



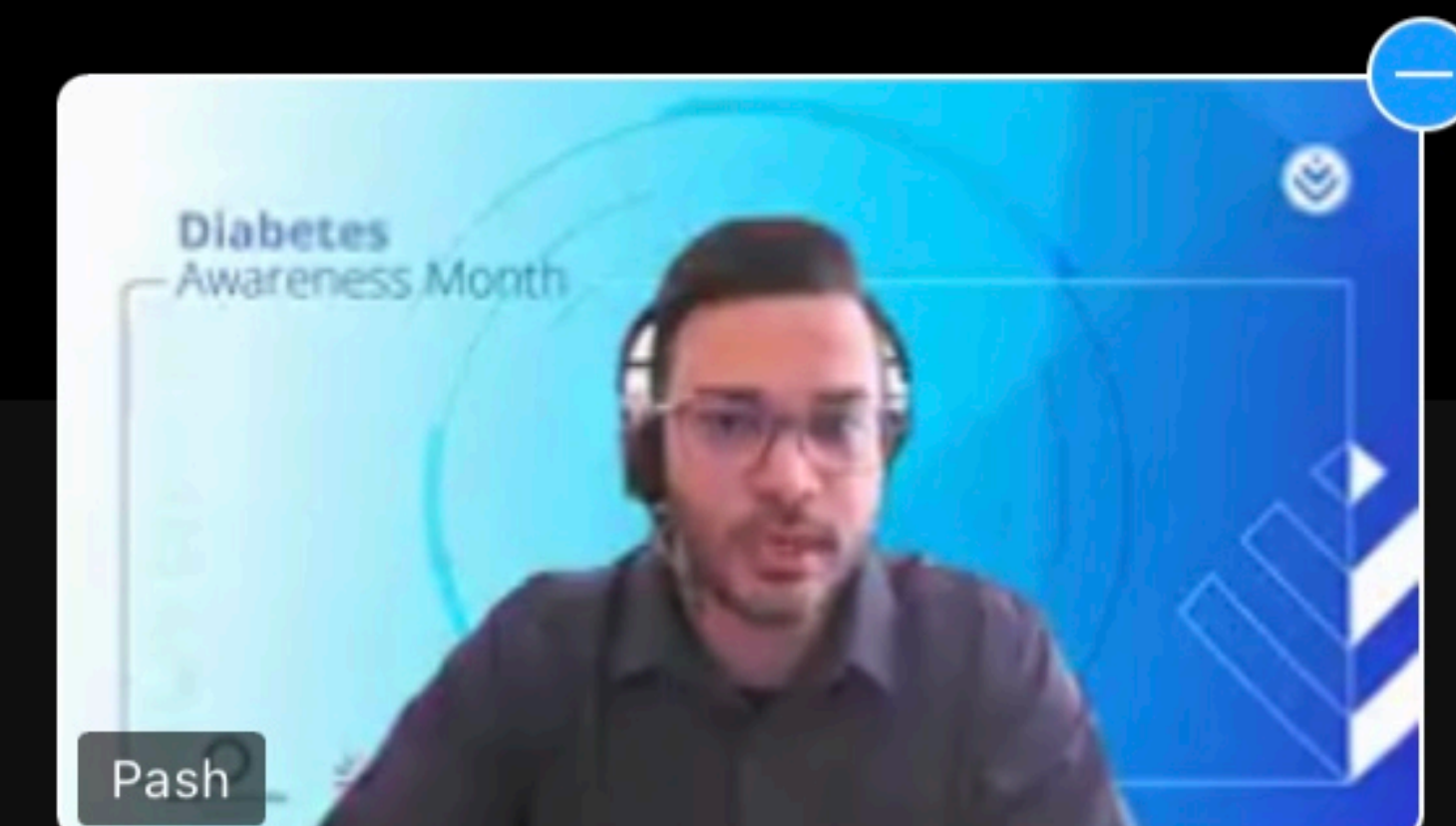
## Discovery Health Product Updates





# Agenda

1. Home Based Hospital Network
2. Comprehensive Series Update
3. Primary Care Provider
4. KeyCare Changes
5. Mental Wellness Update
6. Personal Health pathways



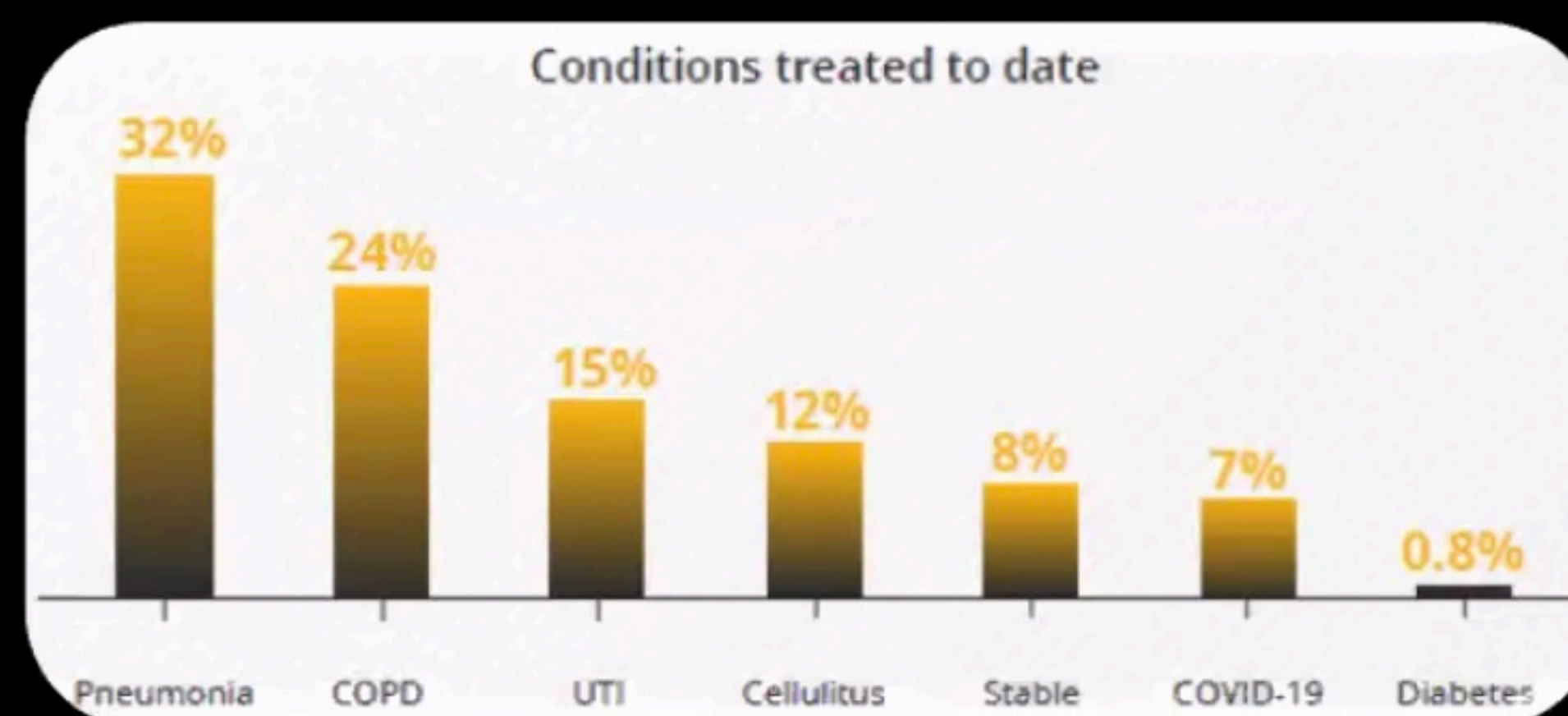


# Home-Based Hospital Network



## Discovery Hospital At Home

Launched 2021



Improved Outcomes

Discovery Hospital at Home is showing **improved clinical outcomes** following discharge compared to traditional hospital admissions

**67%**

lower probability of readmission to hospital

**63%**

lower probability of visit to emergency department after discharge

When emergency care is required, effective response times ensure **patient health is not adversely affected**

