

SmartCare WhatsApp Doc

Medshield SmartCare COVID-19 WhatsApp Advice Line

To consistently provide access to care, **Medshield** has launched a WhatsApp channel where members can communicate with a doctor from the comfort of their home. By using this channel a doctor will be able to assess a patient for COVID-19.

**Not sure if you need to be tested for COVID-19?
Use the Medshield SmartCare COVID-19**

WhatsApp Advice Line for peace of mind!



Say **'Hi'** to
087 250 0643

Service available on
Mon – Fri: 09h00 to 17h00
and Sat: 09h00 to 13h00
T's & C's Apply.



A registered Doctor
will respond with
**"Hi, I'm Dr X, I'll be
helping you today."**



Doctor **requests your
information** e.g. name,
age, symptoms and
medical history.



Patient **agrees** to the
terms and conditions
of using the service.

Doctor **reviews the
initial questions** and
discusses with patient.



Doctor **assesses
all information.**
If you are:

Suspected COVID-19 case:
Doctor assesses patient risk
and ask for more information.



**Not a suspected
COVID-19 case:**
Doctor provides relevant
treatment or referral.

Doctor **refers patient** for testing.



T's & C's - You will receive advice from a Healthforce doctor over WhatsApp. All such doctors are registered with the Health Professions Council of South Africa and have been vetted by Healthforce. You cannot hold Healthforce, Medshield or anyone involved in this conversation responsible for injury or harm. This line is intended for advice and not to replace medical treatment. This chat will be saved on a 3rd party app, for the purposes of data collection and future review. We'll never share that information with a 3rd party unless it is required for your treatment, to fund your treatment, or by law. You will be sharing your information on WhatsApp. Although encrypted, there is a small risk that an outsider can access information that is transmitted over the internet.