

Supportive care after an admission

2026



Who we are

TFG Medical Aid Scheme (referred to as "the Scheme"), registration number 1578, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as ("the Administrator"), is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

Supportive care after an admission

Overview

If you qualify, you have access to a readmission prevention programme for select qualifying conditions. This programme gives you access to funding for approved follow-up care and health coaching sessions to help you navigate the first 30 days of recovery after you are discharged from hospital. Cover is subject to benefit entry criteria. If you meet the entry criteria, we will reach out to you and support you to access the benefit.

What is included on the programme?

Once enrolled on the programme, you have access to:

- Coaching sessions with a Discovery Health Coach
- Cover for one follow-up consultation with a GP
- A medicine reconciliation

Discovery Health Coaches

Discovery Health Care Services is an accredited service provider that offers high-quality health coaching from professional health coaches to members of schemes administered by Discovery Health.

The Discovery Health Coach service offers you support to promote sustained lifestyle changes through behavioural coaching, emotional support, goal setting and tracking, and benefit navigation – all aimed at reducing the cost of healthcare and improve your quality of life.

The aim of coaching is to make sure you have the support you need to practice self-care and understand your hospital discharge instructions clearly.

You can access support from a Discovery Health Coach for a 30-day period following your discharge from hospital. If you meet the programme entry criteria, the following is available to you during that 30-day period, including:

- Weekly virtual coaching sessions for the period of 30 days
- Regular engagements with your coach on WhatsApp or email, where needed
- Support to navigate your existing Scheme benefits and help you to access additional Scheme benefits, where applicable.

Follow-up consultations with a GP

You have access to one follow-up consultation with a GP through the readmission prevention programme. You are covered in full up to the Scheme Rate for the consultation up to 30 days after your discharge date.

Medicine reconciliation

As part of your access to supportive care after an admission, your treating doctor can help you with a medicine reconciliation. Medicine reconciliation is a discussion with your doctor about the medicine you are taking. As part of the reconciliation, your doctor will help you understand which medicines you need to keep taking and which ones may no longer be needed after your recovery. Once enrolled into the programme, please speak to your doctor to complete the medicine reconciliation – it can either be done by your treating doctor at discharge or during your GP follow-up appointment.



Complaints process

You may lodge a complaint or query with the Scheme directly on 0860 123 077 or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the TFG Medical Aid Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / complaints@medicalschemes.co.za / www.medicalschemes.co.za