**1 in 30**

members required transfer to an acute hospital

**6 min**

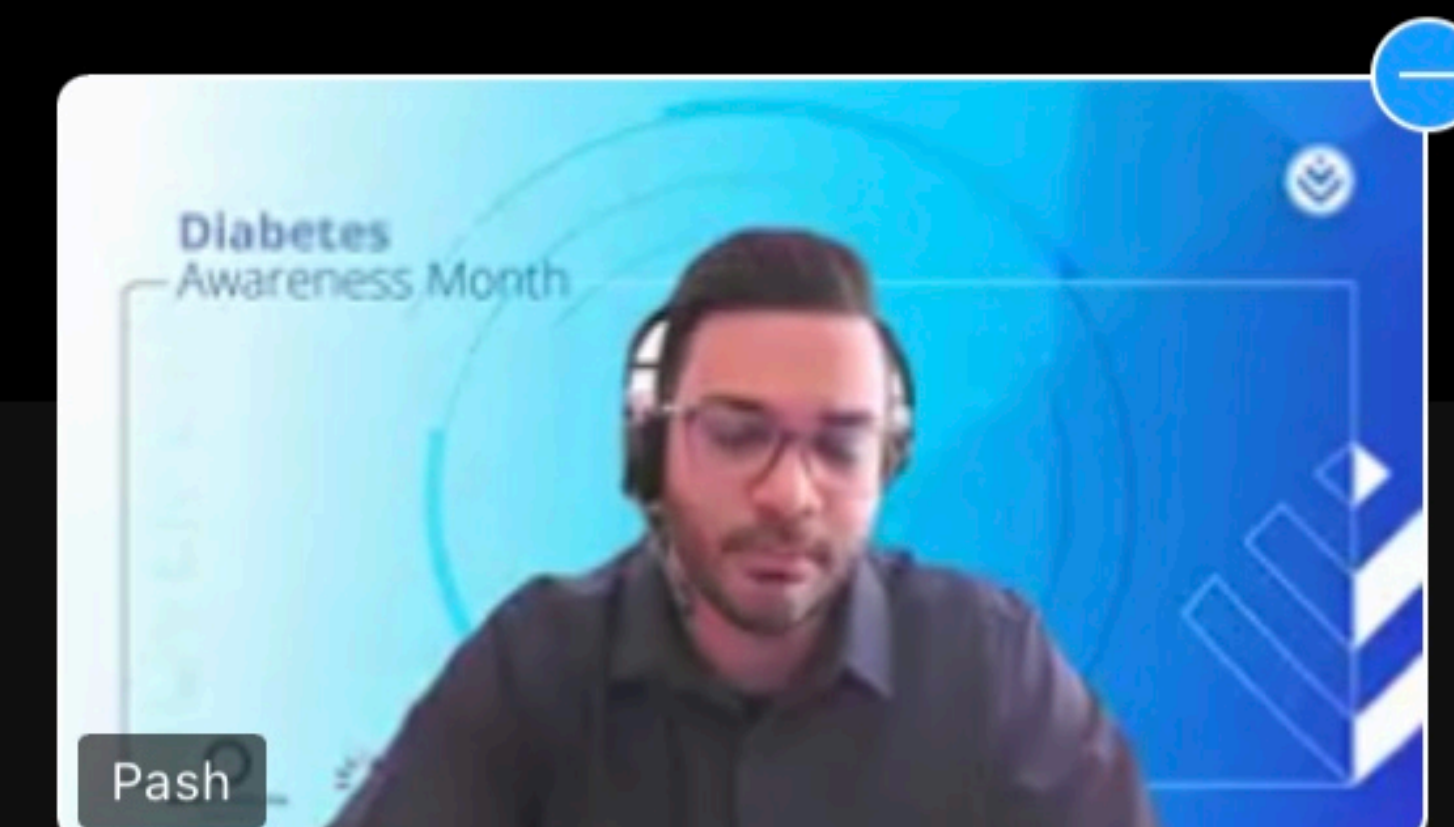
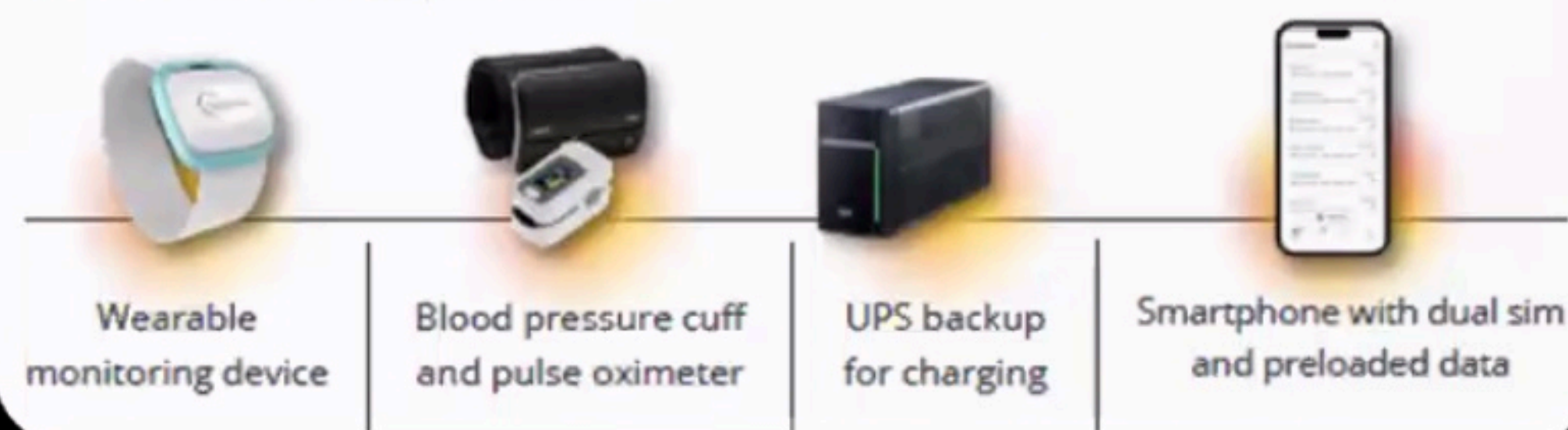
average response time of emergency medical services

**0**

admissions with adverse outcomes following emergency care

## Home Monitoring Kit

The home monitoring kit includes:



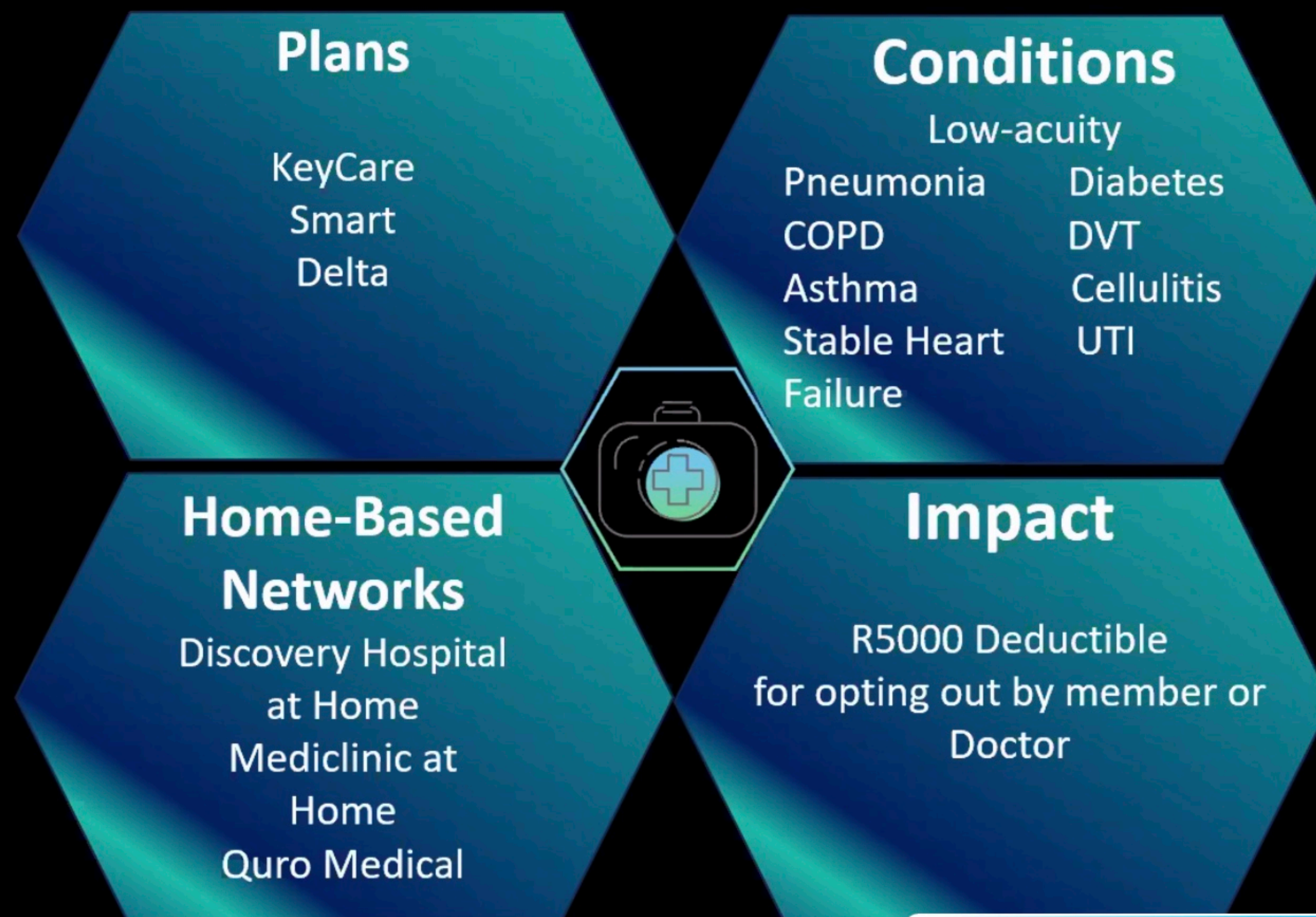
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# Home-Based Hospital Network



## Home-based Hospital Network as the designated service provider





# Home-Based Hospital Network



## The seamless member journey

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 is required with a Biofourmis device

#### 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
  - Set up and instructed on relevant devices and apps
  - Provided with medicine
  - Set up with an IV

#### 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

Diabetes Awareness Month

Pash



# Comprehensive Series





# Comprehensive Series Update



## The Comprehensive Series in 2024



### Simplification of the Comprehensive series



### Members on impacted plans will have a default plan if no choice is made

#### Member communication

- Communication to inform them of this change and that they have until 31 December 2023 to choose a different plan on Discovery Health Medical Scheme.

#### Default strategy

- If a member does not make a plan selection by 31 December 2023 they will be defaulted to the Classic Comprehensive or Classic Smart Comprehensive plan on 1 January 2024, based on the following criteria:
  - The principal for the default strategy is to preserve benefits
  - Members who have utilized benefits that are unique to the Classic Comprehensive plan including the Oncology Benefit, ADL conditions, and the SMTB benefit in 2023 will be defaulted onto the Classic Comprehensive plan to retain the most comprehensive benefits.
  - Members who have not registered for these specific benefits and have utilized the Smart network will be defaulted to the Classic Smart Comprehensive plan.
  - All other members will be defaulted to the Classic Comprehensive plan, effective 1 January 2024.
- Members who are defaulted onto a different plan on 1 January 2024 will have the opportunity to change their plan until the end of March 2024.

#### Adviser support

- Adviser reports with a list of impacted members





# Primary Care Provider





# Primary Care Provider



Management by single Primary Care Provider offers opportunity to improve health outcomes

