

# DISCOVERY DIABETES COACHING PROGRAMME



## Welcome to Discovery's diabetes coaching programme

This programme is available as a value-added benefit – at no extra cost – to Discovery Health Medical Scheme members who have been diagnosed with diabetes mellitus.

### Who can benefit from diabetes coaching?

Diabetes coaching is for anyone who:

- Cares about their health and longevity
- Wants to take care of themselves
- Wants to feel better
- Wants to optimise their health and wellbeing under the guidance of a coach.

Although there are more resources available to support a healthy lifestyle than ever before, more and more people are struggling with obesity, a lack of energy and illness. Why? Because change is really hard. In fact, lifestyle change is nearly impossible if you don't have:

- Meaningful motivation
- A clear and achievable goal
- An effective strategy
- A support system
- The skills and capability to create change.

### How we can help you

Our health coaches are highly skilled and are qualified in various health-related fields, such as nutrition, sport science, psychology and health coaching. They are subject matter experts when it comes to understanding how our healthcare system works.

It is important to understand that your health coach is not acting as a doctor or other medical professional. Their role is not to give healthcare or medical services or to diagnose, treat or cure any disease or condition. Any advice or information that they share with you is not meant to take the place of advice you receive from these professionals.

Our coaching programme promotes a happier, healthier lifestyle for you by giving you:

- Knowledge
- Support
- Strategies that are easy to implement
- Encouragement
- Continued motivation.

We do this so you can adopt a healthier lifestyle and control your own personal health.

Our health coaches will help you to:

- Understand and manage your health
- Identify any risk factors that need intervention
- Understand the benefits that you have with the Discovery Health Medical Scheme
- Work through the healthcare system, making sure you get access to the benefits that are available to you
- Set goals and measure outcomes that are driven by rewards-based digital platforms and apps available across the Discovery Group.

### What you can expect from this programme

You will have six interactions with your coach that will vary based on your personal preference. These include:

- Phone calls
- Virtual sessions through video calls
- Nudges and reminders by email and SMS
- Sharing valuable information and content, depending on your needs – for example:
  - Benefit information
  - Navigational steps and how-to guides
  - Educational content specific to your condition
  - Health and lifestyle educational content and tips.



The programme runs over six months, as follows:

Month 1	Month 2	Month 4	Month 6
Two interactions	Two interactions	One follow-up interaction	One follow-up interaction

### In your first interaction, we will assess your current health status

Based on this, we will develop your personalised health goals with you. We will put your goals on our digital platforms and apps. This will make it easy to track your progress and allow you to get the most out of Discovery's rewards and cashbacks through their integrated product offerings.

We will track, motivate and support you to reach your personalised goals throughout the coaching journey. We will be here to motivate you and help you overcome any obstacles that may come up on your new healthy lifestyle journey.

If we identify any health risks, we will help you move through the healthcare system so that you have access to your comprehensive Discovery benefits, sophisticated managed care programmes and digital tools that supports you and your doctor with relevant clinical information.

### Third-party consent and protection of personal information

When you join this programme, your coach will ask you for third-party consent (also known as POPIA consent). This is to comply with the Protection of Personal Information Act (POPIA). This consent is important, as it gives us permission to share your personal or medical information with a third party, such as your treating doctor or healthcare professional, if we need to.

### Some ground rules

1. It is important for both you and your coach to respect each other's time by sticking to the scheduled appointments. If an appointment must be rescheduled, both you and the coach must do so by either emailing or calling each other before the time of the scheduled appointment.
2. Health coaches will normally not be available after hours, on weekends or on public holidays unless you agreed on a special arrangement.
3. It is important that you take full responsibility for your life and wellbeing, including decisions made during and after this programme.
4. You take part in this programme at your own risk. Neither Discovery Health, nor any of the Discovery group of companies (jointly referred to as "Discovery") will be responsible for any loss suffered, damages incurred, injury or death that may result from taking part in the programme.

*We look forward to going on this journey with you. Together, let's create the life you love!*