

HealthID

ADVANCED CONVENIENCE. ENHANCED CARE.



HOW TO BOOK AN ONLINE CONSULTATION WITH A PATIENT

DISCOVERY HEALTH
2023





How to book an online consultation with a patient

There are different ways to book an online consultation.

Book an online consultation from the patient's dashboard

1. Select the patient you would like to create an appointment with.

The screenshot shows the Discovery HealthID interface. At the top, there is a navigation bar with the Discovery HealthID logo, a search bar containing 'Crbmmfdjmcby Grbmmfd', and user information for 'Michael'. Below the navigation bar, there are several icons for different services. The main content area is titled 'Population' and features a sub-section 'Hospital at home'. A table lists patient information with columns for NAME, SURNAME, SEX, AGE, LAST CONSULTATION, and MEDICAL AID PLAN. The table contains seven rows of patient data. At the bottom of the table, there is a pagination control showing 'Showing: 7' and 'Showing: 1 - 7 of 9012 patients'. A blue button labeled 'Open blofourmis' is located in the top right corner of the table area.

NAME	SURNAME	SEX	AGE	LAST CONSULTATION	MEDICAL AID PLAN
Ambmmmbmdmf	Mabmmmbmdmf	F	52	-	Classic Delta Saver
Aybmjldjldjk	Rebmjldjldjk	F	16	-	Classic Comprehensive
Elbmlldlhjcd	Rebmlldlhjcd	M	13	-	Classic Comprehensive
Babmmccdbfh	Rebmmccdbfh	M	48	-	Classic Comprehensive
Tabmhdkcddb	Anbmhdkcddb	F	41	-	Executive Plan
Mabmbmjcfcc	Sibmbmjcfcc	F	76	-	-
Sabbbbcjffm	Sebbbcjffm	F	9	-	Classic Comprehensive



2. You will be redirected to the patient's dashboard.

The screenshot shows the 'Overview' page for a patient. The left sidebar contains a menu with 'Overview' selected. The main content area is divided into three columns: 'Scheme information', 'Medical history', and 'Consent granted to'. The 'Scheme information' column shows details like 'Medical aid: Discovery Health Medical Scheme' and 'Membership number: 3'. The 'Medical history' column has two sections: 'CONDITION' and 'APPROVED MEDICINE', both showing 'None' for listed conditions. The 'RECENT HOSPITALISATION' section shows 'There is currently no recent hospitalisations for this patient'. The 'Consent granted to' column shows two consent entries, both with 'No consent' status. A 'Notes' section at the bottom right has a 'Click to create new note' button.

3. From the menu on the left, select "Consultations".

The screenshot shows the 'Consultations' page. The left sidebar has 'Consultations' selected. The main content area shows 'Upcoming consultations' with one entry: 'In-person consultation (Confirmed)' on Wednesday, 02/11/2022 at 1:15 - 1:30 am. Below this is a 'Consultation history' table with two rows of past consultations. At the bottom, there is a pagination control showing 'Showing: 1 - 2 of 2 Consults'.

DATE	CONSULTATION TYPE	HEALTHCARE PRACTITIONER	START TIME	DURATION	REASON FOR VISIT	DIAGNOSIS	CONSULT SUMMARY
12/10/2022	Virtual		17:03 PM	28 minutes	Script Renewal	COVID-19 positive	Consultation summary Download PDF
18/08/2022	In-person		14:15 PM	N/A	Not Specified	COVID-19 positive	Consultation summary Download PDF

How to book an online consultation with a patient

Discovery Health (Pty) Ltd; registration number 1997/013480/07, is an authorised financial services provider and administrator of medical schemes.



Once the user clicks on “Schedule consultation”, a new appointment screen will appear.

Note: If you schedule an appointment from the patient’s dashboard, the patient’s personal details will automatically populate.

4. Select “Virtual consultation”.
5. From the calendar, choose the date of the consultation.
6. Select the start and end time of the consultation.
7. Under “Reason for appointment”, select a reason from the dropdown menu.

