

DISCOVERY CARDIOVASCULAR COACHING PROGRAMME



Welcome to Discovery's Cardiovascular Coaching Programme

Our core purpose is to make people healthier and enhance and protect their lives. To this end, we develop and deliver products that empower our members to take good care of their health.

Our Health Coaching Programmes focus on the holistic wellness of our members, encouraging them to be well in all aspects of their lives. The Cardiovascular Coaching Programme is available to selected members as a value-added benefit of the scheme, at no extra cost.

What is the Cardiovascular Coaching Programme?

We have introduced this specific coaching programme after a pilot programme which successfully achieved the following evidence-based outcomes:

- Preventing readmissions where members had been hospitalised for cardiac-related conditions
- Reducing disease progression and relapses for members diagnosed with cardiac-related conditions such as coronary artery disease and heart failure.

We received overwhelmingly positive feedback from and life-changing stories from members who completed the pilot.

Who qualifies for cardiovascular coaching?

Our Cardiovascular Coaching Programme is targeted at members who fall in one or more of these categories:

1. Members who have been recently hospitalised for a cardiovascular-related event or who have undergone a cardiovascular procedure
2. Members who have been diagnosed with a cardiovascular-related condition and are considered as having a high risk of being hospitalised
3. Members who have been diagnosed with a cardiovascular-related condition that requires intervention to delay the progression of the disease or prevent a relapse.

What are the benefits of joining our Cardiovascular Coaching Programme?

Our coaches are highly skilled and qualified in various health-related fields. They are subject matter experts who understand how the 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 goal is to help you to care about your health and longevity and optimise your wellbeing through:

- Meaningful motivation
- Setting clear and achievable goals
- Developing and following effective strategies that are easy to implement
- Creating a support system through continued encouragement
- Teaching you important change and self-management skills.

We want to help you to adopt a healthy lifestyle and control your personal health. For this reason, our coaches will also focus on the following important aspects:

1. Understanding and managing your condition and diagnosis

Your coaches will:

- Review your treatment plan in consultation with your doctor
- Help you prepare for a doctor's appointment
- Give you valuable tips to help you best manage your condition, for example:
 - Measuring and tracking your symptoms
 - Knowing what qualifies as a medical emergency
 - Medication adherence
- Explain the terminology, definitions, tests and procedures that apply to your condition.

2. Identifying any risk factors that need extra intervention and attention

These include:

- Symptoms you might be experiencing that must be referred to your healthcare practitioner immediately
- Other practices that will be useful to you, for example:
 - Exercise and fitness
 - Nutrition and healthy eating
 - Emotional support and wellbeing



- Improving your sleep
- Quitting smoking

3. Educating you so you understand and can optimise the benefits you have through the Discovery Health Medical Scheme

These include, for example:

- Chronic authorisations
- Prescribed Minimum Benefits and treatment basket of care
- Using designated service providers to reduce unnecessary costs
- Using other care programmes where necessary
- Referrals for other benefits you may need based on what is discussed with your health coach

4. Tracking, monitoring and earning rewards on the digital platforms and applications available across the Discovery Group

These include:

- Vitality Active Rewards
- Condition management and medicine tracker
- Remote monitoring devices
- Healthy living benefits and cashbacks

How will this coaching programme work?

You will have six interactions with your coach over four to six months, depending 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

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 then 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 as part of 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 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 to move through the healthcare system so that you have access to your comprehensive Discovery benefits, sophisticated managed care programmes and digital tools that support you and your doctor with relevant clinical information.

Third-party consent and protection of personal information

By joining 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

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.

Health coaches will normally not be available after hours, on weekends or on public holidays, unless you agreed on a special arrangement.

It is important that you take full responsibility for your life and wellbeing, including decisions made during and after this programme.

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.