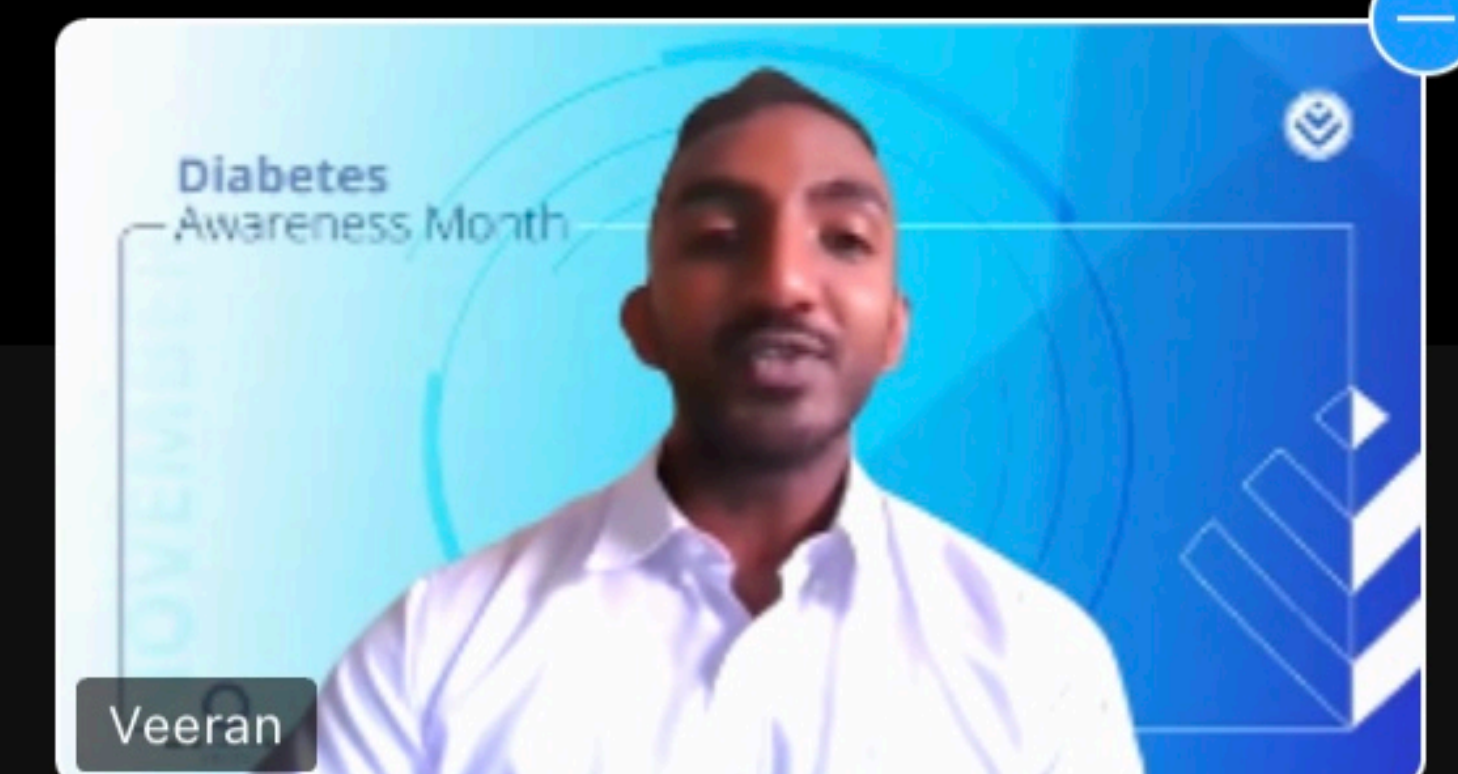
## Benefit Change 2024

All members with chronic condition must nominate a GP in the primary care network

For GP's:  
Impact **20%** Co-pay on chronic consults and procedures

## Which Plan Types?

All plans excluding Executive Network Plan rules still applies  
In House will be confirmed



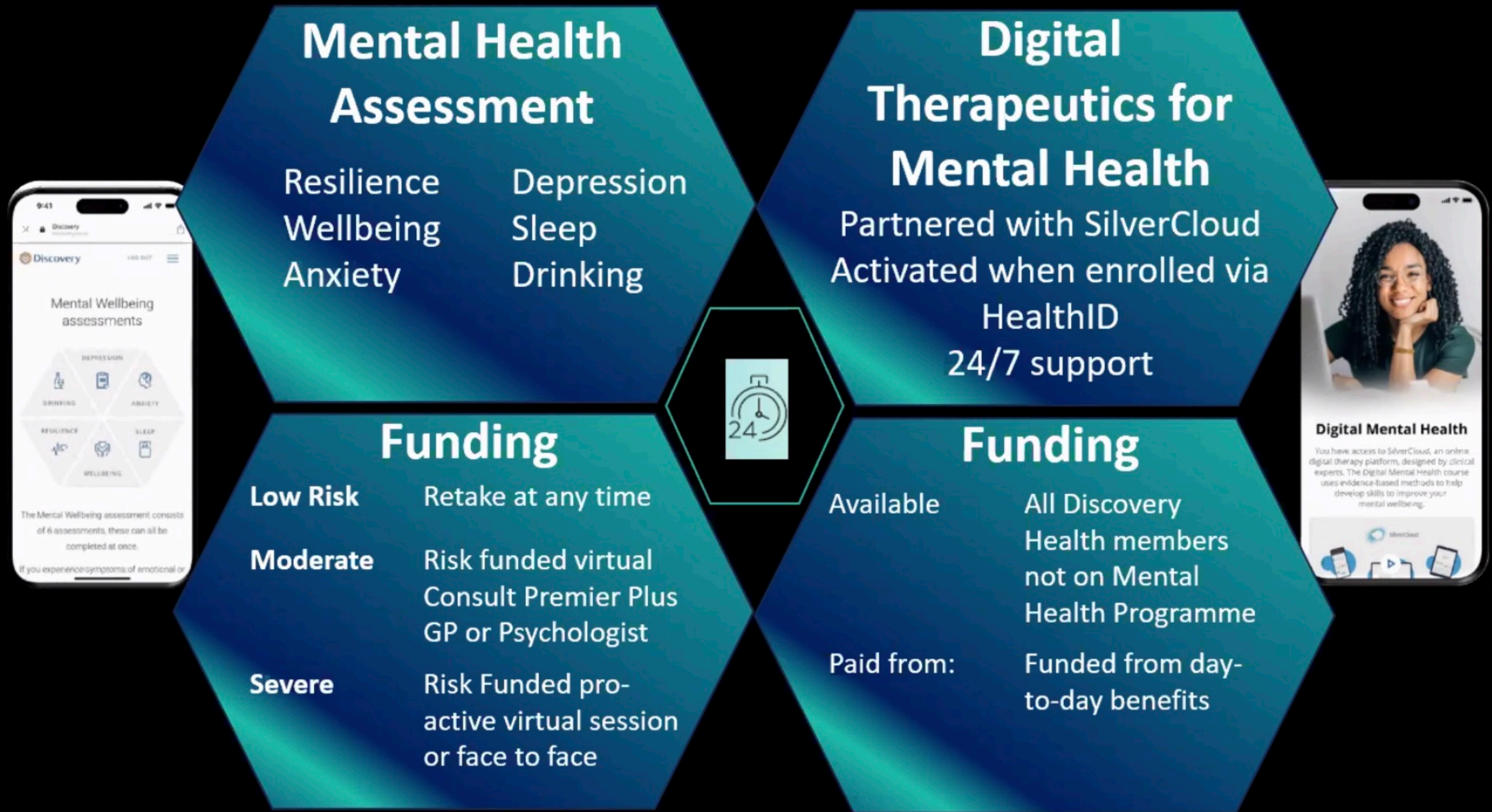


# Mental Wellness





# Awareness and Prioritising mental health as an integral part of a healthy and fulfilling life



# Mental Wellness



Thabo



# Mental Health Journey

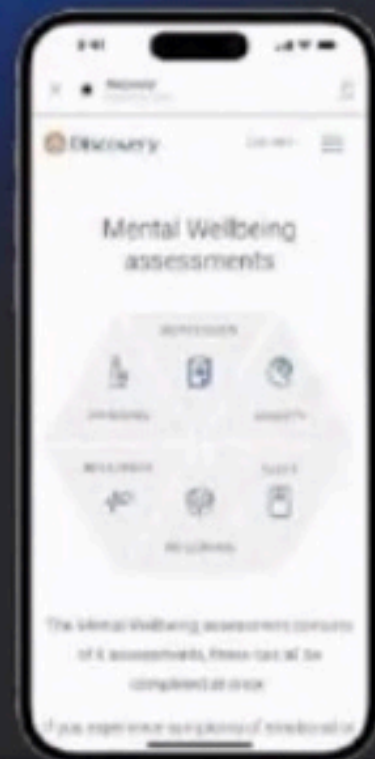
## Comprehensive support along the full mental health journey

The introduction of the Mental Wellbeing Assessment for all Discovery Health Medical Scheme members, as well as the addition of Silvercloud's iCBT platform has reinforced the comprehensive and proactive support for mental health, from early identification to clinically relevant treatment and ongoing management of more severe conditions.



### Assessment

Access to mental wellbeing assessment



Available to all Discovery Health Medical Scheme members.

### Evaluation

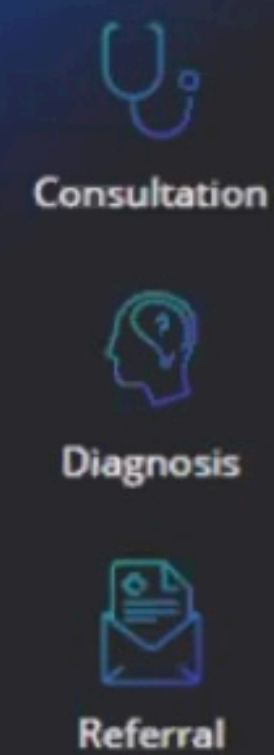
Ongoing evaluation of depression risk



Mental health risks are evaluated through re-assessment and clinical data.

### Intervention

Scheme-funded proactive interventions for those at risk



Members at-risk of depression have access to risk-funded interventions.

### Management

Scheme-funded management and support

- Mental Health Care Programme**
  - GP consults and/or psychotherapy
  - Medicine
  - iCBT
- Access to digital therapeutics for mental health** for any Discovery Health Medical Scheme member referred outside of the Mental Health Care Programme.

# Mental Wellness



Diabetes Awareness Month

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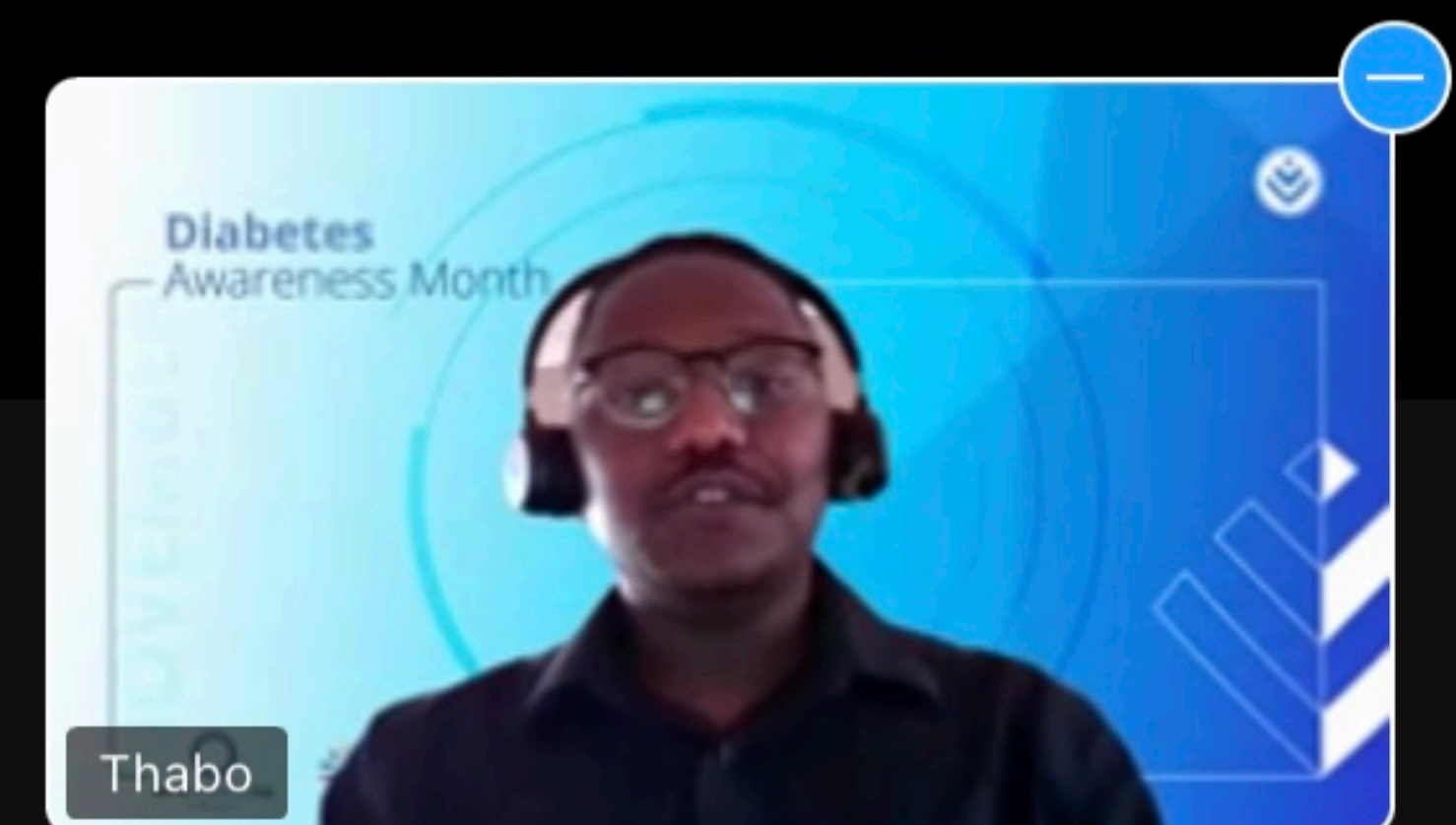




