

MEDSHIELD MEDICAL SCHEME

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An Authorised Financial Services Provider (FSP 51381)



MEDSHIELD
medical scheme

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Dear Medshield Member

Enhancing Accessibility and Convenience

Introducing Virtual Meetings as an Alternative to Medshield Walk-in Centre Visits

At Medshield Medical Scheme, we constantly strive to enhance our services and provide you with the utmost convenience. Today we are excited to introduce a new initiative that brings medical aid consultations to your fingertips – Virtual meetings.

A virtual meeting is a form of communication that lets people in different physical locations use their mobile or internet-connected devices to meet in the same virtual room. It offers an opportunity to interact with our dedicated team of agents without physically visiting our walk-in centres. Whether you have queries about your cover, benefit or claims, or want to discuss personalised health plans or seek other assistance, our virtual meetings offer a secure and convenient platform for these interactions.

Our aim for the virtual meetings is to enhance accessibility and flexibility by providing a virtual experience that is engaging, inclusive, and productive. We understand that life can be hectic, and with virtual meetings, you can connect with us from the comfort of your home, office or any location that suits you best.

How to Request a Virtual Meeting

To request a virtual meeting, email letsmeet@medshield.co.za requesting a virtual appointment with your preferred date and time. Our team will promptly respond to schedule a Microsoft Teams meeting as the digital meeting platform. Please ensure that you have sufficient connectivity, whether by data or WiFi. Remember, all virtual meetings will be recorded, and the recording will be made available to the attendees.

Tools Required for a Virtual Meeting

To join a virtual meeting, you will need a reliable internet/data connection, a device with a camera and microphone (e.g. personal computer, smartphone or tablet), Microsoft Teams application software and access to an email account. Rest assured; our virtual meetings are user-friendly and accessible to all.

The Different Types of Virtual Meetings on Microsoft Teams

- *Video Conferencing:* A face-to-face interaction for participants to see and hear each other as though they are in the same room.
- *Teleconferencing:* These are audio-only meetings, with no video involved.

Advantages of Virtual Meetings

- **Convenience:** Connect with us from anywhere. It's all about having the option to resolve queries in the most convenient manner for our members.
- **Personalised Interaction:** Enjoy the benefits of screen sharing, chat, polling and other features that provide an interactive experience. Recordings and live transcriptions also help capture all the meeting details, ensuring you never miss important information.

The introduction of the Virtual meetings offering is to provide exceptional service to members and promote customer-centricity. As always, the regional Walk-in Centres, the Contact Centre, IVR and all email channels will remain available.

Thank you for being part of the Medshield Medical Scheme family. We look forward to meeting you virtually and continuing to serve you with excellence.

Please don't hesitate to call us if you have any questions or require any information.

Wishing you good health and well-being.

Medshield Medical Scheme

