

HYGEIA

Real healthcare for real people.



New Health Plans for Individuals & Families

Hygeia HMO has been providing health maintenance services to companies in Nigeria for over 22 years and following our recent rebranding activities, we have recommitted to serving our clients with integrity, compassion and excellence. We don't believe that it is only companies which should benefit from this so June saw the launch of our new plans for individuals and families.

We now offer 5 healthcare plans for people to choose from which cater for different needs and pockets. We have taken time to develop plans offering what we consider to be the most essential benefits for the average person so you can avoid out-of-pocket payments for your health. This means that even our most basic plan, HyPriority, offers extras which differentiate us from our competitors. If you've been on one of our old Standard, Silver and Gold plans you will be offered the new plan closest to your old one when renewal time comes around.

To encourage new comers, we are running a festive promotion on the new plans until the end of January 2010. Details of this will be available through our website, newspapers and on the radio in the coming weeks. We will also be bringing our products closer to you by having stands at various locations so please watch out for us.

We have focused our attention more on promoting wellness so we will be using this newsletter to share health information and tips which should keep you enjoying the HyLife for longer. We will also continue to hold our annual Wellness Summit where we get experts in various fields to advise us on how we can adopt and maintain a healthier lifestyle. If you have never attended one of these and for those who have and benefitted from it, we do hope you will join us at the 2010 Summit.

For your convenience, we have also opened a Welcome Centre at the HMO's Head Office at 13B Idejo Street in Victoria Island, Lagos where you can make enquiries and purchase plans. Hope to see you there soon!



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LIVE MORE LIFE

Our 5 healthcare plans:

HyPrestige

HyAdvantage

HyClassic

HyPriority

HyEssential (for companies only)

Check www.hygeiagroup.com/hmo for details of benefits and prices.

WEB PAYMENTS

Visit Hygeia HMO's new look website at www.hygeiagroup.com/hmo where you can now buy health plans online using your InterSwitch Debit card. You will need to upload a digital photo of all the people to be covered by the plan so make sure you have this handy when you go online. Keep an eye on this website as payments using Visa and MasterCard will be possible soon.



Ready in a Crisis

Lagoon Hospitals has been at the forefront of specialist medical care for over two decades. It has now invested in preparing itself for emergencies.



Treating Patients with Compassion

At Lagoon Hospitals ensuring we treat patients as customers is a concept we take seriously. This perspective was adopted when the Hospital choose to recognize that instead of expecting patients to simply be recipients of care, they should be seen as active participants in their own care management meaning their full understanding, engagement and satisfaction are considered essential elements of care-giving.

To make all of this a reality, Lagoon Hospitals has created the unique role of Next-of-Kin Officer. This position is filled by a non-medical member of staff whose sole responsibility is to maintain daily personal contact with in-patients to ensure they have a pleasant stay in the hospital. She is a person to whom patients can express personal concerns, enquiries and grievances regarding their care. A non-medical person fills this role in order to provide someone that patients feel can better empathize with them and can help to bridge any doctor-patient communication gaps.

The Next-of-Kin Officer's responsibilities encompass counseling and even interfacing between patients and their families as necessary. She oversees patients' menus and looks into their physical comfort as well. Her role is especially critical to supporting patients who feel a little lost within the hospital environment and ensures that in spite of the fast and frantic pace of activity in the hospital, patient needs are not forgotten or neglected.

One of Lagoon Hospitals' core values is Compassion and creating the role of the Next-of-Kin Officer is just one of the ways in which it seeks to show this compassion to its patients. If you have suggestions of other ways to improve its service, email your thoughts to customerservice@lagoonhospitals.com

Life is unpredictable and unfortunately accidents do happen so Lagoon Hospitals, a forerunner in tertiary care in Nigeria and the oldest member of the Hygeia Group, has invested in equipment and expertise to ensure that it is well-prepared to handle emergencies.

Lagoon Hospitals consist of three facilities in Lagos and its Apapa site has developed a Critical Care system which is capable of taking care of patients from end-to-end. Lagoon operates a care call centre through which callers can access its ambulance service and, where needed, can receive support and advice over the phone on how to manage the first stages of an emergency until the ambulance arrives.

In the past, the call centre has successfully talked an anxious husband through the steps for helping his wife deliver their child who decided to make an unexpected appearance in the middle of the night. Both mother and baby were well and were transported to the hospital safely by the ambulance upon its arrival!