# Personal Pathways



Elisha's screen





# Personal Pathways



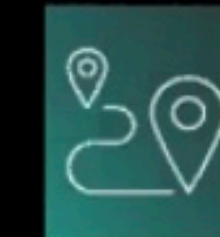
## Creating Personal Health Pathways

### Who

All members of Discovery Health Medical Scheme aged 18 years and older.

### Access

Available on the Discovery website, the New Discovery Health APP and the Discovery WhatsApp channel



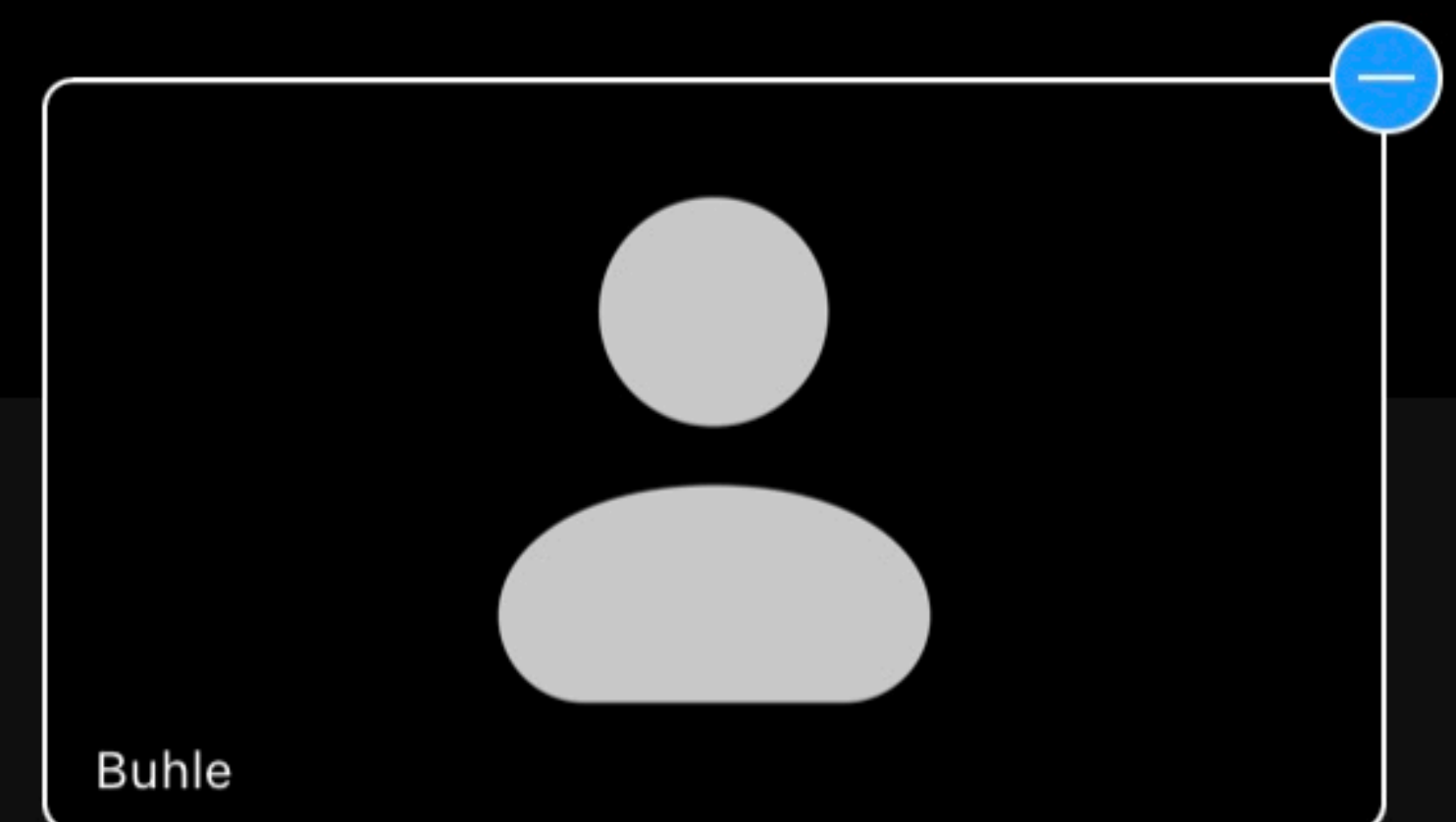
### Go-Live

Q1 – All existing disease management patients  
Q2- Gamification platform will be available





# KeyCare Update





# Aligning with Discovery Health Strategy of Single Primary Care Provider for improved Health Outcomes

## Benefit Change 2024

**Primary Care Provider**  
KeyCare Plus Members **only**  
have access to select **Primary  
Care GP**  
**No Secondary GP**

## Out of Network Consultations

Out of network consult **replaced**  
with **network nurse** or provider at  
network **pharmacy clinic**.  
Virtual consultation or  
in person consultation **referral**  
if **required**

**Impact  
Removal**  
Secondary GP  
**Nominated**  
GP changes  
3x per annum

## KeyCare Changes





# KeyCare Hospital Network Changes – ensuring efficient healthcare delivery and value

## Removals

Netcare Christiaan Barnard Hospital  
Netcare Kuils River Hospital  
Mediclinic Muelmed  
NHN Louis Pasteur Hospital  
NHN Arwyp Hospital

