



# Discovery Hospital at Home

A touch of care, in every home



# You can now have hospital-level care in the comfort of your 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 you the option to be treated with world-class medical resources in the comfort of your own home when you need it. In this way, you get the best of both worlds. You will be with your loved ones in familiar surroundings while you are being closely monitored throughout your treatment.

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 the services we offer as part of Discovery's Hospital at Home programme from your hospital benefit where there is a valid preauthorisation in lieu of hospitalisation (when you have preauthorisation for a hospital admission but receive care at home).



## 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:

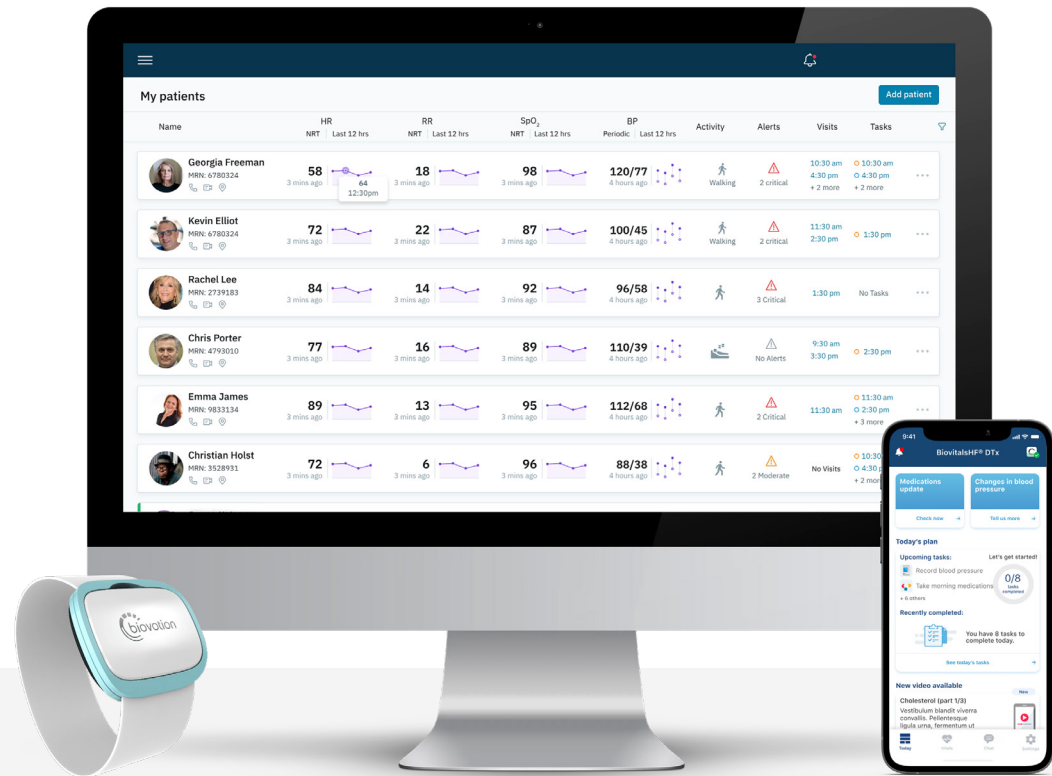
- Pathology and radiology investigations
- Medicine
- Allied healthcare services
- Remote monitoring devices.

# 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 Biofourmis. Biofourmis 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 Biofourmis technology continuously monitors multiple physiology signals through wearable biosensors in patients with acute and complex conditions. The data is processed in real-time to provide clinical teams with a predictive view of a patient's disease trajectory to detect issues, intervene early and prevent potential medical crises. Patients' physiological data is compared to population level data to enable unique insights into a patient's disease trajectory, so that physicians can provide the right care at the right time. 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 Biofourmis 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 TECHNOLOGIES

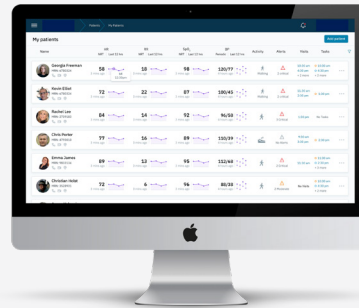
## REMOTE MONITORING DEVICES

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 Biofourmis, Everion or the Biobeat chest monitor, 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 (low complexity or severity of the patient's medical condition).*


To support your prescribed treatment plan, cover may include (subject to scheme approval):


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


- Heart rate
- Blood pressure
- Stroke volume
- Oxygen saturation
- Temperature
- Respiratory rate
- Biovitals index

 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.



