

# HealthID

ADVANCED CONVENIENCE. ENHANCED CARE.



## HOW TO INITIATE AN ONLINE CONSULTATION

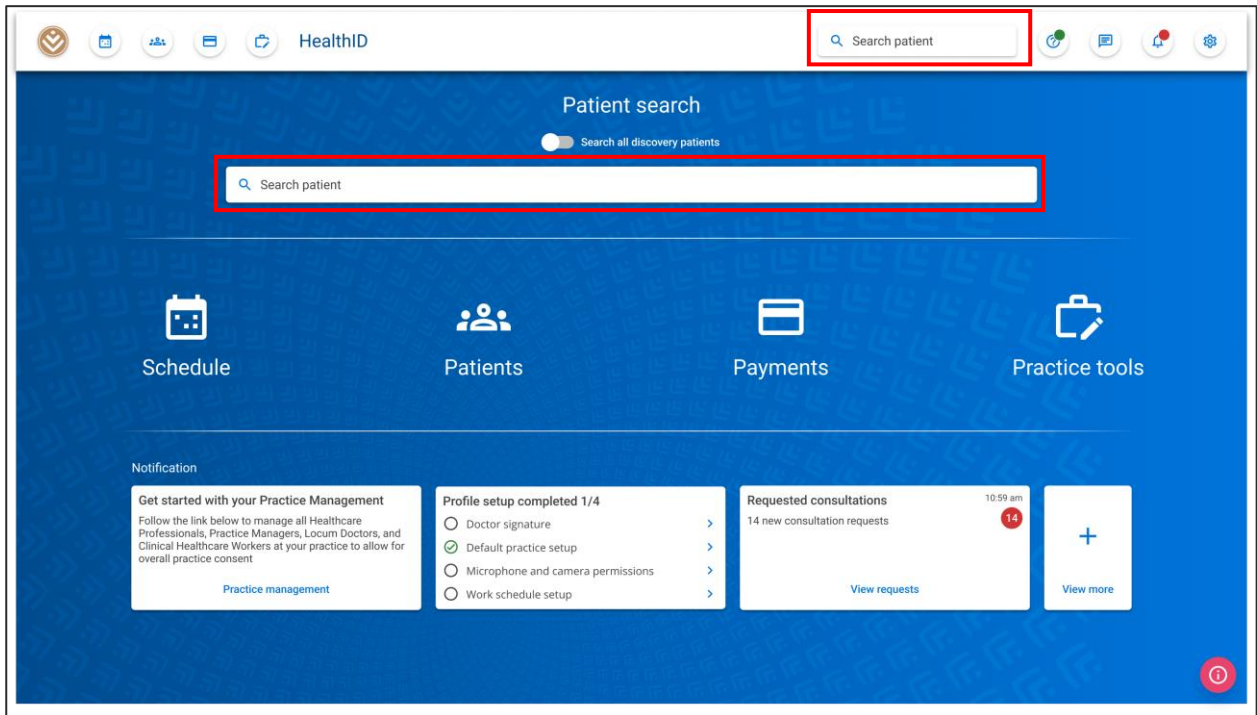
DISCOVERY HEALTH  
2023



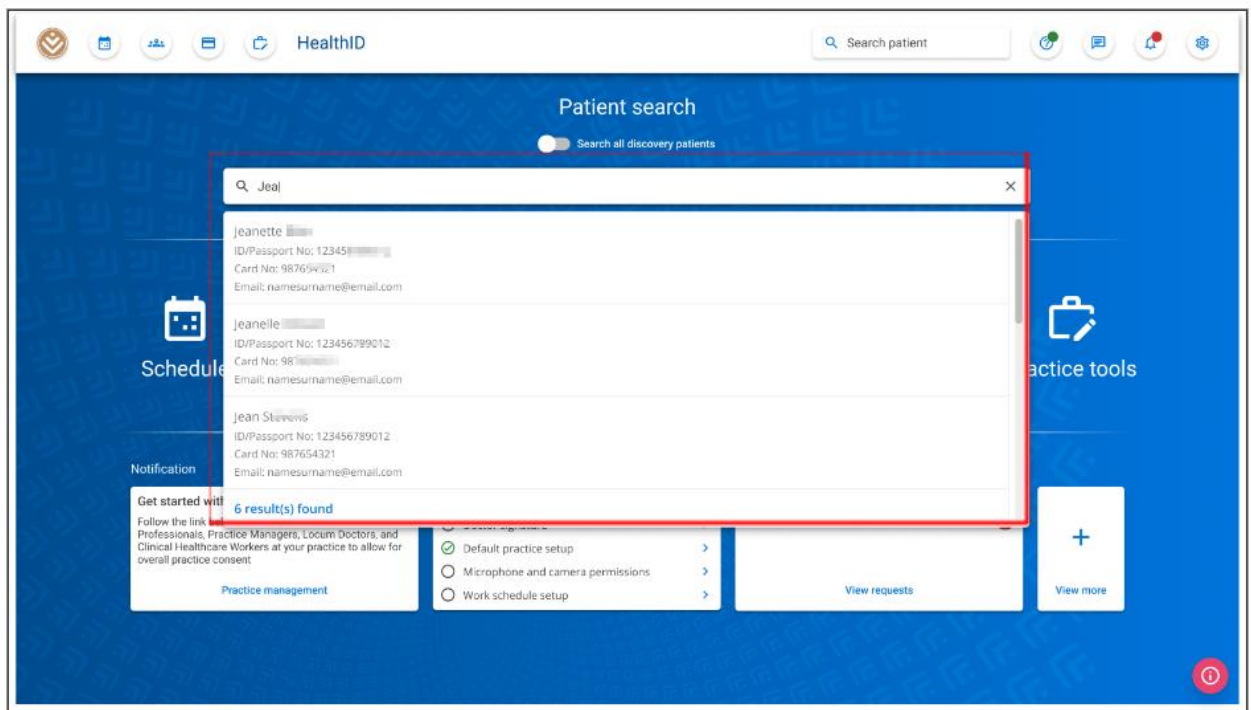


## How to initiate an online consultation

1. Search for a patient by entering their membership number, ID number or name.

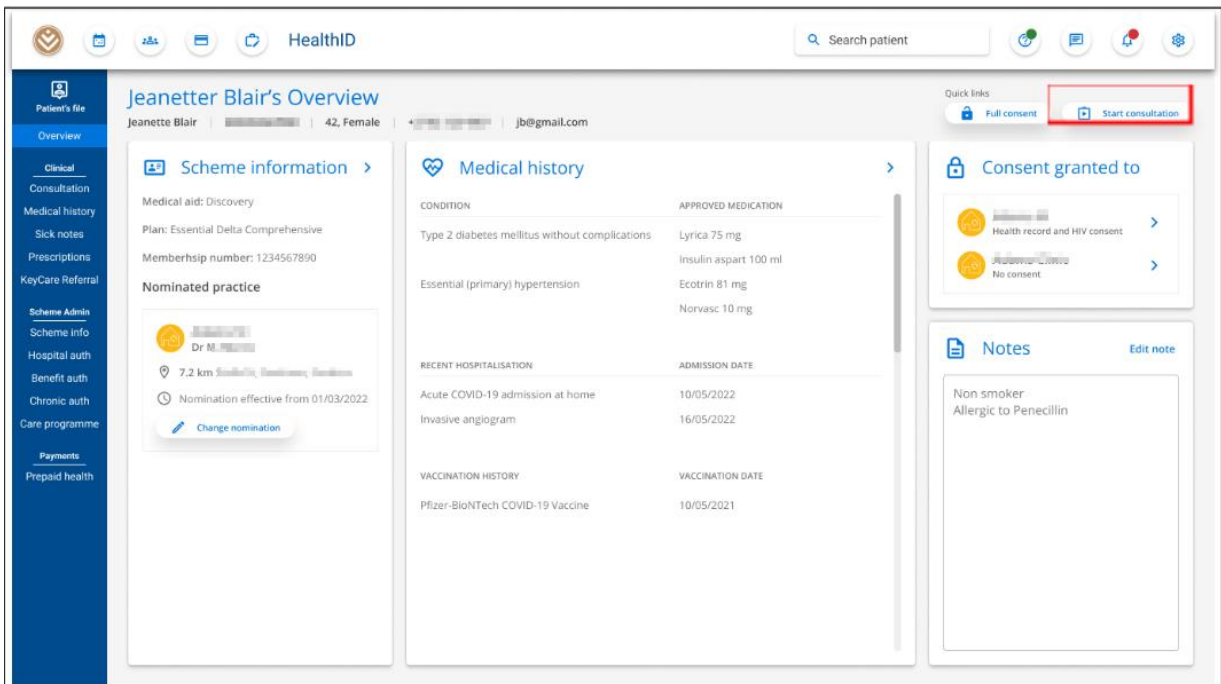


