# Go digital with Discovery HealthID

How to get the most out of HealthID

Discovery
**HealthID**

# Log in to **HealthID**

**01 |** Tablet apps IPad - on app store Samsung (Android) – through web only (No App)

**02 |** Discovery website

**03 |** Certain practice manager applications

**Practice administration and clinical systems we are currently integrated with:**

- VeriClaim
- Practice Perfect
- HEALTHone Connect
- HealthBridge
- GoodX

We will keep adding to the list as we integrate with more partners.

**YOU WILL NEED**

Your username and password that you use for the Discovery website to access the application.

## Log in to HealthID on www.discovery.co.za

- Go to www.discovery.co.za and log in to the Healthcare Professional Zone with your discovery.co.za username and password.
- If you do not have a Discovery website account, you will first need to register and create your permanent username and password on www.discovery.co.za
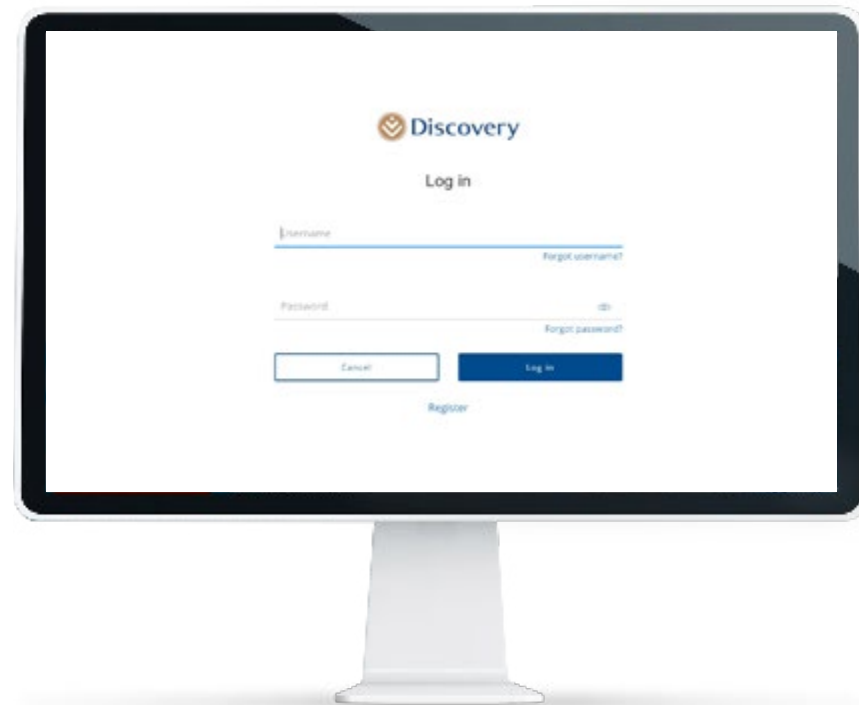
# Manage **consent**

## Consent options

### 01

#### On HealthID

Send a consent request from HealthID. The member can provide a confirmation code or sign using their finger or stylus or signature pad.

### 02

#### Discovery app or website for members

Before a consultation, members can log in to the Discovery app or www.discovery.co.za to manage consent.

### 03

#### SMS 31347

Members can SMS Consent3, date of birth, doctor's individual practice number to 31347.
E.g. Consent3,19720726,1543261

### 04

#### Practice manager tool

Practice managers can obtain member consent on your behalf on the Practice Manager Tool.

# Manage **consent**

### How to get consent

- To use HeatlthID for your patients, you first need to get their consent.
- If they have not already given you consent, they can do so using SMS, Discovery website or sign via a tablet or stylus. A signature pad has been introduced which has been attached to the computer as an option.
- Click on 'Request Consent' to start the process, select if the consent request should be sent using SMS, website or by tablet or stylus.
- If you select SMS, a one time pin will be sent to the registered cellphone number of the patient who can read it out for you to capture and verify.

