

ZOOM

Alignd Serious Illness Benefit

We understand that facing a serious illness diagnosis, like cancer, can be scary and overwhelming, which is why we've partnered with **Alignd** to introduce a new benefit that offers extra care when you need it most.

What is this extra care benefit?

The **Alignd Serious Illness Benefit** offers specialised care for anyone with serious cancer. The benefit is also available to members with other serious illnesses who can benefit from palliative care, such as major organ failure, and on a case-by-case basis. The focus is on providing relief from symptoms and stress. This could be by controlling a physical problem such as pain, or it could be by helping you with your emotional, social or spiritual needs. This benefit supports you, and your family.

Who will provide this care and support?

An expert team, which could include doctors, nurses and social workers with extra palliative care training, will provide the benefit. They will consider and co-ordinate all aspects of your health, and not just your cancer. Some people feel nervous when they hear the word palliative, but accepting this kind of care does not mean you're dying or giving up.

You won't have to change your current treatment plan or doctor either; the specially trained team of doctors, nurses and other professionals work together with, for example, the treating oncologist and other involved doctors such as a GP. You can receive this extra layer of support while you are having curative treatment. It's a team approach.

Patients with a serious illness consistently report finding more comfort and support with a palliative care trained team on their side than without it. With better all-around care, symptom management, and a comprehensive and holistic home-based care plan in place, patients are less likely to require emergency services, hospitalisation and ICU stays. Family members feel more supported too.

We encourage people who are living with cancer but are, on a day-to-day basis, healthy and living independently, to opt into the benefit. The support can be tailored to meet the individual needs of each patient. For example, some people feel it's important to put a living will in place, but are not sure where to start. Palliative care doctors can assist you with talking about and documenting your end-of-life wishes in an advance care plan.

What does the benefit include?

For those with serious illness support needs, we cover an initial consultation with a palliative care trained doctor to assess your needs holistically – beyond your treatment alone. Counselling for you and your family is included, as is putting in place an advance healthcare plan or living will. As part of the Ongoing Benefit, monthly follow-up consultations with the involved palliative care multi-disciplinary team, including the doctor, registered nurse and social worker as clinically appropriate, are also covered so you're supported throughout your treatment journey.

Should your illness be more progressed, the **Alignd Serious Illness Benefit** offers more intensive support, including home-based palliative care, medication for symptom relief, hospital bed-hire, and limited home-based care at the end of life (this is not a replacement for frail care).

Who has access to this benefit?

If you're a Fedhealth member who is diagnosed with a serious illness such as cancer, and you meet the clinical criteria for the benefit you'll immediately have access to the **Alignd Serious Illness Benefit**, at no extra cost to you. For members with more intensive care needs, the benefit also covers end-of-life care.

How to access the benefit

If you have been diagnosed with serious cancer:

- **Contact Fedhealth** directly to refer you to Alignd at 0860 002 153.
- **Contact Alignd** directly at referrals@alignd.co.za, even if you just want to find out more.
- Your doctor and social worker may also provide you with information about the Alignd Serious Illness Benefit and how it can help you, and they can refer you to access the benefit.



CONTACT DETAILS

For more information, please visit fedhealth.co.za, or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

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