## Additions

NHN Zuid-Afrikaans Hospital  
Lenmed Shifa Hospital  
Midlands Medical Centre

## Exclusions

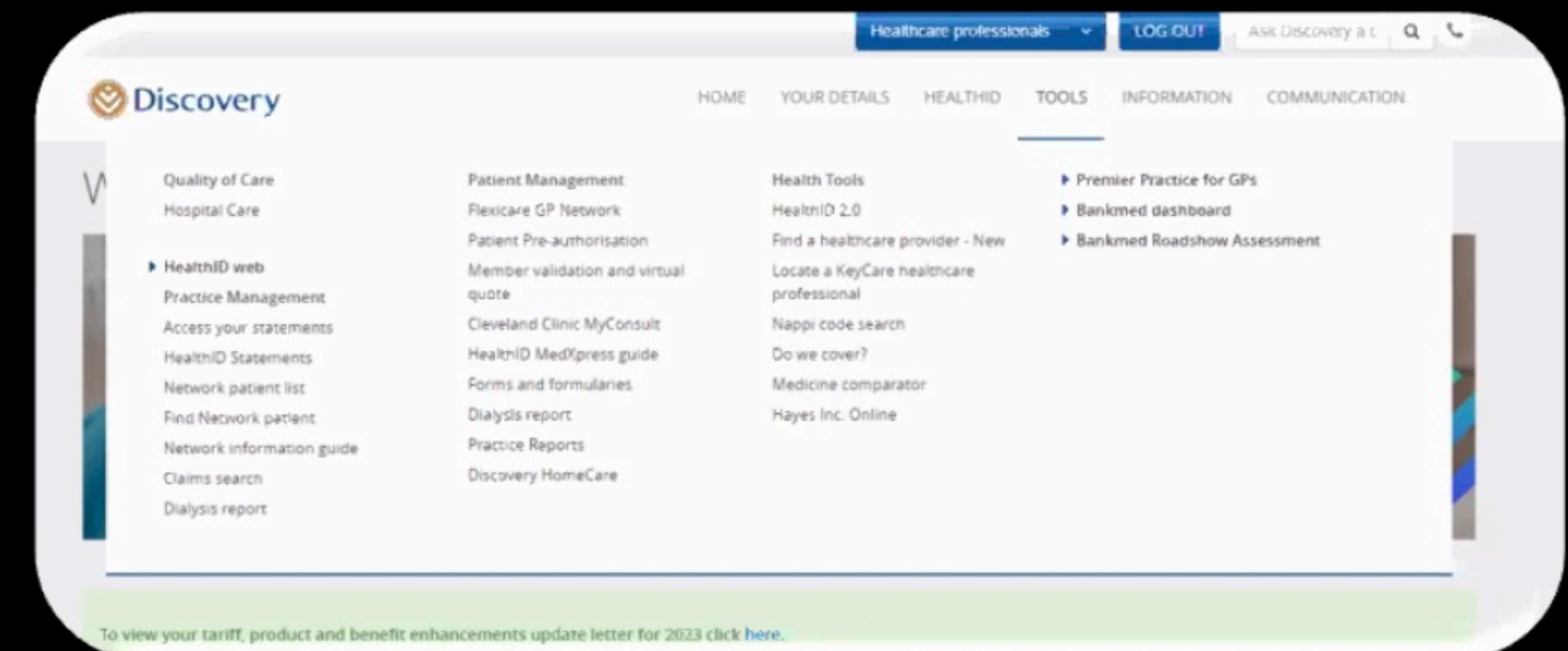
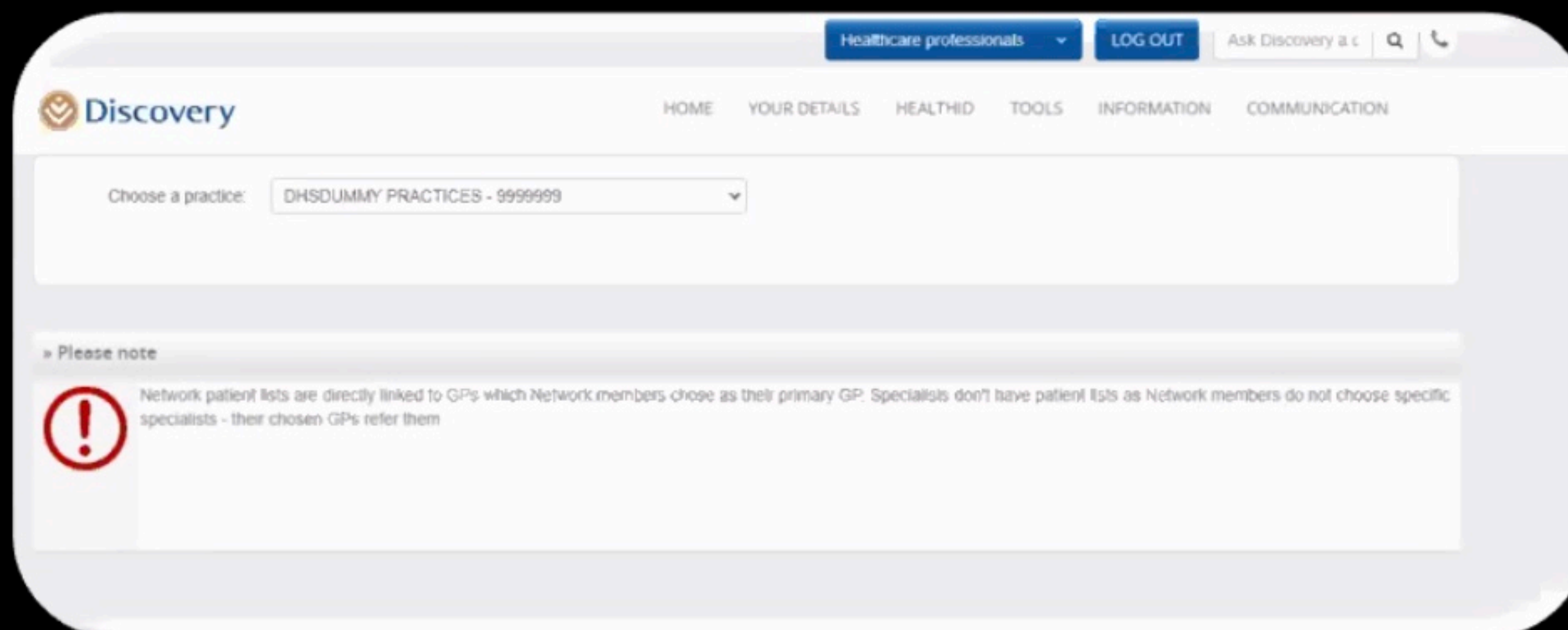
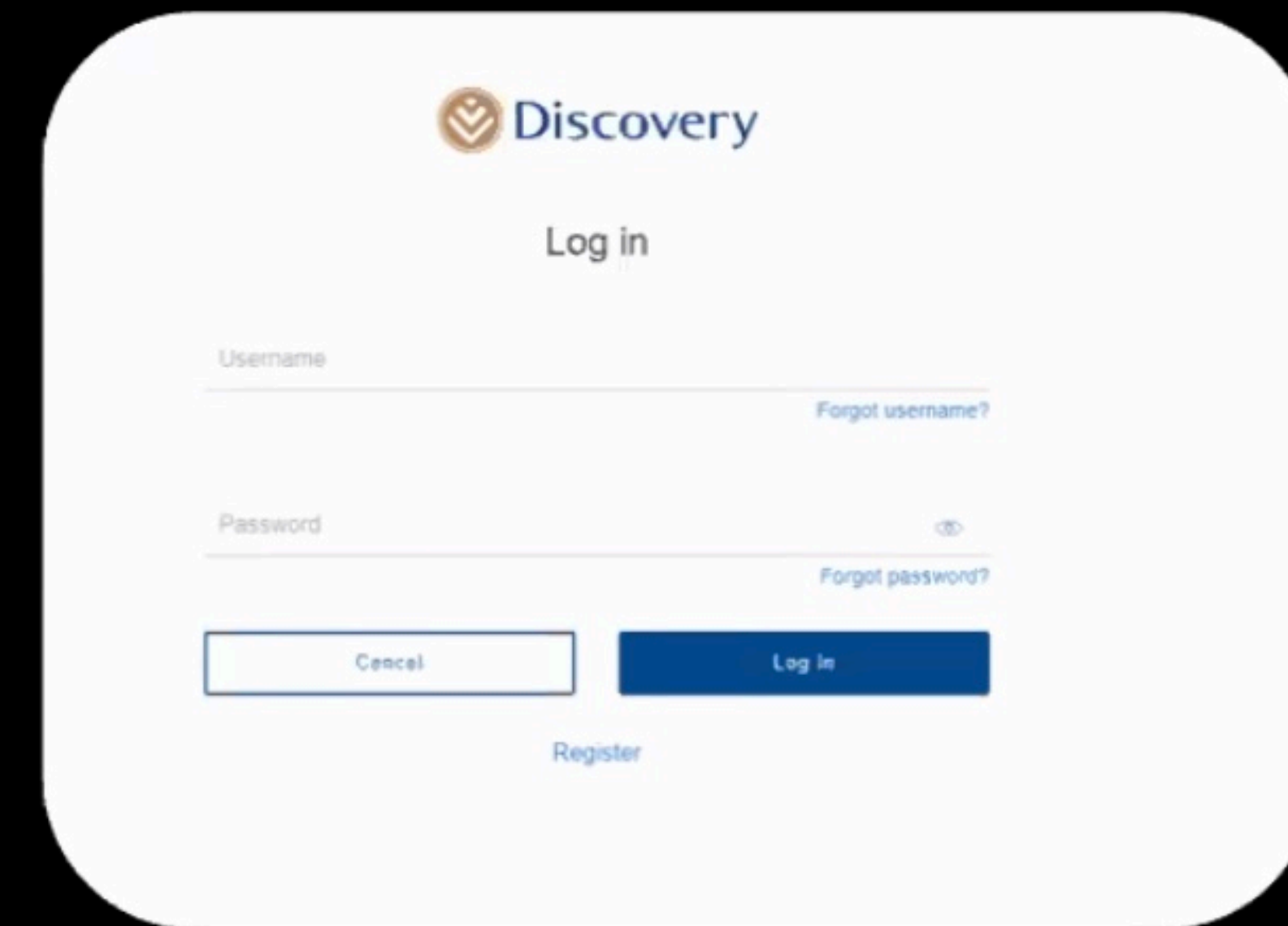
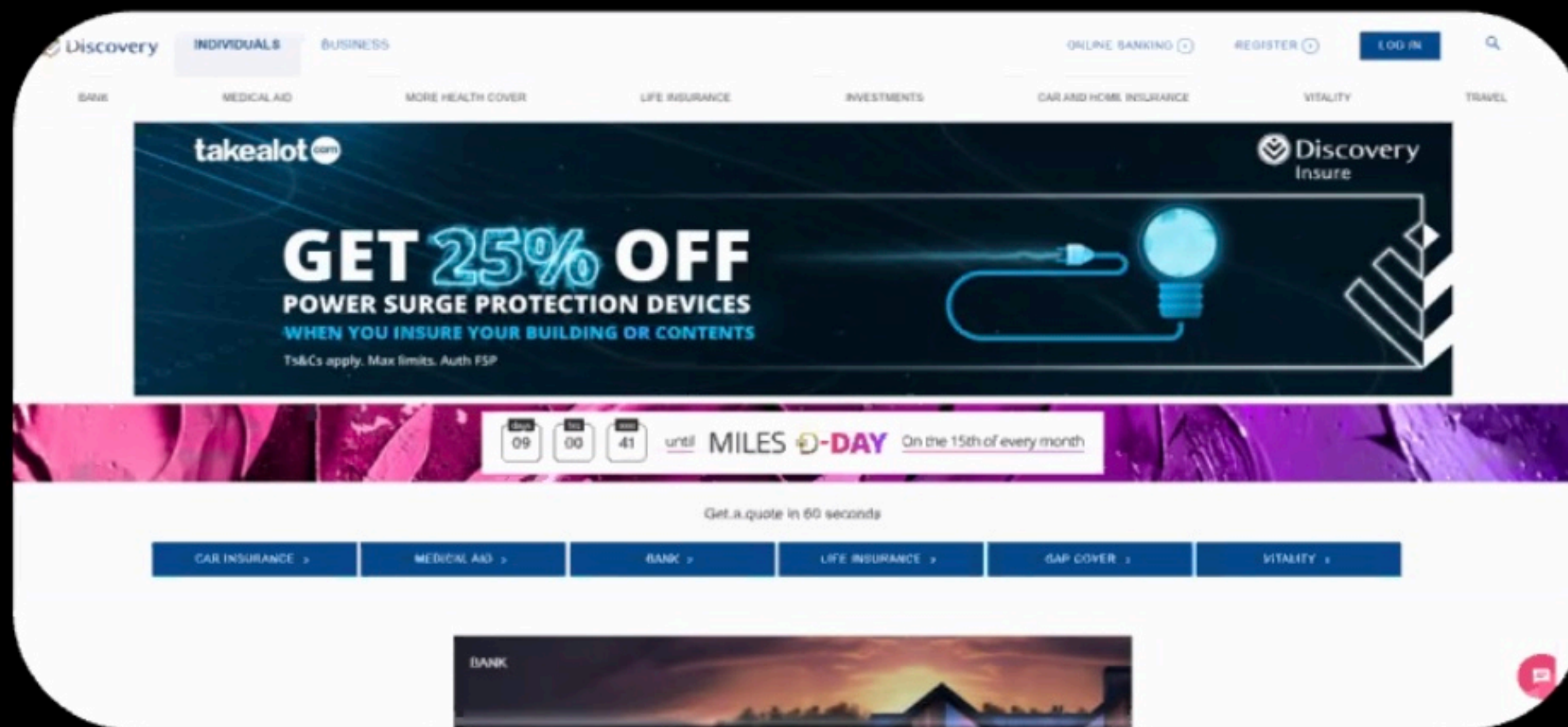
- Tonsillectomies
- Myringotomies
- Adenoidectomies