- Click 'Submit' once you are done.
- If you select to use the Discovery website an email request will be sent to your patient asking them to log in to the website to grant you consent.
- If you select the option to sign by using a tablet or mobile device, the patient can sign using their finger or stylus or can use the signature pad.

# Manage **consent**

**HIV consent**

## Consent (HIV)

- You can request for consent to be sent via SMS, Discovery website or signature pad (attached to the computer).
- As part of this process, you can also request HIV consent. By selecting the tick box below Health Record Consent.
- Click 'Send Request' and agree to the terms and conditions.

> You must obtain consent before you can access the patient's HIV information.
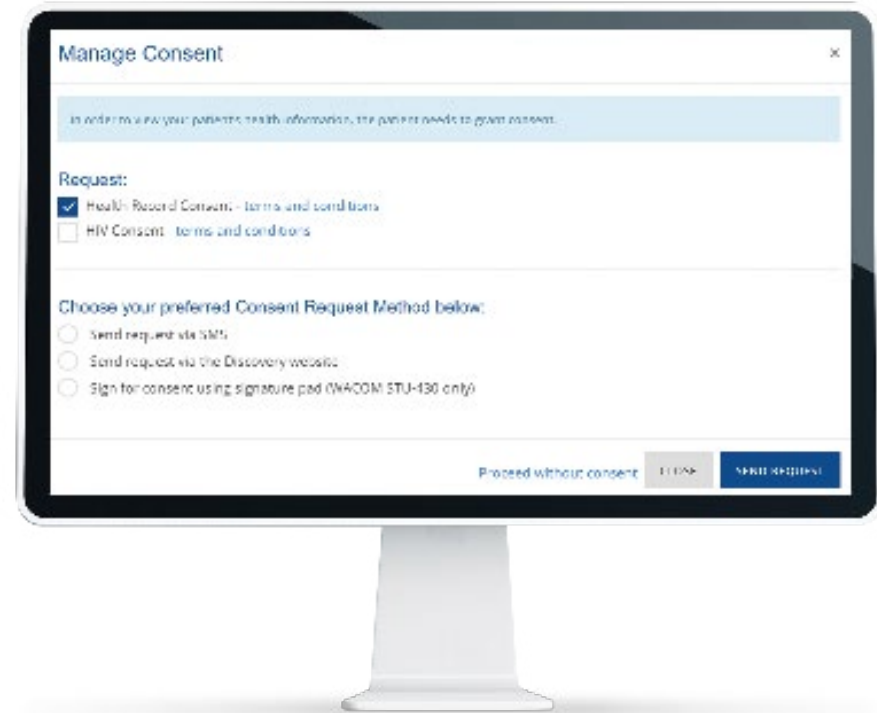
# **Find** your patients

### Landing page

- Once logged in, you will land on 'Your Practice' landing page.
- You can access a range of features on the landing page such as condition management programmes, DrConnect, personalised practice communication and more.
- You will also be able to select functionalities relating to your patients on the 'Your Patients' view by selecting 'Patient List'.
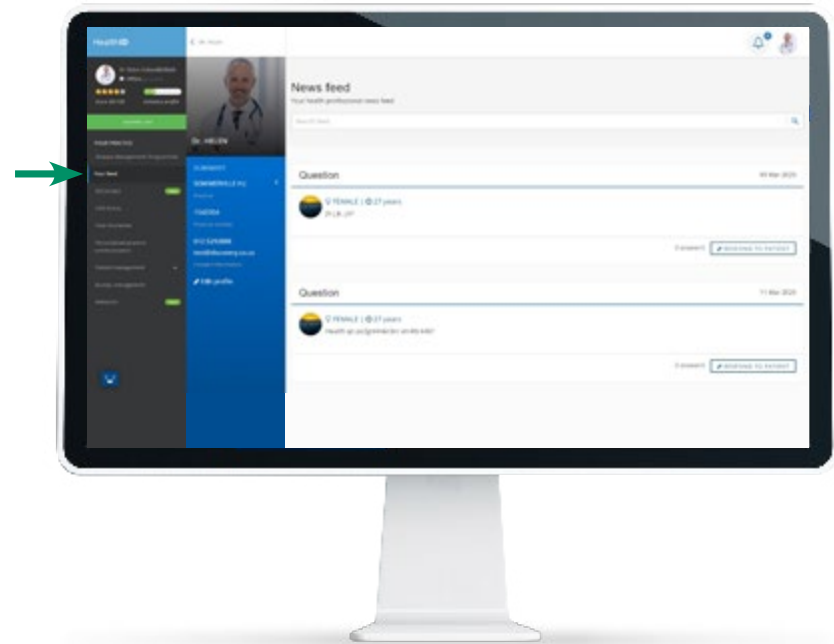
# **Find** your patients



