

## Readmission Prevention Programme

### Overview

If you qualify, you have access to a Readmission Prevention Programme for select qualifying 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 Health Coach
- Cover for one follow-up consultation with a general practitioner (GP)
- A medicine reconciliation

### Health Coaches

Discovery Health Care Services is an accredited service provider that offers high-quality health coaching from professional health coaches to members of schemes administered by Discovery Health. The Discovery Health Coach service offers you support to promote sustained lifestyle change through behavioural coaching change, emotional support, goal setting and tracking and benefit navigation to decrease the cost of health care 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 can access support from a Discovery Health Coach

For a 30-day period following your discharge from hospital, you can access support from a Discovery Health Coach. If you meet the Programme's entry criteria, the following are available to you during that 30-day period, including:

- 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 Fund benefits, where applicable

### **Follow-up consultations with a GP**

You have access to one follow-up consultation with a GP through the Readmission Prevention Programme. You are covered in full up to the Fund Rate for the consultation up to 30-days after your discharge date.

### **Medicine reconciliation**

As part of your access to supportive care after an admission, your treating doctor can help you with a medicine reconciliation. A medicine reconciliation is a discussion with your doctor around the medicine you are taking.

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.