



# Discovery Home Health

A touch of care, in every home





## *Welcome to Discovery Home Health, where we're redefining healthcare by bringing hospital-level care to the comfort of patients' homes.*

Extensive research shows that at-home, hospital-level care offerings are safe, effective and highly satisfactory for patients. Discovery Home Health aligns with global best practice and has been validated by leading global medical facilities.

Our innovative approach lets healthcare professionals admit members of participating Discovery Health administered medical schemes\* to at-home, hospital-level care provided on two distinct levels (available nationwide):

- **Discovery Hospital at Home** provides 24/7 hospital-level care in a patient's home, on a short-term basis.
  - Admission to Hospital at Home allows patients **to avoid in-hospital care entirely or access early discharge.**
  - To be considered, patients must be 18 years of age or older. They must be **stable and need the sort of care that they would get in a general ward.**
  - Examples of conditions typically treated through this form of care include pneumonia, chronic obstructive pulmonary disease, urinary tract infections, cellulitis, heart failure and diabetes.
  - Discovery Hospital at Home offers comprehensive 24/7 care with real-time remote monitoring. Each patient gets access to a dedicated, multidisciplinary care team and to cutting-edge, supportive healthcare technologies.
  - Should a Hospital at Home patient need to be escalated to in-hospital care, they will be transported immediately through a dedicated ambulance service.
- **Discovery Home Care** provides for low-acuity conditions where patients need repeat, episodic care that would otherwise be accessed at a clinic, in a doctor's rooms or at a hospital. Home Care offers four care options: **postnatal care, IV infusions, advanced wound care and palliative care.**

\* Access a list of participating schemes administered by Discovery Health.

# Six benefits of at-home, hospital-level care

Many global studies have evaluated the safety and effectiveness of at-home hospital care, compared to in-patient care, across various conditions and populations. The studies prove conclusively that hospital-level care can be delivered safely in the home setting for a range of clinically appropriate conditions. The findings from Discovery Health's ongoing analysis of its at-home care offerings aligns with global reports on the many benefits of this form of care:

**01**

## CLINICAL OUTCOMES



Patient outcomes are comparable to or better than traditional in-patient treatment.

**02**

## INFECTION RISK



Patients face reduced exposure to hospital-acquired infections and sick patients.

**03**

## PERSONALISED CARE



Patients get individualised attention through a dedicated care team made up of doctors, Home Health nurses and allied healthcare professionals (who give both physical and virtual care).

**04**

## PATIENTS' HOLISTIC WELLBEING



Recovery in familiar surroundings, close to loved ones, supports a comfortable and dignified recovery process. Compared to being admitted, patients experience less anxiety and stress at home, promoting a better state of being and potentially faster recovery. Patients also tend to mobilise sooner when in their own home.

**05**

## CONVENIENCE



Caregivers and loved ones do not have to commute between home and hospital settings to see the patient.

**06**

## COST-EFFECTIVENESS



Patients and healthcare systems benefit from lower healthcare costs through reduced hospital stays and readmission rates.

Discovery Home Health is at the forefront of healthcare innovation, offering a sustainable solution to the challenges faced by healthcare systems globally. Join us in embracing this transformative approach to patient care.

# How to admit a patient to Discovery Home Health

To admit your patient to one of Discovery Home Health's two care options (Discovery Hospital at Home or Discovery Home Care), simply fill in the application form **HealthID** and submit it to [hospitalhome@discovery.co.za](mailto:hospitalhome@discovery.co.za). You will then be guided as to what to do to complete your patient's admission.

You can access the clinical entry criteria, conditions catered for, general exclusion criteria and other information here:

## Cover for your patient's Discovery Home Health care

We pay for all services offered as part of Discovery Home Health from the hospital benefit. The member must have a pre-authorisation for a Home Health admission. This unlocks risk-based funding for approved devices and healthcare services for qualifying patients.



# The Discovery Hospital at Home journey

## STEP 1



### CLINICAL ASSESSMENT

Examine your patient and assess whether they need hospital-level care. Check that the patient is stable and agrees to Hospital at Home care.