## Patients list

- Click on 'Patient List'.
- Search for your patient using their medical aid membership number.
- If a patient has granted consent - a search can be done using first name or membership number. You can click on their name to view their patient dashboard.
- If the patient has not granted you consent yet, you will need to request consent.
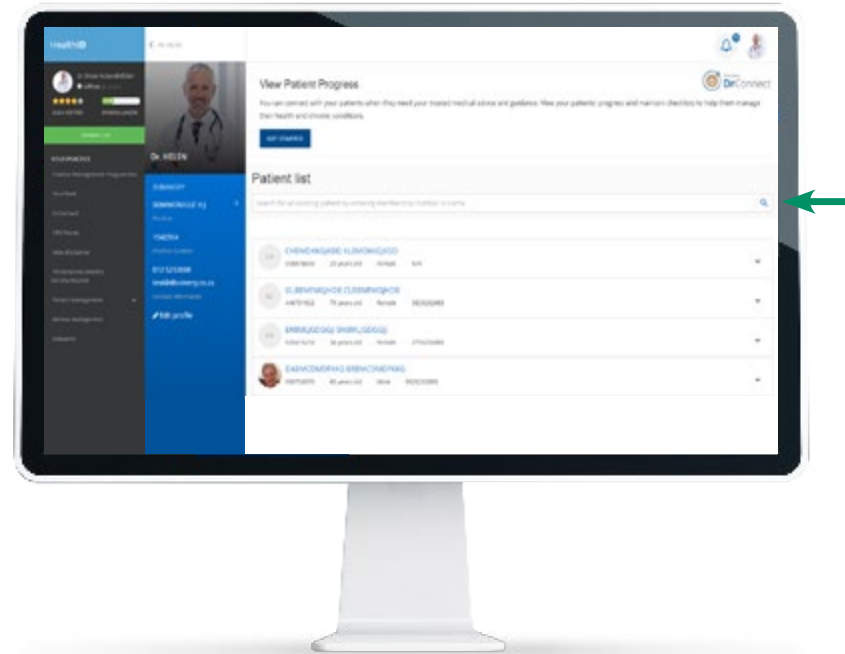
# **Patient** dashboard

