

Discovery Digital Patient Communities

POWERED BY **myHealthTeams**

In 2022, to enhance the support that Discovery Health Medical Scheme offers members living with diabetes and heart disease and those impacted by long-COVID, Discovery Health has partnered with myHealthTeams, a global leader in delivering highly effective digital patient communities, to provide these members with access to a digital community of patients living with the same illness to help them manage their condition.



Multiple sources of information

FOR MEDICAL AND EMOTIONAL SUPPORT ARE AVAILABLE TO PEOPLE LIVING WITH A CHRONIC ILLNESS.

The number of people living with a chronic illness continues to be on the rise globally, driven by an ageing global population and unhealthy lifestyles.

Unfortunately, the incidence of these illnesses are now commonplace in society, and are leading to costly long-term health problems. For someone diagnosed with a chronic illness, dealing effectively with such a life-changing event and the appropriate ongoing management of the illness is vital to remaining in good health. While people rely on information provided by their doctor about their diagnosis, treatment and therapy options, the majority continue to seek out further medical information and emotional support around their chronic illness. For this purpose, they access multiple, disparate sources of information for, including online searches, family and friends, and social media. Without appropriate clinical guidance, managing this information can become a significant burden, and even lead to worsening clinical outcomes.

INTERNATIONAL RESEARCH SHOWS THAT PEOPLE LIVING WITH A CHRONIC ILLNESS RELY ON MULTIPLE SOURCES OF INFORMATION BEYOND THAT PROVIDED BY THEIR DOCTOR

% OF PATIENTS USING SOURCE FOR MEDICAL INFORMATION AND EMOTIONAL SUPPORT



Digital patient communities

ALLOW PEOPLE LIVING WITH THE SAME ILLNESS
TO CONNECT WITH AND LEARN FROM EACH OTHER

Research has shown that when people living with the same chronic illness connect with and learn from each other, ask questions, get referrals, and share tips with other people who personally understand what it's like to live with that illness, health outcomes improve. Digital patient communities enable these connections, and add a layer of clinical supervision and moderation that ensures the information provided through the platform is accurate and relevant.

KEY FEATURES OF EFFECTIVE ONLINE PATIENT COMMUNITY PLATFORMS

01 

SOCIAL SUPPORT

Connects patients living with the same chronic illness to exchange real-world health experiences and stories

02 

ACCURATE CLINICAL INFORMATION

Active engagement by medical experts to ensure all conversations and patient-to-patient exchanges are clinically moderated

03 

PERSONALISED CONTENT

Condition-specific curated content including latest clinical treatments and advances in research

04 

BETTER HEALTH OUTCOMES

Empowers patients, drives adherence to treatment and therapy, and promotes effective self-management

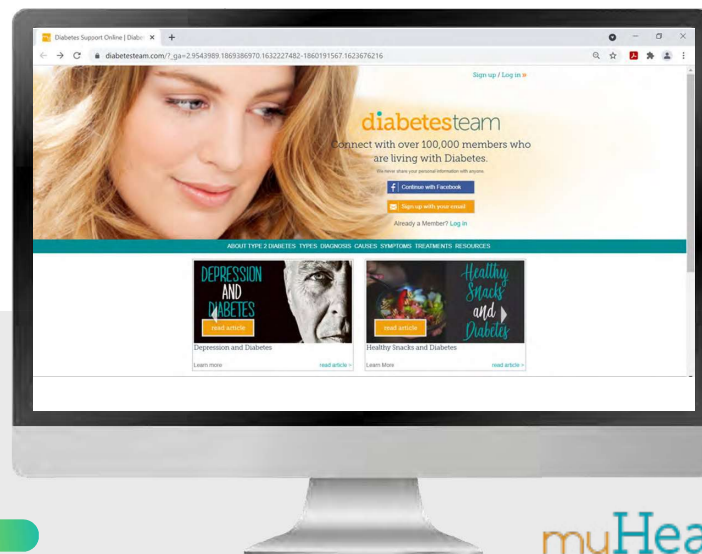
Introducing Discovery's digital patient community platform

POWERED BY myHealthTeams

Almost 500 000 members of Discovery Health Medical Scheme are now living with either diabetes or a heart disease, and at least 22% of them are diagnosed with both diabetes and heart disease. Diabetes continues to be one of the chronic illnesses with the greatest increase in prevalence, and over the past five years there has been a 43% increase in the number of members who have registered for diabetes treatment.

To enhance the support that Discovery Health Medical Scheme offers members living with diabetes and heart disease, Discovery Health has partnered with myHealthTeams to provide these members with access to world-leading global diabetes and heart disease communities. myHealthTeams has more than a decade of experience in delivering highly effective digital patient communities. They currently manage 41 condition-specific communities for more than 2.5 million patients worldwide. From 1 January 2022, Discovery Health Medical Scheme members will have access to their patient communities for heart disease and diabetes.

The partnership between myHealthTeams and Discovery Health will also see the development of a brand new patient community to support members living with long COVID. Discovery Health Medical Scheme has seen the emergence of long COVID trends, with one in every ten people who contract COVID-19 experiencing symptoms for longer than three weeks following an acute phase of illness. While long COVID is not yet fully understood, people across the world who are experiencing long COVID symptoms have reported that they are struggling to manage their symptoms while feeling stigmatised and unsupported. The long COVID patient community will provide much needed support to these patients when it becomes available from 1 February 2022.



WATCH NOW

myHealthTeams



SOCIAL NETWORKS FOR MEMBERS LIVING WITH DIABETES, HEART DISEASE AND LONG COVID



IN-HOUSE TEAM OF LOCAL AND INTERNATIONAL MEDICAL EXPERTS



ACCURATE AND RELEVANT CLINICAL CONTENT AND RESOURCES SPECIFIC TO EACH ILLNESS



FULL TIME DISCOVERY AND myHealthTeams COMMUNITY MODERATORS



REGULAR BLOGS AND LIVE Q&A SESSIONS WITH A PANEL OF LOCAL AND INTERNATIONAL MEDICAL EXPERTS



Technical Details

PROGRAMME ELIGIBILITY

- Discovery's patient community platforms are available to all DHMS members including family members, friends or caregivers of those diagnosed with heart disease, diabetes or long COVID.
- Registration on the Chronic Illness Benefit is not a pre-requisite, and there is no additional cost to the member for use of Discovery's patient community platforms.

PROGRAMME ENROLMENT AND ACCESS

- DHMS members can access and enroll on any of Discovery's patient community platforms offered by myHealthTeams through the following channels:
 - The Discovery Connected Care platform on the Discovery corporate app
 - The myHeathTeams website by navigating to the 'Log in with Discovery' landing page.

GO-LIVE DATES

- The myHeartDisease Team and myDiabetes Team digital community platforms will be available to DHMS members from 1 January 2022.
- The myLong-COVID Team digital community platform will be available to DHMS members from 1 February 2022.

