

**MEDSHIELD MEDICAL SCHEME**

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Contact Centre Number 086 000 2120

[www.medshield.co.za](http://www.medshield.co.za)

An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**  
medical scheme

8 April 2023

Dear Broker

**THE DURBAN REGIONAL AND WALK-IN CENTRE IS CLOSED**

As communicated on 19 January 2024, the Durban Regional Office and Walk-in Centre is closed, and we will confirm the reopening in due course.

We will however continue serving our Durban members via the following channels:

- For membership queries, you may email [member@medshield.co.za](mailto:member@medshield.co.za) or call 086 000 2120
- Register on the Medshield website at [www.medshield.co.za](http://www.medshield.co.za) by clicking on the 'login' button. Once you have created your username and password you can access the services below from the website member login zone (Create a new username and password if you have not created these on the Medshield App. If you have, then use the same username and password)
- Download the Medshield App and manage your healthcare at your convenience – 24/7. If you have already registered on the Medshield website then use the same username and password, else create a new username and password on the App and use this for both the website login and the Medshield mobile app.

Services available on both the Medshield Member Login Zone and the Medshield Member App:

- o View your membership card digitally
- o View your monthly statements
- o View your current claims
- o Submit a new claim
- o Submit a query
- o Update your details
- o Access the document library
- o View your authorisations
- o Request a dental or hospital authorisation
- o Access your tax certificate and member certificate
- o Access the Provider Locator to search for healthcare professionals or establishments
- o View the Scheme Rules; and
- o Access the Virtual GP Consultation platform

The Medshield Member App is a real-time, online software application that is available for download on the Google Play Store and App Store.

We apologise for any inconvenience caused and look forward to providing you with any assistance you may require through the above channels.

Kind regards

**Medshield Medical Scheme**