When a critical patient arrives at Lagoon Hospital Apapa, they are moved straight to the purpose-built Emergency Room (ER) for stabilization. The ER has been strategically positioned close to the 24-hour laboratory and radiology suites (CT and MRI) so that all the tests and information required to diagnose and manage a patient can be quickly obtained. Once the patient is stable, they can be moved to the main ward or the new 6-bed Intensive Care Unit which was opened earlier this year.

The unit is staffed with specially trained medical personnel and life support equipment and is designed to look after patients with severe injuries, serious illnesses, organ failure of various types and other life threatening conditions which would have necessitated overseas medical attention in the past. Now they can access the care they need right here in the country.

And it's not only the care of critical adults which Lagoon Hospitals has invested in, a Neonatal Intensive Care Unit (NICU) has also been set up which has allowed the Hospital to make significant advances in the area of paediatric care particularly for premature and ill infants.



A neonatal ventilator has recently been added to the NICU to support the care of tiny and very ill babies. This and other such specialized equipment means the Unit now looks after premature babies that are born at less than 1 kg in weight!

Dr Kunle Onakoya, the Group Medical Director, explains its investment further saying, "We have assembled a team of highly trained healthcare professionals which include arguably the largest number of specialist consultants working full-time in any private hospital in Nigeria". He notes that the Hospital's quest for excellence requires continuous improvement, training and upgrade to which the Hospital is committed. The recent additions to Lagoon's facility mean that while it does not wish for accidents, it has made sure that for the sake of its patients, it is ready in a crisis.

Going Beyond Medicine in HIV/AIDS Treatment

There are few things more challenging than being diagnosed with a disease that has no known cure. But being diagnosed with such a disease when it also carries a stigma is one of those things. Unfortunately, the HIV/AIDS epidemic has left many Nigerians facing precisely that challenge.

Hygeia Foundation, a non-profit organization focused on capacity building among healthcare professionals, has been active in the area of HIV/AIDS treatment as part of its role as a partner of the Global Fund for HIV/AIDS. Its role in improving the ability of healthcare institutions to treat and manage HIV/AIDS patients covers training on medical protocols as well as provision of equipment and training of medical personnel to use the equipment. The role is wide-reaching and one of the issues the Foundation has been active in promoting is the integration of non-medical interventions in the management of HIV/AIDS patients. The Foundation has become an advocate for including counseling as part of HIV/AIDS care. This



counseling is not just by professionals but also by peers - other people who are living with HIV/AIDS.

These peer support networks are beneficial both for the person newly diagnosed with HIV/AIDS and those already living with the disease. For the latter group, it is empowering for them to play such a crucial role in their community. For those just coming to terms with their diagnosis, their peer counselor adds a voice and face to HIV management and encourages acceptance of status earlier by helping them work through their emotions and anxieties. Often counselors can also help to better accept the need for a certain amount of disclosure. In addition, those living with HIV/AIDS also support adherence to treatment and assist with tracking those who do not keep up with their follow-up appointments which is essential for effective management of the disease. This integration of medical and non-medical interventions is a model in Nigeria for the private health sector.



HCHP comes to Computer Village



The Hygeia Community Health Plan, (HCHP) Hygeia's subsidized health insurance scheme for low-income communities recently arrived in Computer Village, Ikeja. The subsidy is provided by the World Bank through the Dutch Health Insurance Fund. Hygeia is making this plan available to employer and employees of Computer Village through their association CAPDAN. Over 900 people have enrolled onto the scheme since July when it was launched to this male-dominated community. HCHP canvassers go from shop-to-shop daily sensitizing locals about the scheme.

With HCHP once you pay a small amount you can access healthcare all year round at one of a selected number of hospitals and clinics. HCHP is active in five communities in Lagos and Kwara States and in future hopes to expand into more communities in Nigeria.

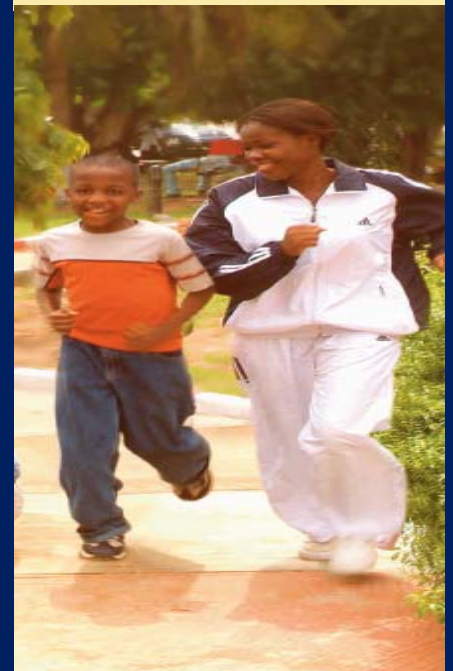
Walking Your Way to Good Health

They say just adding 20 minutes of walking into your day makes a significant difference to your health.

