

## DURING THE COVID-19 OUTBREAK WE ARE OFFERING VIRTUAL CONSULTATIONS

During this outbreak of Covid-19 (Coronavirus) the safety and health of our patients is our top priority.

*We want to provide and continue to care for you during the COVID-19 pandemic and beyond.*

*To respect your safety and the safety of those around you, we are offering virtual appointments.*

*Luckily Telemedicine has progressed significantly.*

*It is important to note that these consultations will be free of charge and will not replace a face to face consultation.*

*Hopefully we will be able to identify any urgent matters or to reassure you*

### **Can I have a distance consultation?**

We offer virtual consultations to both **new and existing patients.**

To arrange one, please contact our team via: 021 9498080/1 or request a consultation via our Smart phone App..

### **Will my MEDICAL AID cover a distance consultation?**

Most major Medical aids have confirmed they will cover distance consultations in the light of the current situation.

We will claim directly from your medical aid.

### **What video consultation software do you use?**

We prefer to utilise the MEDICI PATIENT APP to provide video and conferencing tools to provide distance consultations to our patients .

1. Download the Medici Patient app for iOS or Android: <https://medici.cx/my-medici>
2. Complete your information to register in the app.
3. Once you are in the app, go to the section titled "Connect with your doctor" and select "Add an activation code."

To connect with me, you will enter the code TFEOEJWZFK

5. You are ready to go! You can message me in the app. If you wish to schedule a virtual appointment or you want them to call your office to set up an appointment.

If you need help with the Medici app, visit: <https://medici.cx/pa-help>

Please contact us if you would like to request a consultation via a different medium.

### **Are distance consultations secure?**

Our distance consultations are fully compliant, in line with data protection regulations and follow insurance guidelines. This means you can be assured that:

- The video stream is encrypted
- There is a direct connection between our clinicians and you
- The session is not recorded by the provider of the service
- The consultation will be held in a private location on our end
- We will protect any personal data or information you give us during the consultation

**Find out more:**

If you have any further queries, concerns or would like to arrange a distance consultation, please get in touch.