# HOSPITAL-LEVEL DIAGNOSTICS AND INTERVENTIONS

## HOSPITAL-LEVEL INTERVENTIONS



- Medicine
- Home oxygen
- Phlebotomy (blood test)
- 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

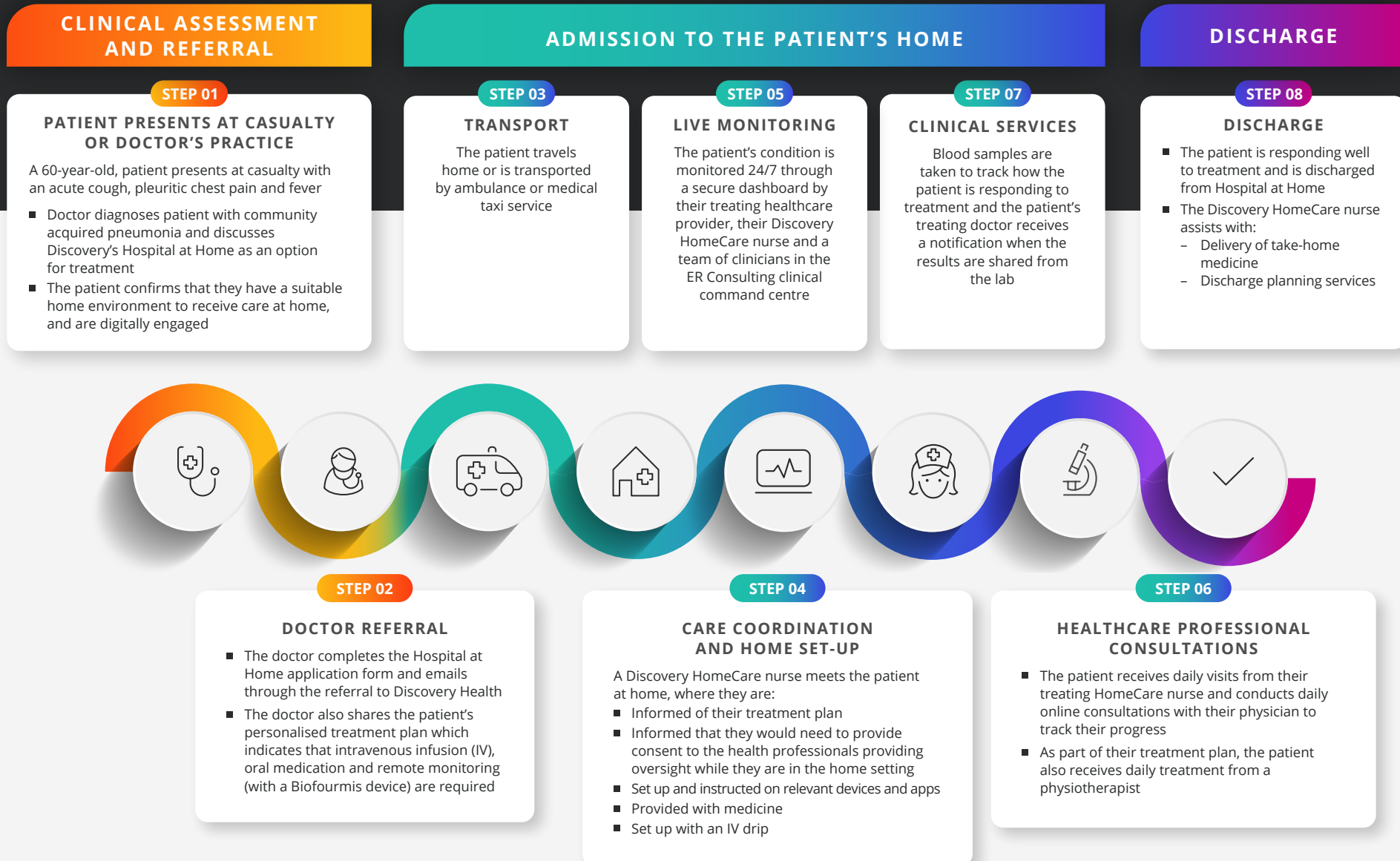


- Vaccinations
- Spirometry analysis
- Point-of-care testing (POCT)
- Urine culture sample
- COVID-19 testing
- Pap smear
- Clinically appropriate screening services



