

LibreCoach Healthcare Professional Sign-Up Terms and Conditions (LibreCoach HCP Ts and Cs v1.0) 2022-03-15

Preamble

LibreCoach is a diabetes education and coaching service that provides diabetes self-management education and diabetes self-management support (1) to help people with diabetes manage their condition.

Whether your patient is new to their FreeStyle Libre, or simply struggling with their control, LibreCoach offers them tailored education via ongoing Tele-coaching and/or Sensor Data Check and Outreach and/or Medical Scheme Assistance for medical aid scheme reimbursement.

Sensor Data Check provides active outreach when your patient's LibreView data shows they have run into trouble. Tele-coaching provides your patient with ongoing data-driven telephonic support from a trained diabetes educator who may assist with titration of the patient's insulin and education, and refers back to you when required. (Tele-coaching includes sensor data check). Medical Scheme Assistance will help your patient motivate for scheme reimbursement, whether this is a new, follow-up or ex-gratia submission

Contact frequency and duration will vary based on each individual patient's needs. Patients may call in with diabetes-related questions at any time. Patients and their doctors receive progress reports. The subscription to LibreCoach is funded by Abbott Laboratories (Pty) Ltd for each individual who has been diagnosed with type 1 or type 2 diabetes mellitus and is using a Abbott FreeStyle Libre.

We will only accept referrals of your patients once you have signed this consent form.

Terms and Conditions

Sancreed (Pty) Ltd provides the LibreCoach program in South Africa and is hereafter referred to as "Guidepost". The LibreCoach program is offered to the Healthcare Professional under the following Terms and Conditions (LibreCoach HCP Ts and Cs v1.0). Patients using an Abbott Laboratories South Africa (Pty) Ltd ("Abbott") FreeStyle Libre and enrolled on the program are hereafter referred to as "Patients".

1. The Healthcare Professional hereby gives consent for Guidepost and/or its appointed service providers to retrieve, store and utilise personally identifiable Healthcare Professional and Patient information for all Patients nominated by the Healthcare Professional (whether in the past or after the date of signature of this document), in order to provide diabetes self management education and diabetes self management support coaching services to the Patient and reporting to the Healthcare Professional, also to contact the Patient's medical scheme for authorisation and reimbursement as per the HealthCare Professional's Service Selection.
2. The Healthcare Professional agrees that Guidepost may contact the Patient, the Healthcare Professional and/or their staff or service providers including pathology laboratories in order to obtain information pertinent to providing diabetes self management education and diabetes self management support coaching services, including but not limited to the list of medications the Patient is currently utilising, the Patient's medical history, diagnoses, blood glucose readings, laboratory results and HbA1c readings. Based on information obtained from the Patient and the Healthcare Professional and in line with established diabetes treatment protocols, Guidepost may make suggestions including but not limited to reminders for consultations or medical laboratory tests. Patients may be referred back to the Healthcare Professional for additional consultations.
3. In order to assist patients to better manage their condition, the Guidepost diabetes educators may assist the patient to self-titrate their own insulin following established titration protocols and educator judgement.
4. Where the Healthcare Professional has nominated a Patient, Guidepost will provide periodic reports to the Healthcare Professional, outlining coaching interactions with the Patient, suggestions given to the Patient and information about the Patient's current state of health.
5. Guidepost may contact the Healthcare Professional to discuss issues identified during coaching interactions with the Patient and to obtain feedback on the outcomes of the LibreCoach program.

6. Guidepost will not share personally identifiable information about the Patient or Healthcare Professional with any other party, including pharmaceutical manufacturers, unless required to do so by law or if the Patient or Healthcare Professional has given their express and explicit consent to such sharing of information. Patient reports sent to the Healthcare Professional will contain confidential Patient information. The Healthcare Professional undertakes to ensure that it remains confidential. Guidepost accepts no liability of whatever nature for any loss, liability, damage or expense resulting directly or indirectly from access to these reports by unintended recipients. The Healthcare Professional will supply the appropriate contact details and will notify Guidepost of any change in their contact details.
7. Guidepost is hereby granted permission to utilise anonymised Patient and Healthcare Professional program data and derived analytics for marketing, research and program improvement purposes in perpetuity.
8. Data may be securely stored in a location outside of South Africa, where data protections are at par or better than that prescribed by South African law. Subject to applicable law, the Healthcare Provider and the Patient may at any time request that Guidepost delete or rectify their personal information.
9. Guidepost will only provide services to Patients who meet the clinical eligibility criteria of the LibreCoach program and Guidepost has the right to terminate a Patient's membership to the program in case of abuse and / or misuse of the program or its staff.
10. Patients have the right to terminate their own subscription to Guidepost at any time by contacting Guidepost directly. Should a Patient terminate their subscription, that Patient's historical information will be stored for the legally prescribed period for medical records (de-identified to the extent possible).
11. The coaching services provided by Guidepost as part of the LibreCoach program are not medical consultations and do not replace consultations with Healthcare Professionals.
12. The Patient is under obligation to discuss all uncertainties and questions that they may have with their Healthcare Professional. The coaching and information provided to the Patient by Guidepost should not be taken in isolation.
13. Accountability for healthcare outcomes remains the responsibility of the Patient and Guidepost accepts no liability for health outcomes.
14. Guidepost does not provide emergency management services. In an emergency, the Patient must contact a Healthcare Professional.
15. This agreement shall commence on the date of signature by the Healthcare Professional and continue in perpetuity. Either party may cancel the agreement at any time by providing written notification to the other party. Patient agreements existing at time of cancellation will not be affected and Guidepost will continue to provide services to Patients unless the Patient terminates their subscription to Guidepost.
16. If a Patient experiences an adverse event or reaction or lodges a complaint, this will be reported to Abbott's Customer Care Department. Personal information may be collected, processed and retained by the Abbott Customer Care department and/or Abbott's appointed third parties, in which case the Patient's personal information will be protected by Abbott and/or Abbott's appointed third parties from unauthorised access and remain confidential at all times. The Abbott Customer Care department may contact the Healthcare Professional regarding adverse events or reactions while the Patient is on the program.
17. Guidepost reserves the right to alter these Terms and Conditions from time to time. The Healthcare Professional will be bound by all current Terms and Conditions as available on the Guidepost Website. The Healthcare Professional will be notified via one or more Channels of any material changes to these Terms and Conditions. Participation in the services constitutes acceptance of these Terms and Conditions. The Healthcare Professional can choose not to accept the Terms and Conditions by canceling this Agreement as provided for in point 15.
18. Find further information and terms & conditions on guidepost.net/za/terms/, email LibreCoach@Guidepost.net, WhatsApp or call 087 250 2964.