

## Hospital at Home Programme 2024

### Who we are

Sasolmed (referred to as 'the Scheme'), registration number 1234, is a non-profit organisation registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the Administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). Discovery takes care of the administration of your membership for the Scheme.

### Overview

Hospital at Home provides qualifying members with the option to receive hospital level home-based care instead of being admitted to a traditional hospital or after an early discharge from hospital for continuation of care in their home. Sasolmed members receiving treatment via the Hospital at Home Programme 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. Members may qualify for Hospital at Home if their treating healthcare provider deems home-based care appropriate for their medical condition. Where approved, cover will be from your Hospital Benefit if you have a valid pre-authorisation for receiving treatment at home and will not affect your out of hospital benefits.

### About some of the terms we use

Here is a list of some of the terms that you may not be familiar with, along with their meanings:

TERMINOLOGY	DESCRIPTION
Cover	Cover refers to the benefits you have access to and how we pay for these healthcare services such as consultations, medicine and hospitals, on your network option.
Scheme Tariff	This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.

## **Hospital level care at home**

Care delivery within the Hospital at Home Programme will be facilitated by a dedicated care team who will provide clinical support and monitoring of your condition using remote monitoring devices. You will also have access to hospital-level diagnostics and interventions. Throughout the course of your treatment at home, you will have access to your own personal case manager 24 hours a day, 7 days a week who will be the liaison between yourself, the Scheme, and your healthcare provider to ensure that all your clinical needs are sufficiently met, and your experience of the Hospital at Home Programme is an exceptional one.

## **Clinical oversight**

While receiving care at home, you will have access to in-person and virtual care from a dedicated care team including healthcare providers, nurses, and allied healthcare professionals. The care team will provide you with 24-hour clinical oversight and qualifying members will have access to additional Hospital at Home services to support a seamless home care delivery experience, such as:

### **Discharge planning and care coordination**

- A personalised plan which includes delivery of discharge medications, collection of oxygen concentrators, scheduling follow-up diagnostic tests and healthcare provider appointments, navigation of Scheme benefits, and enrolment on any relevant programmes.

### **24-hour carer**

- If additional support is required, access to a full-time carer may be provided to assist with activities of daily living. Individual member qualification criteria apply.

## **Remote monitoring**

Enabled by the Home Monitoring Device Benefit, you will get access to a remote monitoring device that will automatically transmit your physiological information to the hospital-based care team, 24 hours a day, 7 days a week. The care team will be able to continually assess your health status, monitor your medical stability and recommend interventions, when necessary, by accessing the provider dashboard.

You will be provided with the relevant devices for the duration of your treatment that will facilitate the exchange of information between yourself and your healthcare provider and nurses. This remote monitoring will allow your care team to directly communicate with you throughout your treatment as well as send you prompts when it is time to take your medications or perform certain tasks that will contribute towards optimising your health and aid in faster recovery.

## **Hospital-level care**

An enhanced range of clinical diagnostic procedures and interventions will be available to manage your medical or postsurgical hospital-level care requirements in the home. Where approved these interventions will be funded as part of your admission from your Hospital Benefit to enhance your experience while receiving care in the home.

## **Interventions**

- Medicine
- Home oxygen
- Phlebotomy
- Emergency services
- Intravenous therapy
- Wound care
- Suture and staple removals post-surgery
- Stoma care
- Urinary catheter care
- Tracheostomy care
- Total Parenteral Nutrition (TPN)

## **Diagnostics**

- ECG in the home
- Ultrasound in the home

## **Additional benefits and services available whilst admitted at home**

- Spirometry
- Urinalysis point-of-care (POC) test
- Urine culture sample
- COVID-19 testing
- Screening Tests in line with the screening and prevention benefit
- Clinically appropriate screening service

Cover for these benefits is subject to the benefits available on your chosen network option.

## How you are covered

You can receive home-based care when recommended by your treating healthcare provider. The programme is available on both network options, with a defined treatment basket for clinically appropriate conditions that require treatment. Where approved by the Scheme, cover includes:

### Assessment

- Initial assessment by your treating healthcare provider to determine eligibility for treatment at home

### Supportive care at home

- Physical nurse visits for the duration of treatment
- Online virtual consultations with your treating healthcare provider
- 24-hour virtual monitoring and oversight from a network of experienced healthcare providers
- 24-hour caregiver (for qualifying members)

### Devices

- Access to condition-specific remote-monitoring biosensor devices to measure key physiological parameters

### Pathology services, if required

### In-person visits by allied healthcare providers

### Discharge planning and care coordination

**Access to any other clinically appropriate at-home treatment required**, as prescribed by your treating healthcare provider.

### Home Monitoring Device Benefit for registered devices

If you meet the Scheme's entry criteria, you have healthcare cover up to a limit of R4 250 per person per year, at 100% of the Scheme Tariff, for a list of registered devices for the monitoring of defined conditions such as chronic obstructive pulmonary disease, congestive cardiac failure, diabetes and pneumonia.

## Complaints process

You may lodge a complaint or query with Sasolmed directly on **0860 002 134** or send an email to [enquiries@sasolmed.co.za](mailto:enquiries@sasolmed.co.za)

If your query or complaint is not resolved to your satisfaction, address a complaint in writing to the Principal Officer at the Scheme's registered address. Please be sure to include the reference number obtained through your direct contact with the Scheme.

Should your complaint still remain unresolved, you may lodge a formal dispute by following the Sasolmed internal disputes process, which is explained on the website at [sasolmed.co.za](http://sasolmed.co.za)

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](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za)

## Contact us

You can find other important information on our website at [sasolmed.co.za](http://sasolmed.co.za) or contact us on **0860 002 134**.