

Supportive care after an admission

Overview

If you qualify, you have access to the Scheme's readmission prevention programme for certain conditions. This programme gives you access to funding for approved follow-up care and health coaching sessions to help you navigate the first 30 days of recovery after you are discharged from hospital. Cover is subject to benefit entry criteria. If you meet the entry criteria, we will reach out to you and support you to access the benefit.

What is included on the programme?

When you are enrolled on the programme you have access to:

- Coaching sessions with a Discovery Health Coach
- Cover for one follow up consultation with a GP
- A medicine reconciliation

Discovery Health coaches

Discovery Health Care Services is an accredited service provider that offers high-quality health coaching by professional health coaches if you qualify for the programme.

The Discovery Health Coach service offers support to promote sustained lifestyle change through behavioural coaching, emotional support, goal setting and tracking, and benefit navigation, to decrease the cost of healthcare and improve your quality of life.

The aim of coaching is to make sure you have the support you need to practice self-care and understand your hospital discharge instructions clearly. You have cover for support from a Discovery Health Coach for a 30-day period following your discharge from hospital. If you meet the programme entry criteria, the following is available to you during that 30-day period.

- Weekly virtual coaching sessions for the period of 30 days
- Regular engagements with your coach on WhatsApp or email, where needed
- Support to navigate your existing benefits and help you to access additional benefits, where applicable.

Follow-up consultation with a GP

You have access to one follow-up consultation with a GP through the readmission prevention programme.

When you have the consultation within 30 days of your discharge date, you are covered in full up to the Scheme Rate for the consultation.

Medicine reconciliation

A medicine reconciliation is a discussion with your doctor about the medicine you are taking. As part of your access to supportive care after an admission, your treating doctor can help you with a medicine reconciliation. As part of the reconciliation, your doctor will help you understand which medicines you need to keep taking and which ones may no longer be needed after your recovery.

Once enrolled into the programme, please speak to your doctor to complete the medicine reconciliation – it can either be done by your treating doctor at discharge or during your GP follow up appointment.

Complaints process

You may lodge a complaint or query on **0860 103 933** or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Scheme's internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / complaints@medicalschemes.co.za / www.medicalschemes.co.za.