plan.

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. All members can access end-to-end medical care and medicine delivery through the Connected Care platform.

Members who do not have the TytoHome device cannot access the clinical-grade consultation or access the 24-hour support network.

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. Members can take their faulty or broken device to any SSEM Centre, the servicing company 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. You must 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?

This will depend on doctor availability. Members can perform online bookings with doctors in the Tyto network. Availability is visible to members at point of booking via Connected Care.

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, can conduct TytoHome-enabled consultations. Members are, however, guaranteed 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 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 at the clinic 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 must be fully registered.
- You must have access to the HID2.0 web portal.

TytoHome Frequently Asked Questions



- You must 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 more about it on TytoHome's official website (www.tytohome.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 the TytoHome device gives, in combination with the video consultation, to examine, diagnose and treat your patients' conditions remotely. You will also guide the consultation and the 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 pay any shortfalls by credit card.

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 you for a replacement device.

You can contact the Connected Care team by calling 0860 99 88 77. They will ask SSEM, who deals with repairs and faulty devices, to 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 team has agents available who work extended hours. These agents are available until 20:00. However, between 17:00 and 20:00 they can only answer general questions. You can call them on 0860 99 88 77 and they can help you.

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.