

## MEDSHIELD MEDICAL SCHEME

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An Authorised Financial Services Provider (FSP 51381)



**MEDSHIELD**  
medical scheme

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Dear Medshield Member

### **Maximise your GP benefits with Registered Nurse and Nurse-Led Virtual GP Consultations with Medshield SmartCare**

At Medshield, we are dedicated to redefining healthcare the smart way. We want to remind you that our SmartCare benefit, available on all Medshield plans, offers you the convenience of nurse and nurse-led General Practitioner (GP) consultations. This innovative service aims to provide quick and easy access to primary healthcare, guaranteeing that you receive the best care when you need it most.

#### **What is SmartCare and How Does it Work?**

SmartCare is a key benefit available on all Medshield plans, offering members convenient access to primary healthcare. Through nurse and nurse-led GP consultations at participating SmartCare pharmacy clinics, including Clicks and Dischem, SmartCare ensures prompt care for both acute and chronic conditions. If further investigation or a prescription is needed, the on-site expert registered nurse will connect you to a GP virtually and assist the GP to conduct a comprehensive consultation. Typically, a consultation with a registered nurse will include acute conditions such as upper respiratory tract infection or an ear infection, and the nurse-led GP consultations include any complicated or chronic conditions.

#### **Benefits of Virtual Consultations**

With SmartCare, you enjoy:

- **Expert Care:** Our nurse-led GP consultations are supported by experienced General Practitioners from Clicks in partnership with Udok, Dischem in collaboration with HealthForce, and many more pharmacy clinics on our SmartCare Network.
- **Comprehensive Services:** Receive assistance for acute conditions such as chest and upper respiratory tract infections, urinary tract infections, eye and ear infections, and chronic conditions including high blood pressure, diabetes, and high cholesterol.

#### **How to Access SmartCare**

Accessing nurse and nurse-led GP virtual consultations is simple and convenient:

1. Review your benefit guide for detailed information of your SmartCare benefits. All Benefit Options' guides are available on the Scheme's website at [www.medshield.co.za](http://www.medshield.co.za).
2. Once you have accessed the website, navigate to the Provider Networks, and click on the SmartCare Networks to search for the most convenient SmartCare-enabled pharmacy.

3. **Or Download the** Medshield App from the Google Play Store or iOS App Store to access the above.

This benefit has always been available to you, ensuring you have access to high-quality healthcare without travelling long distances or wait times. We encourage you to use this convenient service by checking your available SmartCare benefits.

Thank you for choosing Medshield. We are here to support your health and well-being every step of the way.

Best Regards,

**Medshield Medical Scheme**

