

 alignd.

Value. Trust. Solutions.

Now you can get extra care and support if you are diagnosed with serious cancer

A serious illness diagnosis like cancer can be scary and overwhelming, which is why we, at Alignd, have designed a new benefit that offers you an extra layer of specialised care when you need it most.

We're partnering with forward-thinking medical schemes in South Africa to offer this kind of ongoing support from diagnosis of serious cancer. We also offer our support to private patients.

Here's what you need to know about the Alignd Benefit, included in our partner medical schemes cover, which means there's no extra cost for you as a member.

What exactly is this extra care benefit?

We want to support you to live well when you're managing a serious illness. The Alignd Benefit offers specialised care for anyone with serious cancer, focusing 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?

This kind of care and support is provided by an expert team, which could include doctors, nurses and social workers. These practitioners have extra palliative care training, which means they are skilled in making patients' illness journeys easier from the moment they are diagnosed, ideally with a focus on getting them back on their feet again.

What makes this team special is that they will consider and coordinate 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 are dying, or that you are giving up.

And it doesn't stand in opposition to curative or disease-directed care - you can receive it along with the treatment you get from your oncologist and/or GP.

We work in partnership with the Association of Palliative Care Practitioners of South Africa (Palprac): www.palprac.org

We have also partnered with CANSA who connect people facing cancer with the information, day-to-day help, and emotional support they need in the communities where they live. They offer support like medical equipment hire, home-from-home accommodation to patients undergoing treatment at oncology clinics far

from their homes, and tele-counselling available in seven local languages.
www.cansa.org.za

Why would I need this?

Patients with serious cancer consistently report finding more comfort and support with a palliative care trained team on their side than without it. With better all-around care, less pain, 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.

Do I have access to this new benefit?

If you're a member of our partner medical schemes and have been diagnosed with a serious cancer you'll immediately have access to the Alignd Benefit, at no extra cost. It's separate from your oncology benefits, and doesn't impact your medical savings. A serious cancer is a cancer at an advanced stage or that has metastasised, or a specific cancer with a fast development path.

If you're a private patient you can contact us directly and we will assess your needs to arrange appropriate support.

What does this extra care benefit include?

For those with cancer support needs, the Alignd Benefit covers an initial consultation with a palliative care trained doctor to assess your needs holistically

- beyond your cancer treatment. Counselling for you and your family is included, as is putting in place an advance healthcare plan or living will. Three follow-up palliative care doctor consultations, and two follow-up social worker consultations per year are also covered so you're supported throughout your treatment journey.

Should your health status change to the extent that you find it difficult to leave your home, or do some of the normal activities of everyday life, the Alignd Benefit offers more intensive support, including home-based palliative care, medication for symptom relief, hospital-bed hire, and limited home-based care (336 hours i.e. 2 weeks of 24-hour care or equivalent) at the end of life.

How would I access this benefit?

If you have been diagnosed with serious cancer:

- Contact your medical scheme (visit alignd.co.za to see our partner schemes) to refer you to Alignd, or,
- Contact Alignd directly at referrals@alignd.co.za, even if you just want to find out more.

Your doctor and social worker can also refer you to access the benefit.

Be in touch

To find out more:

- ☁ www.alignd.co.za
- ✉ info@alignd.co.za
- 💬 (+27) 87 550 3399

Alignd is a registered Managed Care Organisation (MCO) under the ambit of the Council for Medical Schemes (CMS).

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 PALPRAC

 **CANSAs**
Cancer Association of South Africa
Research • Educate • Support

www.alignd.co.za | www.palprac.org | www.cansa.org.za



“With Alignd’s help, we understand so much more. We were given meds for the pain, coupled with really good care advice. It’s a blessing to have the help – we feel so much more at ease now.”

~ family member and caregiver

“I was really lost and in a dark place before I received a call from Alignd. It was a relief speaking about all my worries with someone who was willing to listen. Alignd’s care partner gave me direction and courage – there was so much care given for my family’s wellbeing.”

~ family member

“Thank you for all you help. Alignd really made a huge difference.”

~ family member

“I’m so grateful for the work you and your team are doing for our patients. Like Mrs P who had limited resources before Alignd was involved, but now she can receive care and treatment at her home, with her family around her.”

~ oncology social worker

