



1. EVOLUSURE VALUE-ADDED BENEFITS

EvoluSure offers one point of contact in an emergency, for all accident related issues (as well as certain extended benefits) and consists of insured benefits and value-added benefits.

Insured benefits are provided by western Life Botswana, while the Value-added benefits (VAS) are provided through various Providers.

NOTE: All VAS benefits have a one month waiting period, which commences after the first premium has been received and allocated.

“ONE POINT OF CALL”:

The EvoluSure direct contact number which acts as a “panic” button in the event of an emergency, is manned 24/7/365 by a call centre, which will direct the members call to the relevant Provider after establishing the need.

The “one point of contact” provides clients with access to our experienced crisis managers who will assist you through any emergency situation, ensuring that the family has immediate access to support when they are in an emergency.

This is provided to the client via sms, after the one (1) month waiting period.

2. PRODUCT OFFERING

2.1. Emergency Medical Services



Access to an independent national network of at least 5,000 emergency medical personnel ready to respond to your call.

Service Description

In the event of a medical emergency, we can be contacted 24 hours a day to arrange emergency medical assistance and transportation.

Service Benefits

- Access to a 24-Hour Emergency medical assistance Contact Centre.
- Assisted by medically trained agents registered with the BHPC.
- Immediate dispatch of emergency medical services in order to provide lifesaving assistance.
- Constant monitoring of the incident until the ambulance provider has delivered the member to the hospital.
- Emergency Pre-Arrival instructions provided by agents e.g. CPR.
- Emergency transportation by air or road ambulance.
- One-way medical upgrade to an appropriate medical facility as continuation of the initial emergency response “same day” from the current treating facility that is unable to care/manage the condition of the member.
- Repatriation of member to a treating facility closer to their place of residence if the incident has occurred more than 200km from the member’s residence.
- Access to non-emergency medical transportation, at member’s own cost.
- Payment of medical transportation costs.
- Largest national network of emergency medical service providers.

2.2. Personal Health Advisor/24 Hour Health Advice



We create a critical link between you and your member, ensuring that professional guidance from a qualified nurse is just a phone call away.

Service Description

We offer a 24- hour Health Support/Assistance line focusing on the different stages of your life. This line is managed by our expert in-house nurses.

Product Detail

Baby Support Line

It's important that you are able to recognise the signs and symptoms of an illness that will affect your baby and how you can care for your child. Common health problems in infants include fever, reflux, constipation and nappy rashes, as well as infectious illnesses such as chickenpox, measles, mumps and whooping cough.

Find out some of the essentials for looking after your newborn. Vaccinations and immunisations are a vital part of your baby's health.

We offer expert advice through our 24 hour nurseline assisting the parent on a daily basis to care for their babies, some of the topics include:

- Immunizations
- Vaccinations
- Nutrition/Breastfeeding
- General health
- Infectious illnesses
- Allergies
- Breastfeeding

Kids Support Line:

Looking after your child's health, both physically and mentally is particularly important during early childhood when your infant is growing and developing. This includes recognising when your child is unwell or has a serious illness.

Support children through their stages of life and the kinds of issues that older children face. We offer a 24 hour Children support line that will assist with the following topics:

- Boy/Girl development
- School pressure
- Depression
- Drugs, Alcohol and Smoking
- Abuse
- Skin problems

Teen/Young Adult Support Line

Many young adults will find themselves facing some instability in this "in-between" period of their lives. They often feel that they are not yet an adult, however they also feel the pressure that comes with having to take on more responsibility and accountability than when they were adolescents.

We offer expert advice through our 24 hour nurseline to young adults assisting them with their daily lives and challenges they may face. Some of the topics we can assist with include:

- Peer pressure
- Depression
- Stress related issues
- Behavior and emotions
- Sexuality
- HIV exposure and advice
- Teenage pregnancies
- Hyperhidrosis
- Health and exercise
- Addiction – drugs, smoking, steroids
- Exam Stress

Woman Support Line

Women are leading busier lives more than ever before and have a tendency to let themselves slip low on their priority lists. However, it is time for women to start putting themselves first and focusing on their own health. Furthermore, investing more time in yourself means you are better able to look after the ones you love and care about.