## STEP 2



### REFERRAL TO DISCOVERY HOSPITAL AT HOME

Complete the application form (which includes your patient's treatment plan and a script for medicine) and email it to [hospitalhome@discovery.co.za](mailto:hospitalhome@discovery.co.za). The preauthorisation team will give feedback within an hour of getting the application.

## STEP 3



### AT HOME: CARE COORDINATION AND SET-UP

Once you and your patient receive the go-ahead from Discovery Health, a Home Health nurse will meet your patient at home within four hours. The Home Health nurse:

- Explains the treatment plan to your patient
- Sets up and explains devices and apps that are used during Hospital at Home care
- Gives your patient medicine you have prescribed.

## STEP 4



### AT HOME: LIVE MONITORING

Your patient's condition is monitored 24/7 through cutting-edge remote monitoring technologies. These send data to a secure dashboard that is monitored by the patient's Discovery Home Health nurse, Discovery care co-ordinator and team of clinicians in the ER Consulting clinical command centre. You can also view your patient's vitals on-demand, on the secure dashboard.

## STEP 5



### AT HOME: HEALTHCARE PROFESSIONAL CONSULTATIONS

Your patient has daily online consultations with you and receives at least two visits a day from their treating Home Health nurse (and has bloods drawn and physio treatment if needed). You can see what the care team has been up to at every interaction with your patient by looking at the notes stored on the secure dashboard under 'Your patient'.

## STEP 6



### DISCHARGE

Once you are happy that your patient has responded well to treatment, you can discharge them from Hospital at Home.

A Discovery Home Health nurse assists with:

- Delivery of take-home medicine
- Discharge planning services
- Device removal.

# The Discovery Home Care journey

## STEP 1



### CLINICAL ASSESSMENT

Examine your patient and assess whether they need hospital-level care, palliative care, IV infusions, advanced wound care or postnatal care. The patient is stable and agrees to Home Care.

## STEP 2



### REFERRAL TO DISCOVERY HOME CARE

Complete the application form (which includes your patient's treatment plan and a script for medicine) and email it to [hospitalhome@discovery.co.za](mailto:hospitalhome@discovery.co.za). The preauthorisation team will give feedback on the application in due course.

## STEP 3



### AT HOME: CARE COORDINATION

A Discovery Home Health nurse is scheduled to see your patient at home to carry out their treatment.

## STEP 4



### AT HOME: TREATMENT OPTIONS

**A Discovery Home Health nurse supports your patient in one of four ways:**

- 1 | Wound care:** Treatment is scheduled based on wound severity and booked for two weeks at a time. All the dressings, solutions, ointments and other consumables needed are supplied by the Home Health nurse.
- 2 | IV infusions:** Medicine is delivered to your patient's home ahead of time or brought by the Home Health nurse on the day of the treatment. The nurse also brings all consumables needed. The infusion runs according to your treatment protocol. Chronic (recurring) infusions are usually set up six months at a time.
- 3 | Post natal care:** Qualifying patients can have three scheduled visits from a midwife over a six-week period.
- 4 | Palliative care:** Palliative nurses work with you (if you are a palliative doctor) or with the palliative doctor to whom the case has been referred. They carry out the treatment plan and manage pain for your terminally ill patient. They also work closely with and support the patient's family. Discovery Home Health Nurses supply the medicine and consumables needed.

## STEP 5



### REPORTING

After each patient visit you get a comprehensive report from the Home Health nurse.

## STEP 6



### DISCHARGE

Once treatment is completed, the Home Health nurse submits a final report for your records.



# Contact Us

For more information on Discovery Home Health, call us and ask for Home Health agents:

Monday to Sunday, 08:00-16:30:  
086 046 2273

OR

Monday to Friday, 06:00-08:00 and 16:30-20:00  
and Saturday, 08:00-13:00,  
086 099 8877

**Emergency number (exclusively for doctors):**

Monday to Sunday, 06:00-08:00 and 16:30-21:00,  
081 765 4002



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