- The patient dashboard displays:
  – A summary of their key body metrics (Age, Blood type, weight, height, BMI)
  – Medical aid plan
  – Allergies
- You will be able to view a summary of your patient's:
  – Medication (chronic and day-to-day)
  – Episodes of care
  – Doctor visits
  – Hospital Admissions.
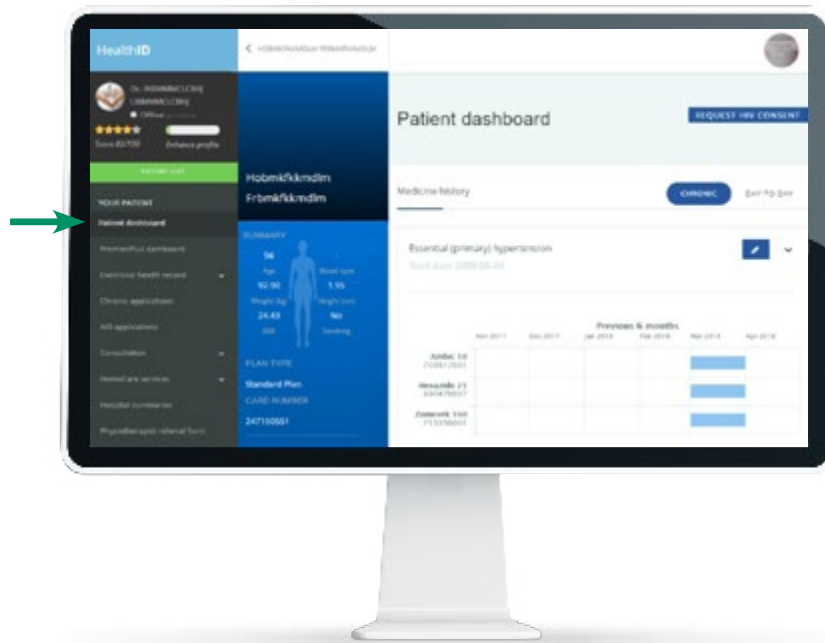
# **Electronic** Health Record (EHR)

- For your patient's EHR, click on 'Electronic health record'
- The EHR consist of a timeliine where you can view:
  - Chronic benefit applications
  - Day-to-day and chronic medicine
  - Doctor visits
  - Hospital admissions
  - Pathology results and claims history
  - Measures and tracking.
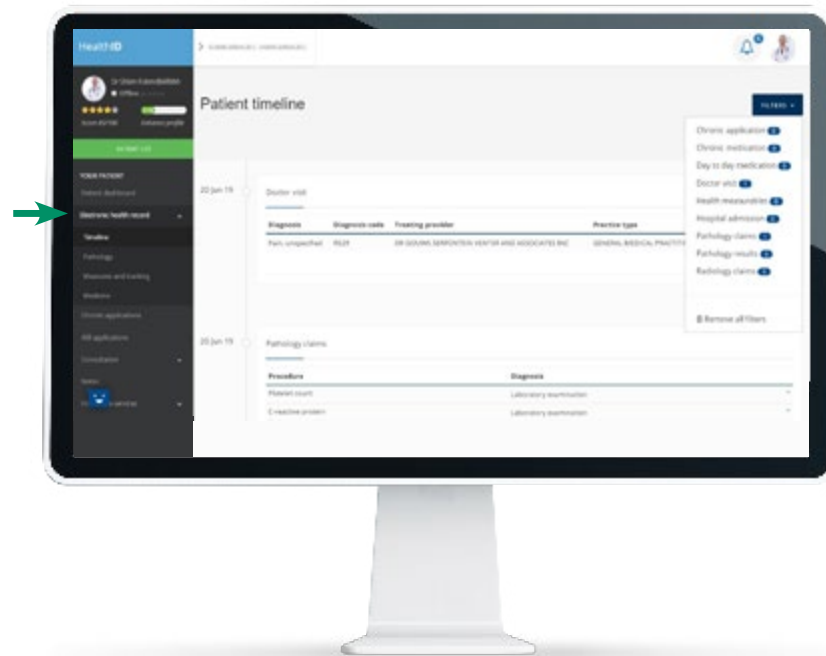
# **Premier Plus** dashboard

- As a Premier Plus GP you will be able to manage your patient's chronic conditions through the Premier Plus dashboard.

- To access the Premier Plus dashboard, click on 'Disease Management' on the left panel.

- The disease management Premier Plus dashboard only displays patients who are already enrolled on a care programme ...