Reason For Appointment

8. To complete, click on the “Save” button.



Book an online consultation from the patient's dashboard

1. From the landing dashboard, navigate to the calendar icon:



The screenshot shows the Discovery HealthID dashboard. At the top, there is a navigation bar with the Discovery HealthID logo, a search bar containing "Crbmmfdjmcj Grbmmfd", and user information for "Michael". Below the navigation bar, there is a "HealthID" section with a search bar and several icons. The main content area is titled "Population" and features a table with the following data:

NAME	SURNAME	SEX	AGE	LAST CONSULTATION	MEDICAL AID PLAN
Ambmmmbmdmf	Mabmmmbmdmf	F	52	-	Classic Delta Saver
Aybmjldjldjk	Rebmjldjldjk	F	16	-	Classic Comprehensive
Elbmldlhjld	Rebmldlhjld	M	13	-	Classic Comprehensive
Babmmccdbfn	Rebmmccdbfn	M	48	-	Classic Comprehensive
Tabmhdkcddb	Anbmhdkcddb	F	41	-	Executive Plan
Mabmbmjgffc	Sibmbmjgffc	F	76	-	-
Sabbbbcjffm	Sebbbcjffm	F	9	-	Classic Comprehensive

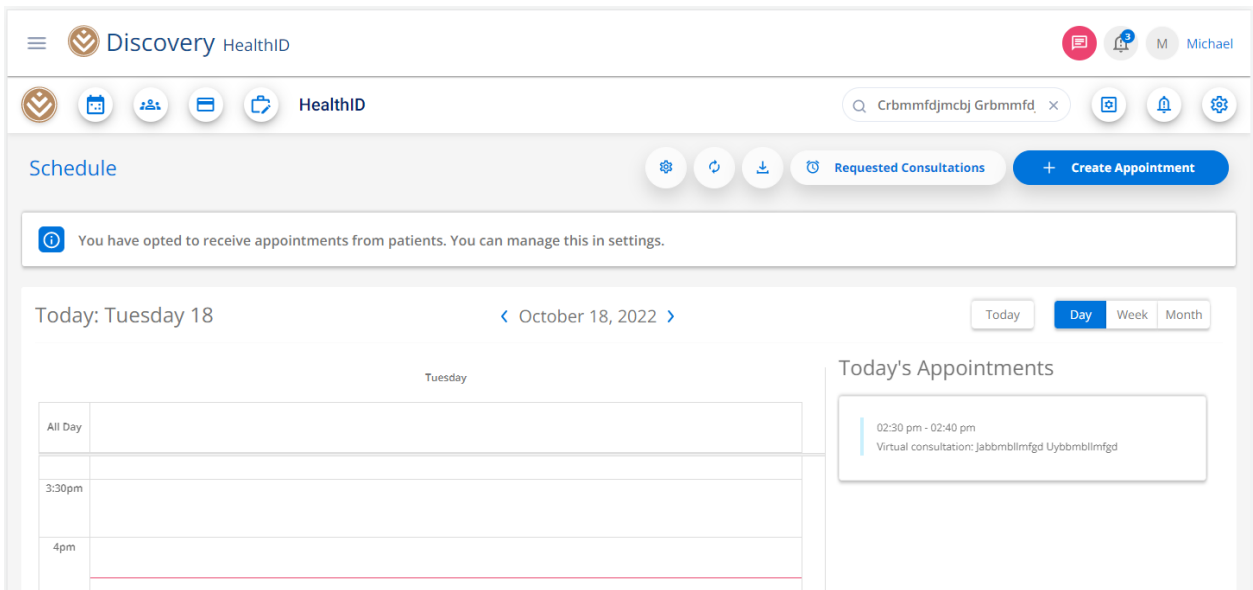
At the bottom of the table, there is a pagination control showing "Show: 7 Showing: 1 - 7 of 9012 patients" and a page indicator "1 of 1288".

2. Select "Calendar" from the dropdown menu.

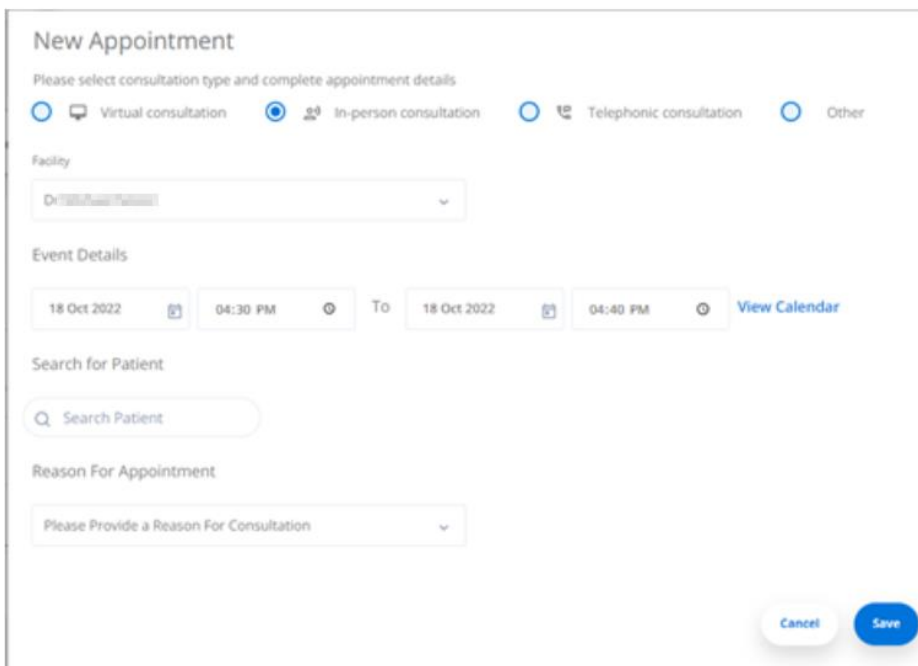
The screenshot shows the Discovery HealthID dashboard with a dropdown menu open. The menu options are "Schedule", "Calendar", "Requested consultations", and "Work schedule". The "Calendar" option is highlighted. Below the menu, there is a section titled "Requested Consultations" with a "Create Appointment" button.



