

# ZOOM



## Hospital at Home

A Fedhealth service delivered by Quro Medical

The COVID-19 pandemic has taught us that we're living in rapidly changing times. Fedhealth believes that our healthcare system is more than ready for innovative solutions that offer members safe alternatives to hospitals as the centres of patient care and management.

### Introducing Hospital at Home

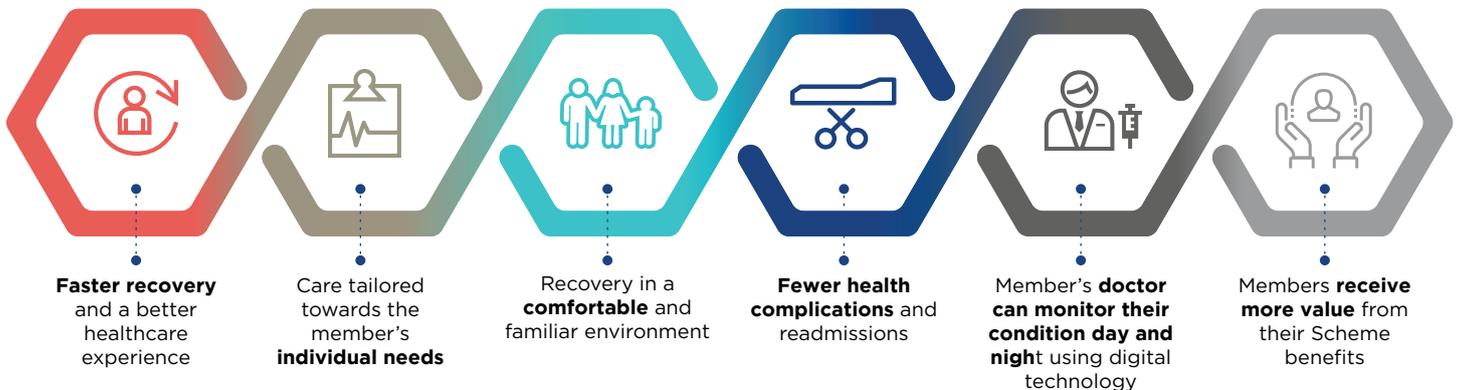
Fedhealth's technology-enabled Hospital at Home service in partnership with Quro Medical has a valuable role to play here. It's a service offered by a team of trained healthcare professionals who bring all the essential elements of in-patient care to a patient's home, including real-time patient monitoring.

This gives members the option to receive active treatment for a specified period at home instead of a general hospital ward, without compromising on the quality of care.

### Why complete treatment/recovery at home instead of a general hospital ward?

Although hospitals have their advantages, they are not always the ideal environment for all patients. In fact, research shows that patients recover better and faster in their own homes – resulting in improved health outcomes and a more positive experience. Some patients are more vulnerable to hospital-acquired infections and developing new health complications. Therefore, they may benefit from receiving care at home.

### Just some of the benefits of the Hospital at Home service:



### Personalised treatment plan

Quro Medical works closely with each patient and their treating doctor to develop a personalised treatment plan that can be delivered at home. During treatment, a patient's medical needs may change and, if necessary, treatment plans would be amended accordingly.

The Quro Medical clinical team schedules regular home visits, daily or more frequently, depending on individual need, to deliver the treatment and care required. Other channels are also available that give patients access to advice and support outside of home visits.

### Other essential elements of in-patient care delivered at home

- Real-time hospital-grade monitoring at home. Quro Medical continuously collects vital sign data (usually monitored in the hospital) wirelessly and automatically, and this data is closely monitored by a team of healthcare professionals in their 24-hour medical command centre
- Intravenous therapy
- In-person and virtual visits
- Skilled nursing
- Access to laboratory services, allied healthcare services e.g. physiotherapy, and short-term oxygen
- Rapid response protocols – if a patient's condition should worsen during treatment, the clinical team from Quro Medical will identify such changes and make the necessary arrangements, which may include an increase in visits, early review by the treating doctor and, rarely, transfer to hospital





**Note:** While receiving treatment as part of the Hospital at Home service, the patient remains under the care of their treating doctor. A patient is only discharged from the service once the treatment programme is completed.

#### Who qualifies for the Hospital at Home service?

Patients eligible for Hospital at Home are those who'd ordinarily require admission in a hospital general ward. This offering is an alternative to a hospital admission and can only be offered upon consent by the patient.

Members can either be referred to Quro Medical by their treating doctor, or they can request this service from their doctor when general ward admission is considered, or when they wish to be relocated to the home earlier during a hospital admission.



**IMPORTANT:** The Hospital at Home service is currently available to members in the Western Cape, Eastern Cape and Gauteng with rollout in the other provinces planned. We will keep members posted as more areas are added.

This service will be funded from members' hospital benefit in line with hospital benefit management protocols.

**For more information, please contact Fedhealth on 0860 002 153 or visit the Quro Medical website on [www.quromedical.co.za](http://www.quromedical.co.za). Alternatively, contact Quro Medical on 010 141 7710.**

## CONTACT DETAILS

Please call **0860 002 153** for all general enquiries and customer care assistance, including benefit and limit confirmation and document requests, as well as Hospital authorisations, chronic medication enquiries and oncology related authorisations.

Disease Management	Europ Assistance	MVA Third Party Recovery Department	Fedhealth Baby
0860 101 306	0860 333 432	012 431 9718	0861 116 016