# KeyCare Hospital Changes





# Discovery Website | Network List





# Primary Care Provider





# Primary Care Provider



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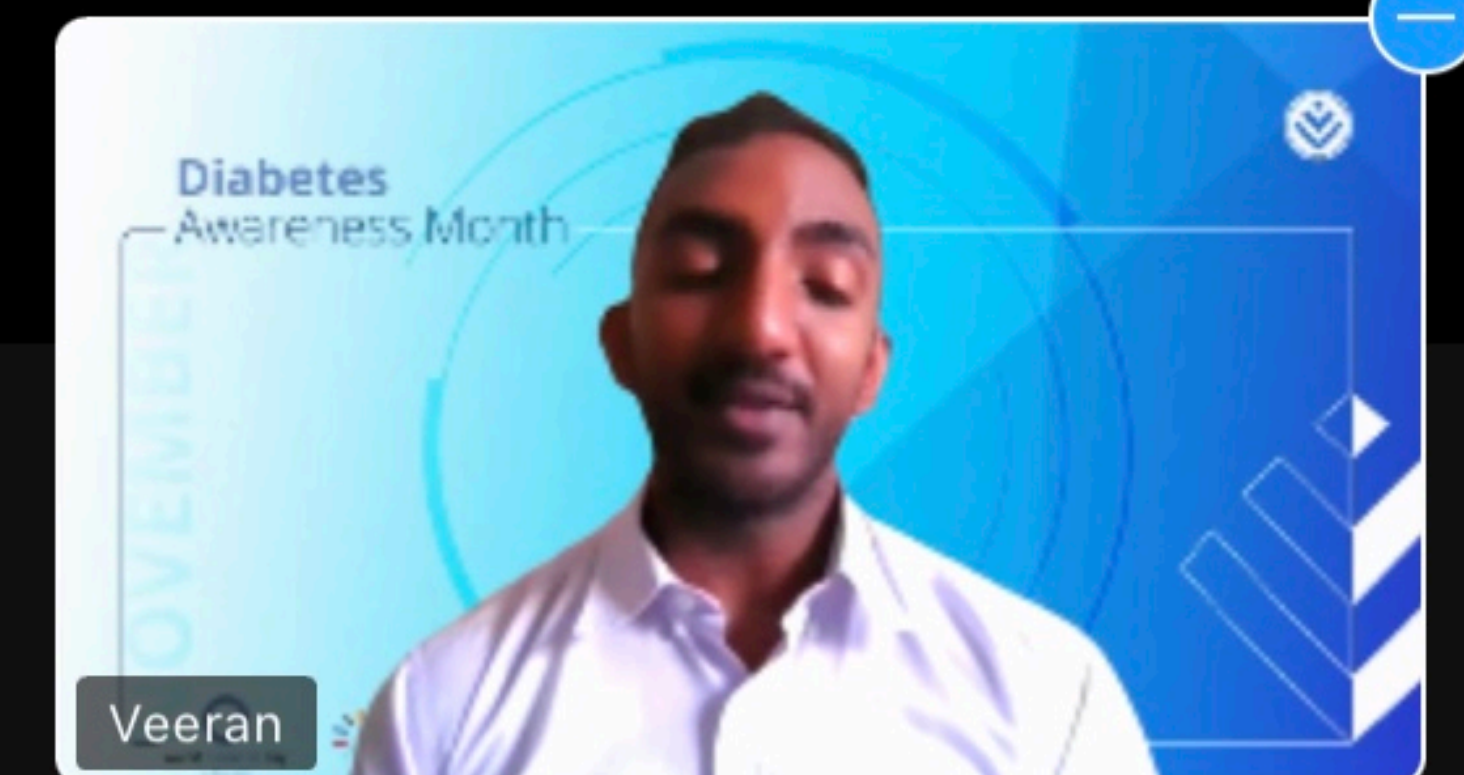
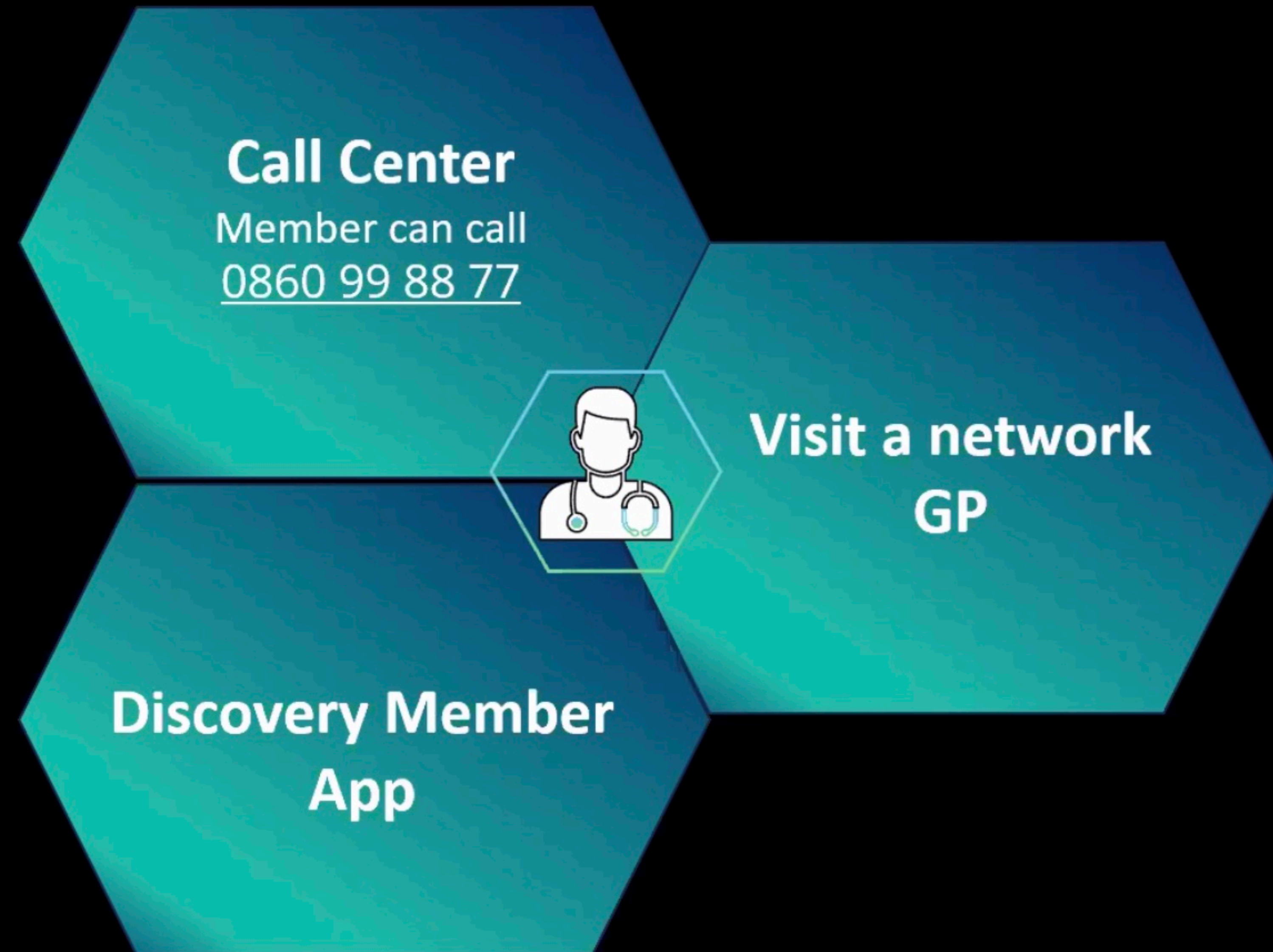




# Primary Care Provider Selection










## Simple Nomination Process





# HealthID Landing Page

 HealthID





## Patient search


Search by

☒ All members/My patients


No matching results

  
Calendar

  
Patients

  
Practice

### Notifications


 **HealthID System Stability**  
Dear Healthcare Professional. We are pleased to report that system updates

**Doctor signature**  
Upload your signature in order to generate a valid prescription, referral or

**Get started with your Practice Management**  
Select your default billing practice and

**Microphone and camera permissions**  
Enable your browser permissions for





Diabetes Awareness Month




Veeran







# Nomination Process



HealthID

 Search patient



 Patient's file

Overview

Clinical

Consultations

Medical history

Sick notes

Prescriptions

Scheme admin


Scheme info


Hospital authorisations


Chronic application

Care at home

Nominated practice

 Change nomination

 Member is nominated to another practice

 Medical history

>

ICD-10 AND CONDITIONS

APPROVED MEDICINE

DOCTOR/HOSPITAL VISITS

DATE

Diabetes Awareness Month

NOVEMBER



Veeran



# Select Practice



Patient's file

Overview

Clinical

Consultations

Medical history

Sick notes

Prescriptions

Scheme admin

Scheme info

Hospital  
authorisations

Chronic application

Care at home

## Become the primary care doctor

You have requested to become the primary care doctor for

## Select your default practice details

Billing practice

Dhsdummy Practices (9999999)


By nominating your practice you accept the responsibility of managing this patient's chronic condition(s).  
An OTP or patient signature is required to confirm this nomination.

[Request nomination](#)Diabetes  
Awareness Month

Veeran



# Consent

**Patient's file**

Overview

**Clinical**

Consultations

Medical history

Sick notes

Prescriptions

**Scheme admin**

Scheme info

Hospital authorisations

Chronic application

Care at home

## Become the primary care doctor

You have requested to become the primary care doctor for

---

### Select your doctor

Billing practice

Dhdsdummy P

Practice Name: D

Practice Type: Gen

Practice Number:

Contact Number:

Location: 16 Fred

☒ A one-time PIN (OTP) will be sent via SMS.

☐ Patient signs for consent

Cancel

Request nomination

Request nomination

By nominating your practice you accept the responsibility of managing this patient's chronic condition(s).  
An OTP or patient signature is required to confirm this nomination.





