

# Go digital with Discovery HealthID 2.0 Healthcare made easier

HealthID 2.0 gives you a holistic view of your patients' health information which facilitates effective and efficient patient care, enabling better patient outcome. The platform reduces administration by assisting with electronic scripting and referrals.



# Functionality available **ON HealthID 2.0**

01

IN-CONSULTATION CHAT

02

ELECTRONIC HEALTH  
RECORD (EHR)

03

ELECTRONIC REFERRALS

04

ELECTRONIC MEDICINE  
SCRIPTING

05

PATIENT MANAGEMENT

06

CARE TEAM MANAGEMENT

06

RECOMED





# SEAMLESSLY ACCESS HealthID 2.0

using your Discovery username and password

## ACCESSING HealthID 2.0

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### HOW DO I REGISTER?

You can use your existing credentials used for HealthID or HP Zone. If you do not have credentials for these platforms, please follow the steps below:

- 01 | Go to the webpage: <https://www.discovery.co.za/d2hp/>
- 02 | Click on Log in.
- 03 | Click on the REGISTER button and follow the prompts.

### I FORGOT MY USERNAME OR PASSWORD

You can request a username reminder or reset your password online. Simply enter your ID or passport number and select the relevant options.

### I AM CURRENTLY LOCKED OUT OF MY ACCOUNT

Your account will be locked if you enter your password incorrectly five times.

Unlock your account by contacting the support team. The contact details are provided in the 'Feedback and support' section.

### FEEDBACK AND SUPPORT


If you have any questions or you need further support, please use the channels below:


Email: [ConnectedCareHP@discovery.co.za](mailto:ConnectedCareHP@discovery.co.za)


Call: 0860 44 55 66 (select option 4)


Operating hours: 07:00 to 17:00, Monday to Friday


# WHAT RECOMED CAN OFFER YOUR PRACTICE


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The platform also offers exposure to a marketplace of extra booking channels that connect healthcare practitioners with new patients. They do this by listing the providers on the digital portals of key industry stakeholders and on the internet.
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All Discovery Health network practitioners will receive patient bookings through HealthID 2.0.
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Patients can make bookings 24/7 for timeslots when you are available.
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You and your patients receive automated appointment confirmations and reminder emails and SMSs, increasing patient awareness and attendance for the consultation.
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You can integrate it (calendar sync) with your practice management application, supported by all major PMAs. This allows practices to work on a single platform so you do not have to manage duplicate diaries or calendars.
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You get support for existing practice workflows that is easy to manage.
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You get ongoing operational bookings support. They call and follow up with practices after patient bookings. This is to make sure that the practice attended to the patient in a way that fits in with the practice diary and workflow.
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You are charged per booking with no fixed costs, so this is a proven and risk-free way to grow practice revenue.



**HealthID 2.0 customers will get a 50% discount on RecoMed pricing for all bookings generated through Connected Care.**

Thus, HealthID 2.0 customers pay:

- For new patients: R7.50 per booking
- For existing patients: R1.50 per booking
- For patients booking through the RecoMed Marketplace channels: R15 per booking

The normal fees are

- For new patients: R15 per booking
- For existing patients: R3 per booking
- For patients booking through the RecoMed Marketplace channels: R15 per booking

RecoMed is offering a free trial to all Discovery Health network practitioners. Sign up for RecoMed and receive your first five bookings free of charge. They will only ask for your billing details after you have received five bookings.

Click [here](#) to sign up for RecoMed.

# USE YOUR **DOCTOR TOOLKIT** TO ENCOURAGE YOUR PATIENTS TO SIGN UP

This toolkit includes:

- Videos that can be played on screens in your practice
- Email template that can be sent to patients
- Newsletter inserts that can be included in your practice newsletters
- A 'how to' guide on the TytoHome device
- A one pager on how to link TytoHome to Discovery Connected Care
- A self-examination guide that shows members how to practice using the device before a consultation

If your patients have any questions or require further support please use the following channels

Number: 0860 99 88 77

[Visit the Connected Care webpage](#)

or

[Connected Care support for members](#)

ACCESS YOUR TOOLKIT HERE