  In order to activate or request a patient's CardioCare/Mental HealthCare or Diabetes Care the doctor must access the Premier Plus Dashboard via the Patient Profile and Click "Activate" or "Request"
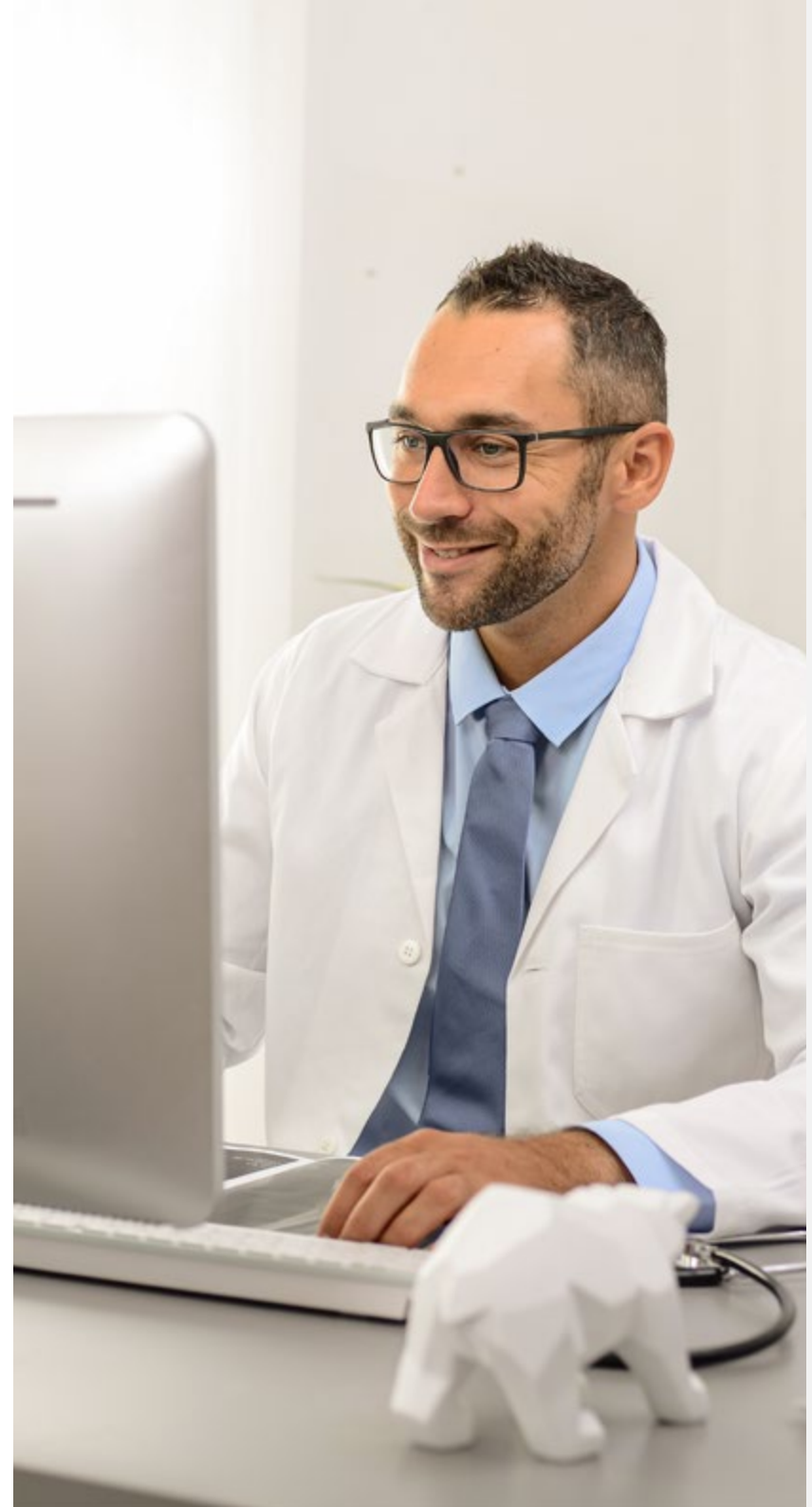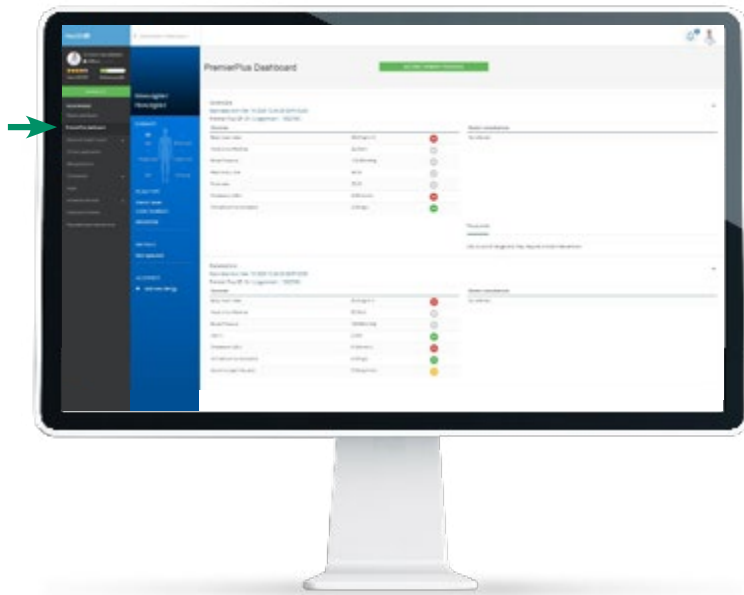
# **Chronic Illness** Benefit application

