



How to Access SmartCare Nurse and Nurse-led GP Virtual Consultations

SmartCare offers Medshield members convenient access to healthcare through registered nurse consultations and nurse-led virtual General Practitioner (GP) consultations with specified healthcare practitioners. This evolving healthcare benefit is designed to provide both acute and chronic consultations for various medical conditions.

Here's a simple step-by-step guide on how to access your SmartCare Benefits:

- 1. VISIT A SMARTCARE-SUPPORTED PHARMACY**
Locate and visit a pharmacy that supports SmartCare services. Your SmartCare Provider Network is on the Medshield Website, www.medshield.co.za, under **Menu > Member > Medshield Networks**. **SELECT YOUR PLAN** and then choose SmartCare Pharmacy Network. Upon arrival, inform the staff that you would like to use the SmartCare service for a virtual consultation.
- 2. NURSE CONFIRMS MEDSHIELD BENEFITS**
A registered nurse will confirm your Medshield membership and check your benefits to ensure eligibility for the consultation.
- 3. MEDICAL HISTORY REVIEW AND EXAMINATION**
The nurse will review your medical history and perform a clinical examination. Based on the results, the nurse will either recommend Over-the-Counter (OTC) medication or advise that a doctor consultation is necessary.
- 4. VIRTUAL DOCTOR CONSULTATION (if needed)**
If a doctor's consultation is required, the nurse will initiate a video call with the doctor. The nurse assists by sharing your medical history and results with the doctor, who will conduct the consultation remotely. The doctor will generate a prescription and send it directly to the pharmacy.
- 5. COLLECT MEDICATION**
After the consultation, you can collect any prescribed or recommended medication from the pharmacy, whether Over-the-Counter or prescription medicine.
SmartCare offers a seamless process for accessing healthcare without needing to visit a doctor's office. Using virtual consultations and with the support of trained nurses, Medshield members can receive timely medical advice, prescriptions, and treatments for both acute and chronic conditions.

Terms & Conditions: No children under the age of 2 may be seen for anything other than a prescription for a routine immunisation. No consultations related to mental health. No treatment of emergency conditions involving heavy bleeding and/or trauma. No treatment of conditions involving sexual assault. SmartCare services cannot provide Schedule 5 and up medication. Over-the-Counter (OTC) and prescription medication is subject to the Pharmacy Advised Therapy Script Limit as per the Scheme Rules and chosen benefit option. Clinics trading hours differs and are subject to store trading hours.