3. You should be redirected to the schedule page. Click on “Create appointment”.



4. Once the user clicks on “Create Appointment”, a new appointment screen will appear.

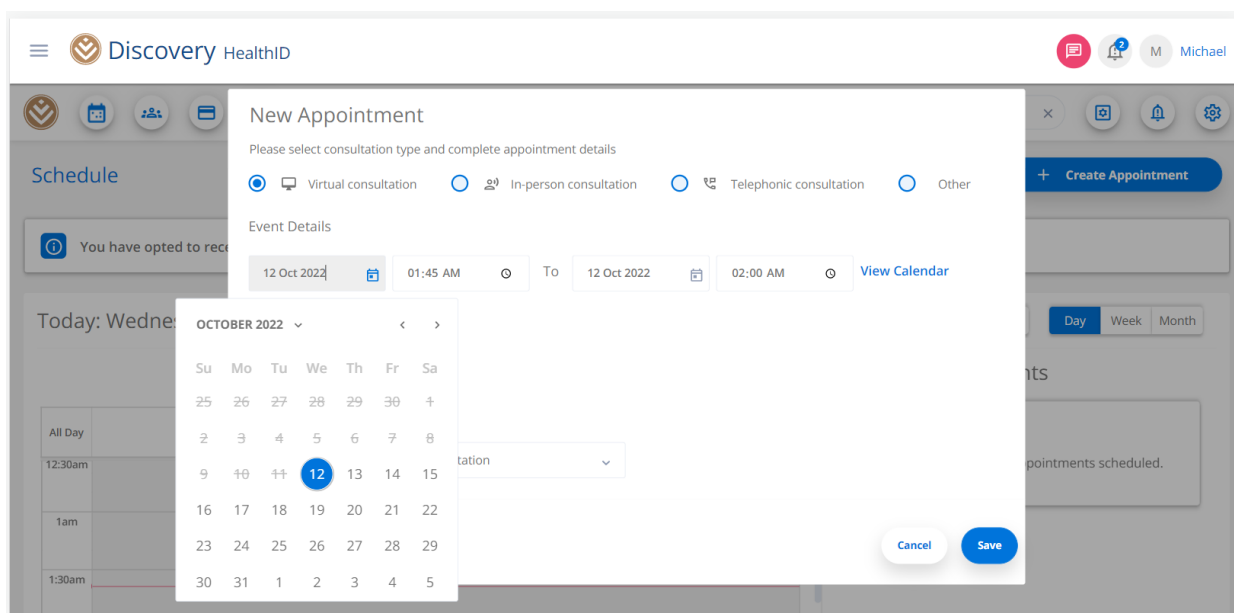


5. Select “Virtual consultation”.

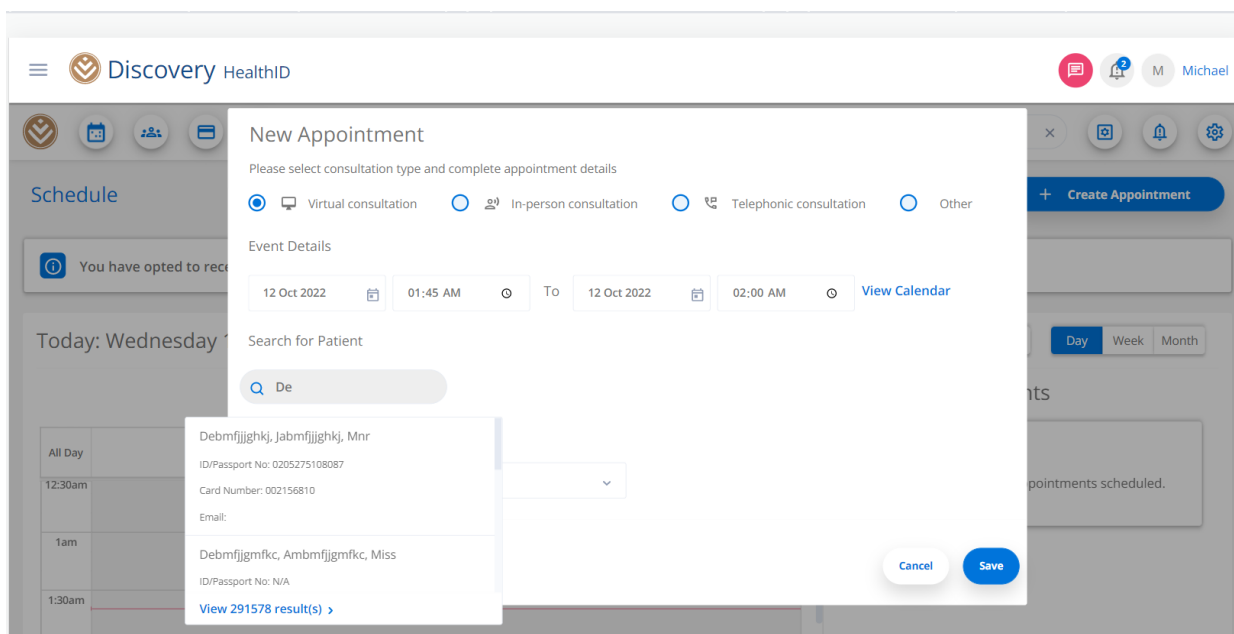
6. From the calendar, choose the date of the consultation.