### New chronic application

- You can view the status of existing chronic benefit applications or initiate new applications
- For a new Chronic Illness Benefit application, click on 'Chronic applications' on the left menu and then click 'New application'.
- If the patient has previously applied for the Chronic Illness Benefit, the current applications will display under 'Chronic illness benefit history'.
- You are able to replace or remove existing medications where necessary.
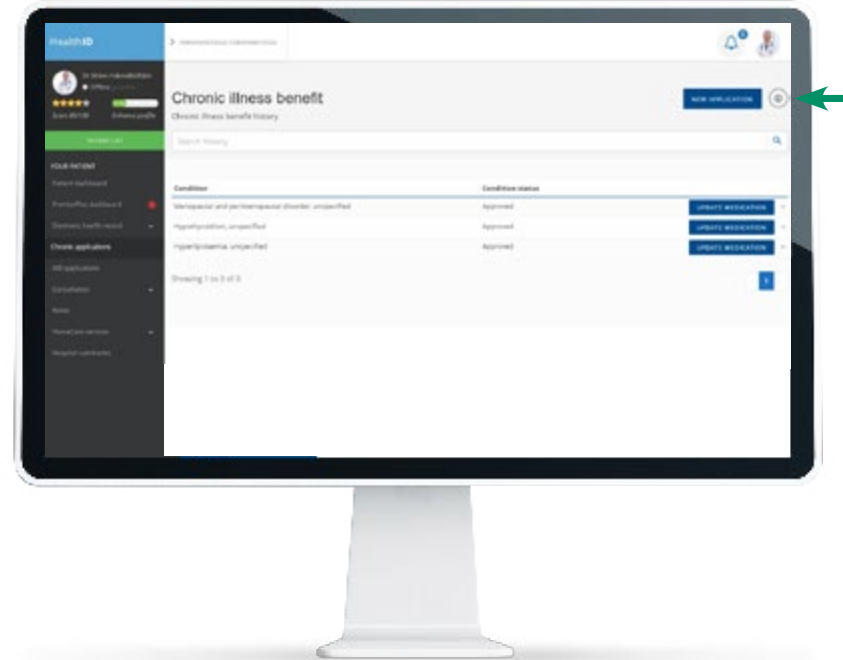
# **Chronic Illness** Benefit application

