



# A TECHNOLOGY-ENABLED HOSPITAL AT HOME SERVICE

An AECI Medical Aid Society offering that demonstrates our commitment to the health of our members

This past year the COVID-19 pandemic has taught us that the times we are living in are rapidly changing. AECI Medical Aid Society believes that our healthcare system is ripe for the adoption of innovative solutions that offer our members safe alternatives to hospitals as the centre of patient care and management.

As such, we are pleased to introduce a technology-enabled Hospital at Home service. This is a new offering by the Society in partnership with Quro Medical. It 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.

This service is delivered by Quro Medical, their team consists of trained healthcare professionals who bring all the essential elements of in-patient care to a patient's home, including real-time patient monitoring.



## 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. Some patients are more vulnerable to hospital-acquired infections and developing new health complications, therefore, they may benefit from receiving care at home.



## 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 the course of a treatment plan, a patient's medical needs may change and, if necessary, treatment plans would be amended to reflect this.

The Quro Medical clinical team schedules regular home visits, daily or more frequently (dependent on individual needs), 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 if required 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.



**SOME OF THE BENEFITS OF THE HOSPITAL AT HOME SERVICE INCLUDE:**

- Care tailored towards your individual needs
- Recovery in a comfortable and familiar environment
- Your doctor can monitor your condition day and night using digital technology



**WHICH PATIENTS ARE ELIGIBLE FOR THE HOSPITAL AT HOME SERVICE?**

Patients who would 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 and treating doctor.

Patients are referred to Quro Medical by their treating doctors. Patients can also request this service from their doctors when general ward admission is considered, or when wishing to be moved to their home earlier during a hospital admission.

This service brings hospital level care to the home and will therefore be funded from a member's hospital benefit in line with hospital benefit management protocols.

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