When it comes to your health, there are a number of women's health issues that are specific to women alone. We offer expert advice for women through our 24 hour nurseline, some of the topics include:

- Contraception (including emergency contraception)
- Cancer
- Menstrual problems
- Menopause
- Osteoporosis
- Sexually Transmissible Infections (STIs)
- Depression

Men Support Line

Men are notorious for avoiding the doctor and ignoring unusual symptoms. Schedule yearly checkups with your doctor can help monitor your weight, blood pressure, and the level of cholesterol in your blood. Fortunately, many of the health conditions and diseases that men face can be prevented or treated - if found early. Men are more likely to smoke and drink alcohol and generally lead less healthy lifestyles. In addition, men are more likely to put off routine checkups and also delay seeing a healthcare provider for symptoms of a health problem.

We offer a 24- hour nurseline to support and advice on some of the most common conditions affecting men, some of the topics include:

- Heart disease
- Cancer
- Strokes
- Chronic disease – diabetes
- Kidney disease
- Depression
- Suicide
- Pressure

Elderly Care Services

Elderly care is the fulfillment of the special needs and requirements that are unique to senior citizens.

Home health care will reduce pressure on family members, many of whom are already balancing fulltime employment and parenting — to act as care providers. It is also the most cost-effective way to increase access to primary health care services for such a vulnerable group.

We offer support and advice to senior citizens through our 24 hours nurseline. Some of the topics include:

- Alzheimer's
- Heart disease
- Cancer
- Osteoarthritis or osteoporosis
- Respiratory diseases
- Diabetes
- Depression
- Influenza or pneumonia

The support line also offers a referral service to Home Nursing institutions to care for the elderly or frail in a private home setting, assisting with daily activities and duties.

There are many reasons to make use of Home Nursing, as old age or unexpected physical & mental setbacks can affect anybody.

They are trained to assist patients with duties such as:

- Bed baths,
- Mobility & bathroom assistance,
- Circulation stimulation
- Treating bedsores
- Companionship
- Reminding & giving of medication
- Monitoring of vital signs & many more duties

Service Benefits

- Emergency medical advice.
- Assessment of symptoms and referral to the most appropriate healthcare professional.
- Knowledge on all aspects of healthcare including home care remedies with scheduled follow-up assessment calls, if required.
- Explained medical terms, results of tests and information relating to medication.
- Counselling for chronic ailments and diseases to minimise the impact of these conditions on daily life.
- Access to one of the most widely searched and referenced drug and poison databases.
- Telephonic trauma debriefing and referral to a trauma counsellor, where necessary.
- Access to a pre-recorded audio health library for information on a range of medical topics.

Terms and conditions

- Access to the service is available to validated clients only.
- Based on symptom assessment, we may refer a member to a medical professional. Any costs incurred for services rendered by a medical professional are to be paid by the member.
- Symptom assessments are made based on the information provided by the member at the time of the call and can only be as accurate as the information provided by the member.

2.3 Legal Assist



Service Description

Legal Assist is a 24-hour telephonic advice line manned by qualified in-house attorneys who provide guidance on all legal matters. We will refer the member to a lawyer in Botswana.

Terms and conditions

- Access to the service is available to validated clients only.

2.4 Repatriation of Mortal Remains



Service Description

This service assists the bereaved family and next-of-kin with the road or air repatriation of the mortal remains of beneficiaries to a funeral home closest to their normal place of residence.

Repatriation is arranged when the deceased's body is more than 100km from their place of residence, within Botswana and neighbouring countries. All the arrangements to transport mortal remains as requested by the family are managed and special care is taken to consider particular customs and beliefs.

Service benefits

- Assistance with the necessary documentation and co-ordination with the authorities to transport the deceased's mortal remains back to the normal area of residence.
- This benefit also includes the transfer of the ashes of the beneficiary to their normal place of residence after cremation.
- A 24-hour bereavement counselling line is available to the next of kin in the event of death
- Where family clients are required to identify the deceased or wishes to accompany the deceased to the final funeral home, closest to the place of burial, 1-night accommodation of up to the value of P1000 is arranged and paid for.
- The service is provided through the Contact centre 24 hours a day, 7 days a week and 365 days a year.