7. Select the start and end time of the consultation.

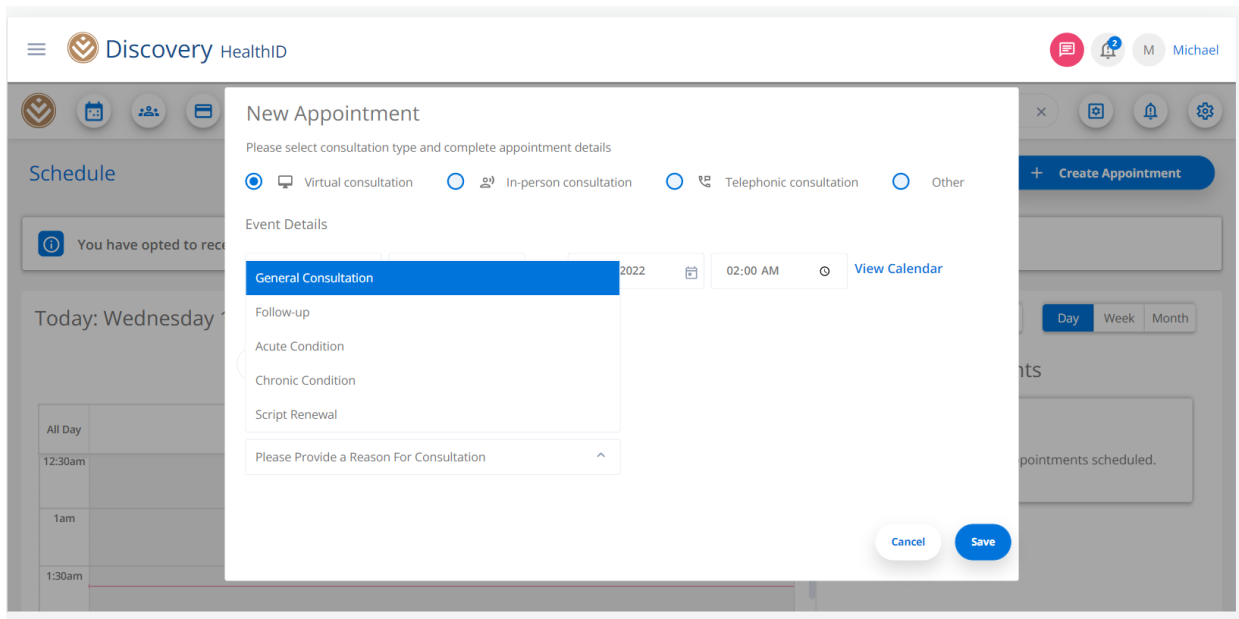


8. From “Search for Patient”, you can input the patient’s details to search for them.





- From “Please select consultation type and complete appointment details”, select a reason for the consultation from the dropdown menu.



- To complete, click on the “Save” button.