# The seamless Hospital at Home journey you can expect

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



## CLINICAL ASSESSMENT AND REFERRAL

### STEP 01

#### PATIENT PRESENTS AT CASUALTY OR DOCTOR'S PRACTICE

A 60-year-old, patient presents at casualty with an acute cough, pleuritic chest pain and fever

- Doctor diagnoses patient with community acquired pneumonia and discusses Discovery's Hospital at Home as an option for treatment
- The patient confirms that they have a suitable home environment to receive care at home, and are digitally engaged

## ADMISSION TO THE PATIENT'S HOME

### STEP 03

#### TRANSPORT

The patient travels home or is transported by ambulance or medical taxi service

### STEP 05

#### LIVE MONITORING

The patient's condition is monitored 24/7 through a secure dashboard by their treating healthcare provider, their Discovery HomeCare nurse and a team of clinicians in the ER Consulting clinical command centre

### STEP 07

#### CLINICAL SERVICES

Blood samples are taken to track how the patient is responding to treatment and the patient's treating doctor receives a notification when the results are shared from the lab

## DISCHARGE

### STEP 08

#### DISCHARGE

- The patient is responding well to treatment and is discharged from Hospital at Home
- The Discovery HomeCare nurse assists with:
  - Delivery of take-home medicine
  - Discharge planning services

### STEP 02

#### DOCTOR REFERRAL

- The doctor completes the Hospital at Home application form and emails through the referral to Discovery Health
- The doctor also shares the patient's personalised treatment plan which indicates that intravenous infusion (IV), oral medication and remote monitoring (with a Biofourmis device) are required

### STEP 04

#### CARE COORDINATION AND HOME SET-UP

A Discovery HomeCare nurse meets the patient at home, where they are:

- Informed of their treatment plan
- Informed that they would need to provide consent to the health professionals providing oversight while they are in the home setting
- Set up and instructed on relevant devices and apps
- Provided with medicine
- Set up with an IV drip

### STEP 06

#### HEALTHCARE PROFESSIONAL CONSULTATIONS

- The patient receives daily visits from their treating HomeCare nurse and conducts daily online consultations with their physician to track their progress
- As part of their treatment plan, the patient also receives daily treatment from a physiotherapist

# 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:

- 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.
- 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 R4,000 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.





## Ask your doctor if you can be treated at home

*Please discuss this option with your treating doctor if you develop an illness that might need hospital treatment. Your doctor can tell you if your illness can be treated at home rather than in hospital. Your doctor can then contact the Hospital at Home team to start a treatment programme for you.*

*For more information, email us at [hospitalhome@discovery.co.za](mailto:hospitalhome@discovery.co.za).*

# Terms and conditions

## YOU ARE NOT ELIGIBLE FOR THE BENEFIT IF YOU:

- Live far from an acute hospital, in an area that is inaccessible to emergency medical services (EMS), or if your area doesn't have service coverage.
- Have a primary diagnosis which requires multiple or routine administration of controlled substances for pain control.
- Have treatment and investigational requirements that may not be suitable for admission at home, such as endoscopic procedure, blood transfusion, cardiac stress testing or a surgical procedure.
- Cannot independently move yourself to the bedside commode.

## TERMS OF ENGAGEMENT

- Receiving care from the Discovery HomeCare team is entirely voluntary and your treating doctor must formally request it.
- You may stop the home care at any time. If you do so, you will not be penalised or prejudiced in any way.
- The home care may also stop at any time, if:
  - Your treating doctor or HomeCare team recommends or assesses that it is in your best interest to stop the home care.
  - It is in your best interest to be transferred to a hospital as your condition is worsening.
  - You do not follow the agreed treatment guidelines.
- As your condition improves, you may receive different treatments that are necessary to maintain your ongoing wellness.





Download the Discovery app

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