

Palliative Care Programme

Pick n Pay Medical Scheme has partnered with Momentum Health Solutions, the Scheme's healthcare administrator, to provide our valued members with access to a Palliative Care Programme.

What is palliative care?

Palliative care is specialised medical care for people living with a serious illness and is focused on providing relief from the symptoms and stress of their condition(s). It is based on the needs of the patient, not on the patient's prognosis (the likely course or outcome of a medical condition).

How do I know if palliative care is right for me?

Palliative care is appropriate at any age or stage of a serious illness, and it can be provided along with curative treatment (treatment that is meant or able to cure your condition). A serious illness is a health condition that carries a high risk of mortality and either negatively impacts a person's daily function or quality of life, or excessively strains their caregivers.

What can I expect from the Palliative Care Programme?

This programme aims to provide holistic care and support to members as well as their families when faced with terminal or life-threatening illnesses. Furthermore, it aims to ensure that patients are managed in the comfort of their homes as far as possible without the need for admission to a hospital or other facility.

Once registered on the programme, you will be covered for all palliative care within your Scheme benefits. This includes a treatment and care plan, which consists of palliative care consultations, medication and caregiver support towards the end of your journey.

The programme offers access to treatment with the intent to improve symptoms such as pain, shortness of breath, fatigue, constipation, nausea, loss of appetite and difficulty sleeping.

What does the palliative care team do?

Depending on where you are in your health journey, everyone involved with your care, such as your treating doctor and/or specialist, family members and caregivers will receive support from the palliative care healthcare team.



You will have direct access to a **specialised care coach**, who will work closely with you and your doctor to ensure your care is co-ordinated, and you receive maximum value from your Scheme and programme benefits.

A specially trained team of doctors, nurses and other specialists work together with the patient's treating doctors to provide additional support. To achieve this, the palliative care team and your specialised care coach will assist with the facilitation, management and co-ordination of your healthcare. You can also expect close engagement from our team, who will assist you with how to best manage your symptoms, daily activities and your quality of life.

The team will therefore aim to:

- relieve your symptoms and distress
- help you better understand your condition and diagnosis
- help clarify and support your treatment options
- understand and support your ability to cope with your illness
- assist you with making medical decisions
- co-ordinate care with your other treating doctors.

What are my treatment options?

The palliative care team will also spend time talking to, listening to and counselling you and your family. They will make sure you completely understand all your treatment options. They will also make sure that all your treating healthcare providers are co-ordinated and know and understand what you want. This will assist you to make informed decisions around your care and treatment options.

Do I have to give up my own doctor?

No. The palliative care team provides *additional* support and works in partnership with your primary treating doctor.

Where and how can I access palliative care services?

Should you have any queries or need more information regarding the programme, your treating doctor may contact the palliative care team on the details provided below. The palliative care specialist will assist your doctor with the application process.



Protection of Personal Information

Pick n Pay Medical Scheme and Momentum Health Solutions, the Administrator, will maintain the confidentiality of your personal information and comply with the Protection of Personal Information Act 4 of 2013 (POPIA) and all existing data protection legislation, when collecting, processing and storing your personal information for the purposes of registration on the Palliative Care Programme.

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04/2023

PALLIATIVE CARE PROGRAMME

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