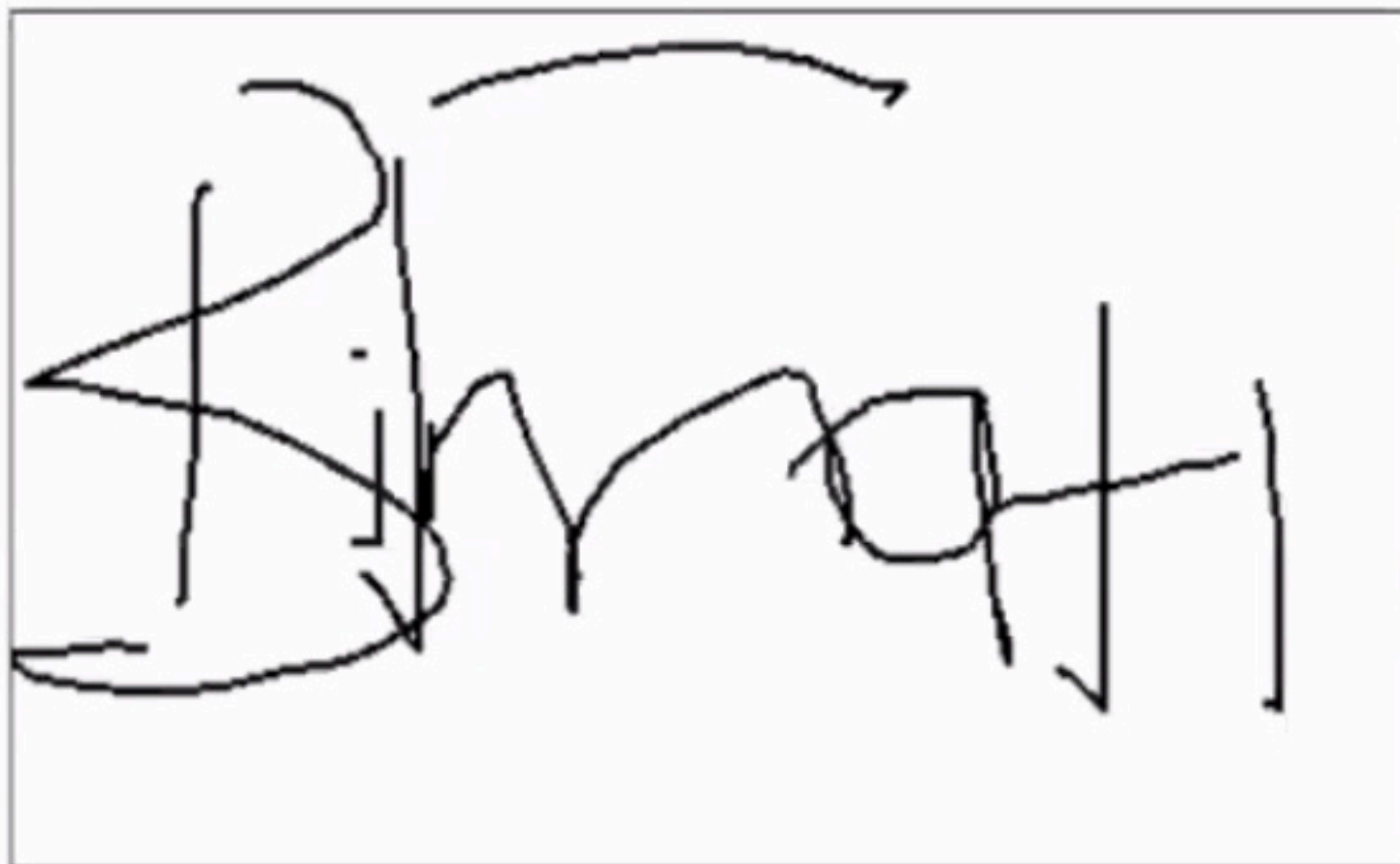
# Consent Options

**Change nomination**

Choose preferred nomination method:

☐ A one-time PIN (OTP) will be sent via SMS.

☒ Patient signs for consent



Clear signature

☐ (Patient) By signing, I agree to the terms and conditions for the above selected consent information

**Become the p**

You have requested

**Select your de**

Billing practice

Dhsdummy P

Practice Name: D

Practice Type: Ger

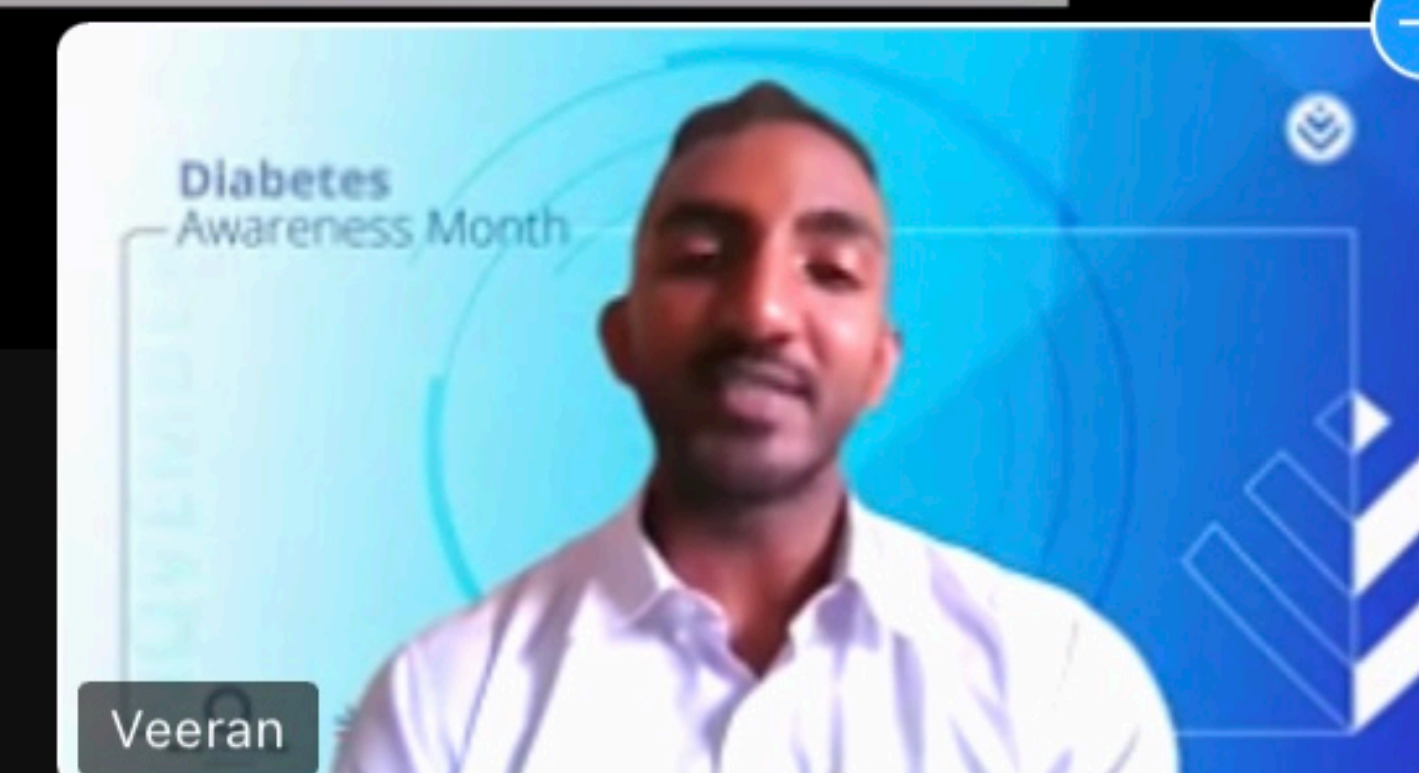
Practice Number:

Contact Number:

Location: 16 Fredr





By nominating your

An OTP or patient s










# Nomination Granted



HealthID

 Search patient



 Patient's file

Overview

Clinical

Consultations

Medical history

Sick notes

Prescriptions


Scheme admin


Scheme info


Hospital authorisations


Chronic application

Care at home

 Practice: Dhsdummy Practices  
Doctor: Dr. Ferny Lesego Setagisa

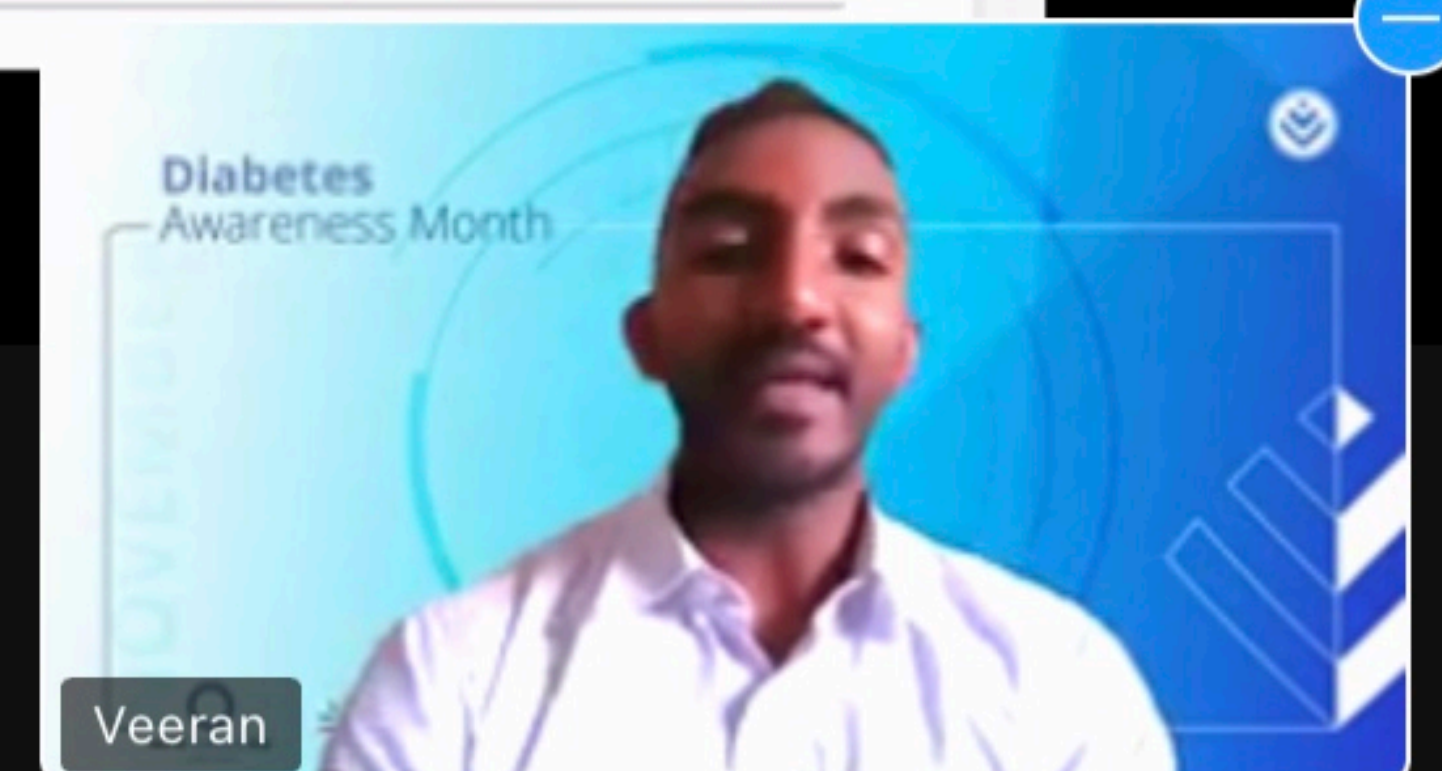
 Location: Sandown, Sandton, 0

 Nomination effective from 13/11/2023

 Medical history >

ICD-10 AND CONDITIONS	APPROVED MEDICINE
I10 - Hypertension	None

DOCTOR/HOSPITAL VISITS	DATE
------------------------	------

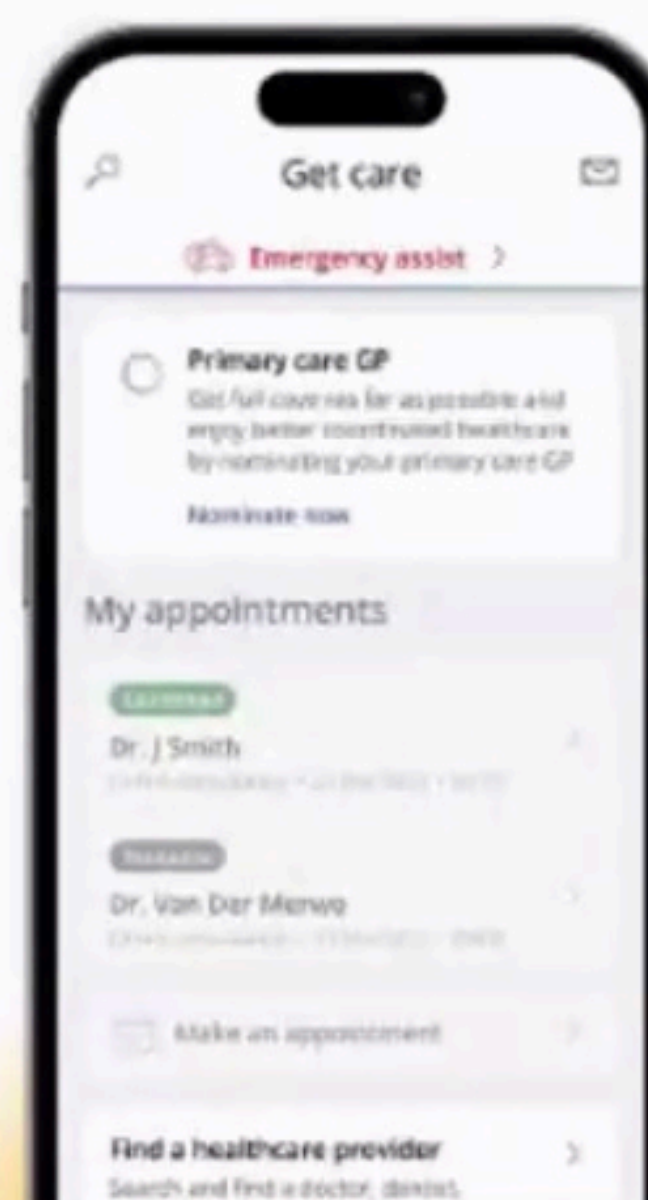




# Primary Care Provider Selection



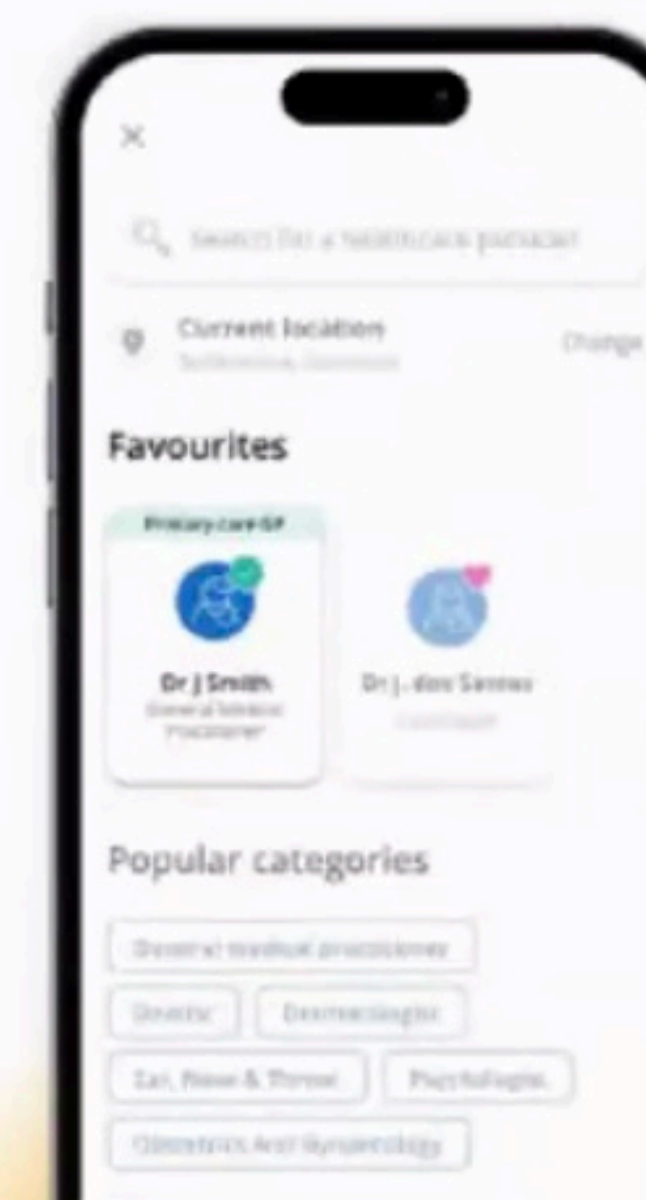
## Discovery Health App



01

### Navigate to Get Care on the Health App

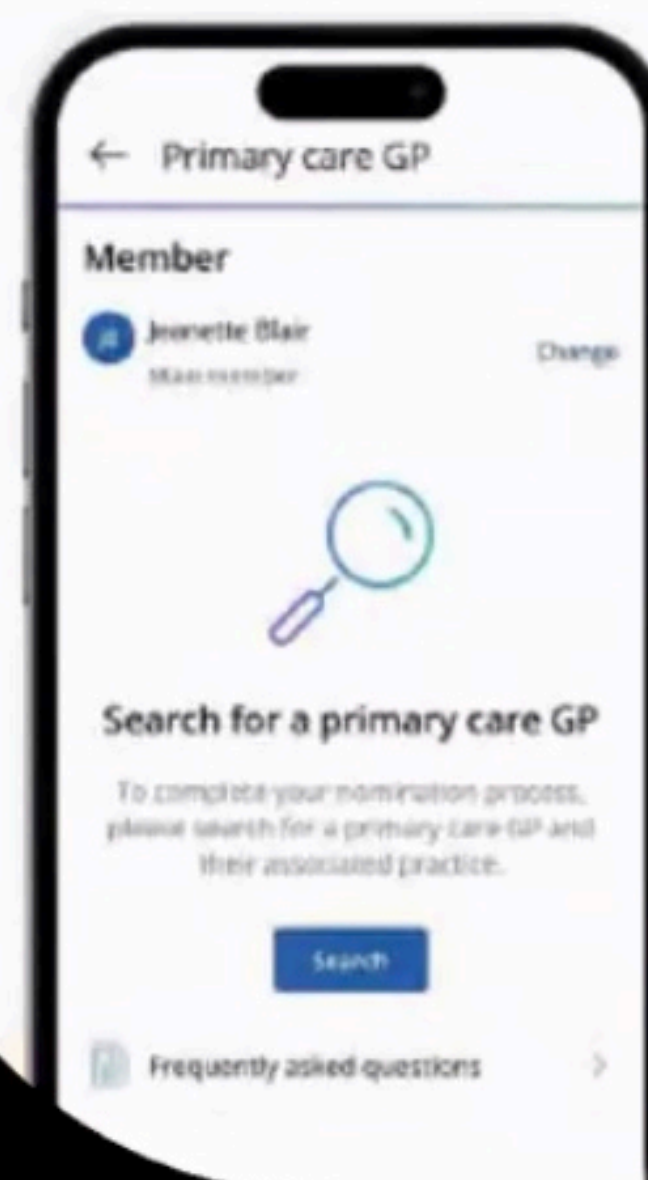
Click on the Primary care GP option on the Get Care tab.



02

### Confirm Primary Care GP

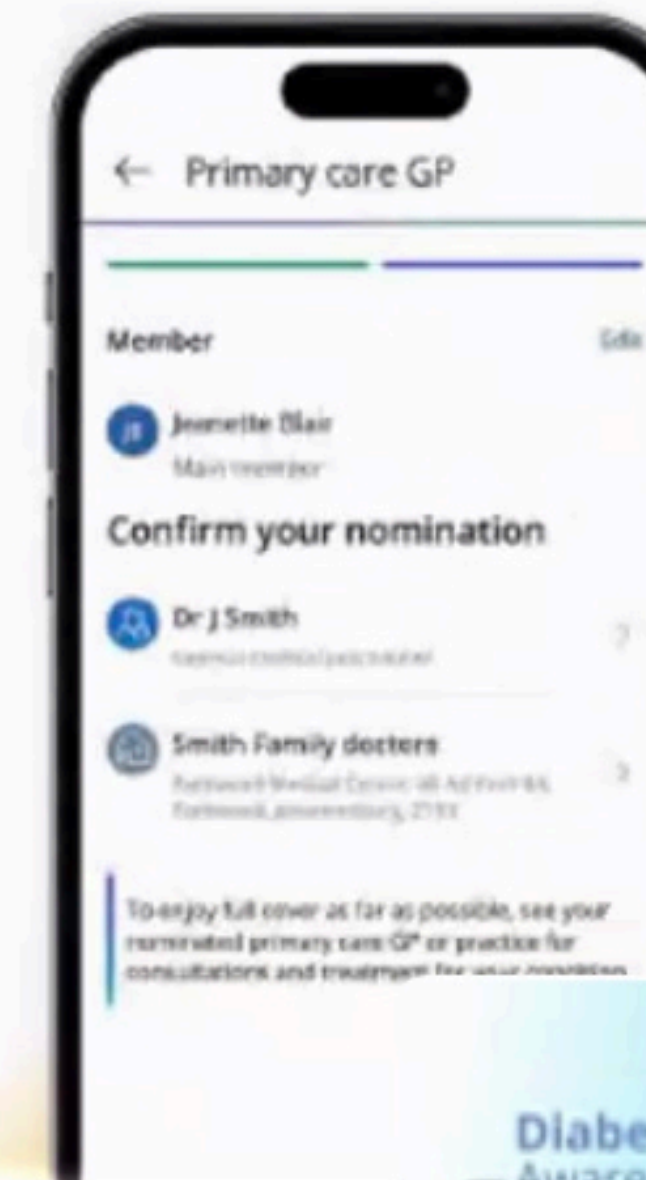
Members that have visited a Discovery Health network GP before can simply confirm the nomination of the GP.



03

### Search for a GP in your area

Members that have not visited a Discovery Health network GP before or want to choose a different GP can search for a GP in their area.



04

### Nominate your Primary Care Provider

Select the GP that you prefer and confirm the nomination. The nominated GP is informed of the nomination through HealthID.