2. Enter the search term and click on a result to navigate to the patient's dashboard.

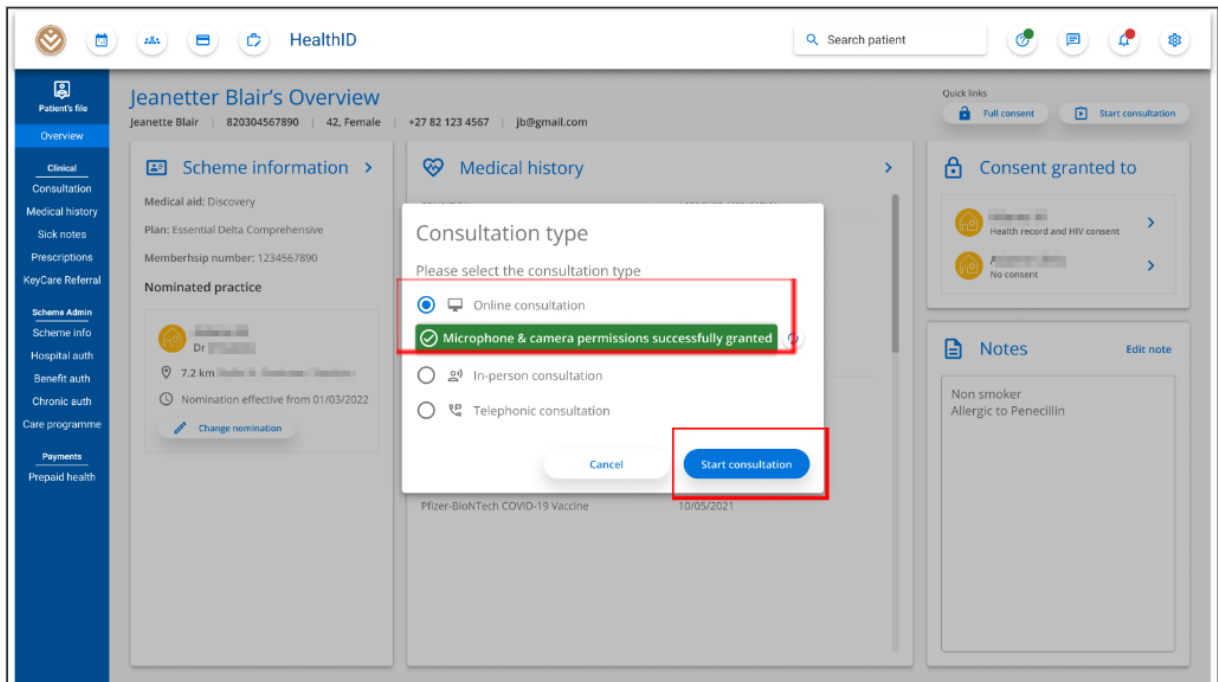




- The patient's dashboard will appear. Click on the 'Start consultation' button under 'Quick links'.

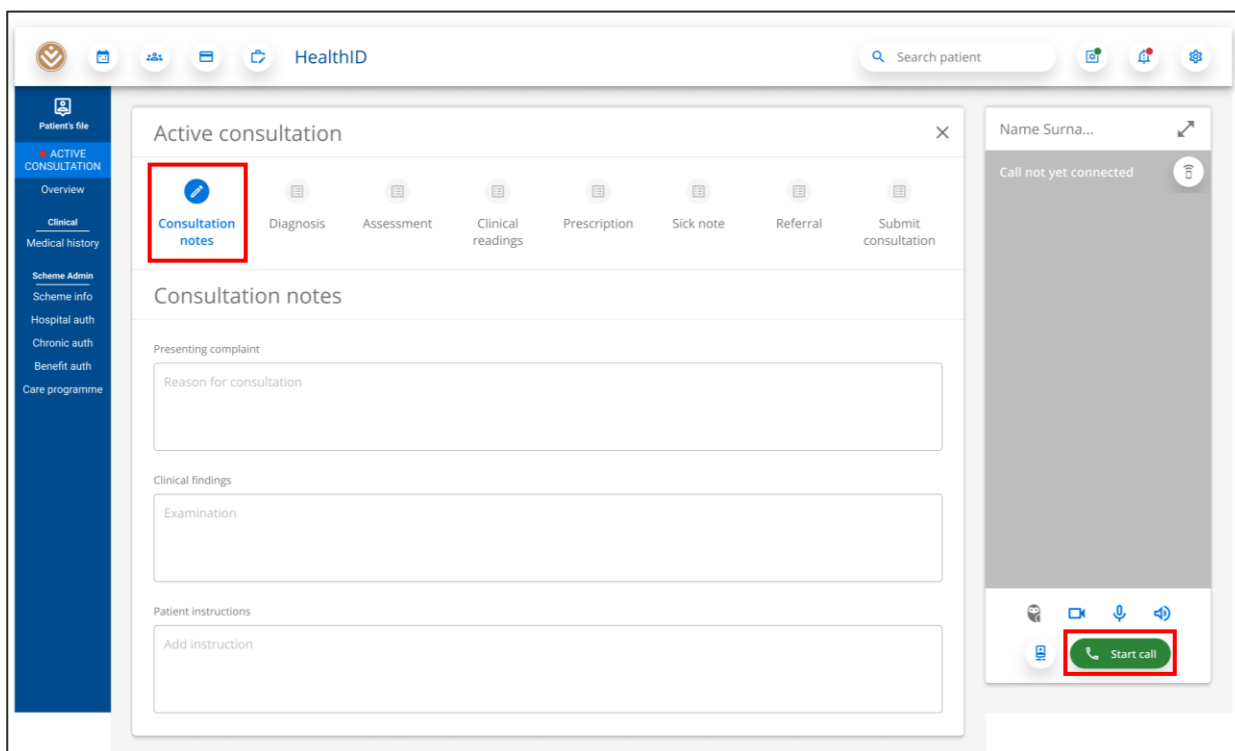


- The consultation type modal will appear. Select the 'Online consultation' option. The microphone and camera permissions must be granted. Click the 'Start consultation' button to start the consultation.





- The consultation will be initiated and the user should start the call for the patient to join. The user will land on the 'Consultation notes' section.



- Once the call is started, the patient will be able to join and the user can proceed with capturing the consultation notes.