Though we know we should, most of us find it difficult to find time in our day to go to the gym or play sports and get some real exercise into our weekly schedule. If you are one of those people, don't despair. Here are a few simple ways to get some extra walking into your daily life.

Instead of taking the lift in your office building, walk up the stairs. You can take it slowly at first and then walk faster once you've built up some stamina. Stop asking your driver to drop you off at the entrance to your office or home, let him park the car so you can walk to the entrance. Don't always call your colleagues using the intercom at work, make sure you get up and walk to their desk several times a day to discuss matters face-to-face.

Take up the challenge of walking at least 20 minutes every day and see the difference it makes to your health, fitness and energy levels! If you have other suggestions on how to include walking into your day, please share them with us at enquiries@hygeiaaigroup.com.



Can We Balance Work & Life?



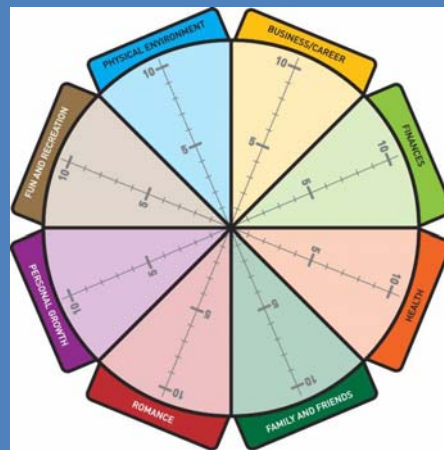
There is an ever-increasing number of experts and tools available to help you balance your work and personal life so you feel more fulfilled, energized and at peace. The sheer number of websites dedicated to this hot topic suggests that if this balance can ever be achieved, it is certainly not going to be easy getting there.

A first step towards it may be to remember that balance is a journey not a destination. As circumstances change, so does what it means to find the right balance at any given time. Balance does not mean doing everything, you may have to decide on your priorities and set aside some other things, at least for the time being. Learning to say no, which many people find hard, will be one of the crucial tools on this journey.

Another tool which can assist is the Wheel of Life. Draw a circle and divide it into eight sections. The circle represents your life. Fill in the eight most important areas of your life.

You can decide what these are but they may include career, fun and recreation, family and friends, physical health, self-development, spirituality etc. Decide how invested you are in each area (how much time and energy you give to it - both physical and mental) and rate each area of investment on a scale of 1 (little or no investment) to 10 (fully invested). Fill these in on the wheel and assess how satisfied you are with that balance of investment.

This simple test will help you discover how in or out of balance your life is at the moment, and those areas where you need to invest more or less if you want to avoid the problems of over working, stress, guilt, anxiety and work-related ill health.



Upcoming Events

11 December 2009-23 January 2010

Focus group tours of Lagoon hospital facilities by surgeons, gynaecologists, GPs, Human Resources Managers, Administrative Managers and other members of the public.

21-27 December 2009

Visit Hygeia HMO's stand at The Palms, Shopping Centre, Lekki to take part in the festive promotion

1st Week February 2010

The Society for Quality in Healthcare in Nigeria will hold its 2nd quarterly seminar for members. For more information on the Society or to become a member, please visit www.sqhn.org.



As 2009 draws to a close, we wish you the very best for the festive season and a healthy 2010. Hygeia's desire for 2010 is that we serve you better and deepen our relationship with you. Season's Greetings!

Medical Services at Events

Is your company, child's school or local church having an event in Lagos where there will be a large crowd of people? Do they need to have paramedic services at hand in case of accidents or injuries?

Hygeia can provide an ambulance staffed with trained medical personnel at such events – ready to take action in case of an emergency. On the day, our personnel can tend to minor injuries as well as evacuation to Lagoon Hospitals should the need arise.



To find out about prices and book the service, please contact our care call centre on 01 773 6996.

New Look, New Functions

The Hygeia websites have been redesigned to reflect the new brand but more importantly to provide you with more information on our products and services than before. Our desire is to make life easier for you so on the Hygeia HMO website you can now update us on changes to your enrollee information and inform us if you wish to alter your selected hospital. Please visit us at www.hygeiagroup.com to check out the changes.

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