## Confirm details

- Complete all the relevant fields and click on 'Next'.
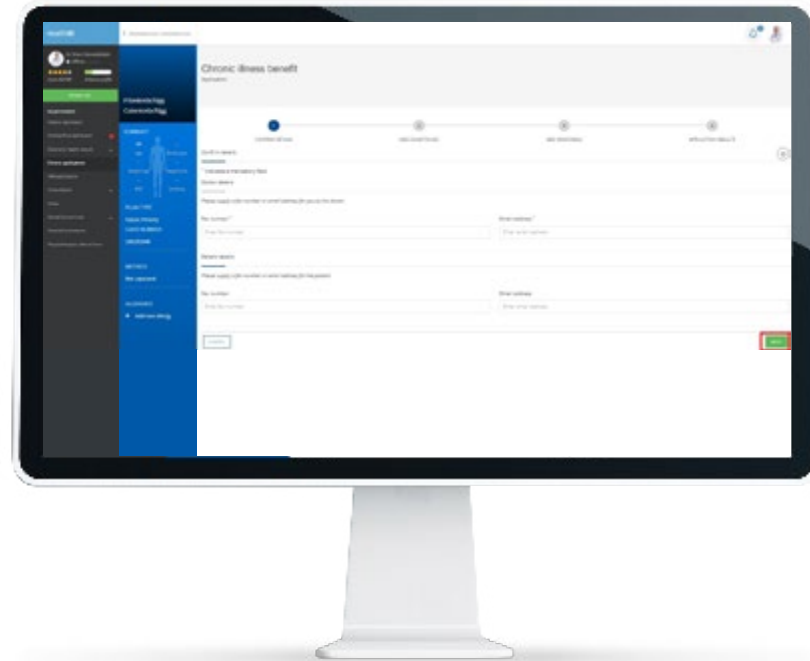
# **Chronic Illness** Benefit application

### Add condition/s

- Select the condition from the dropdown list and indicate the date of diagnosis and click on 'Add condition to application'.
- Benefit entry criteria may be required and you will have to complete this before you can move on.
- Once all information has been captured, click on 'Next' to move to the next screen.
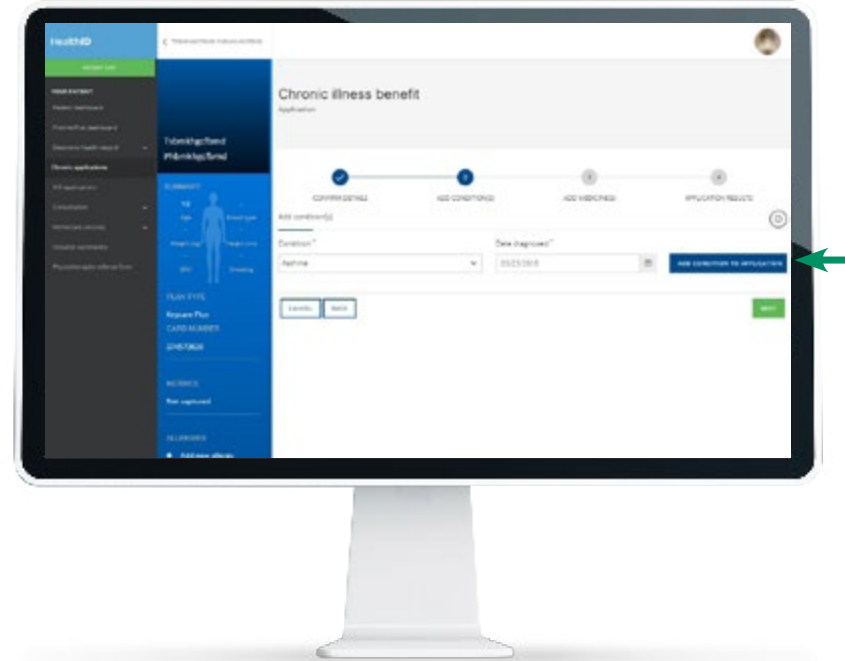
# **Chronic Illness** Benefit application

### Add medicine/s

- Click on 'Add medicine' to apply for the medicine for the patient's condition.
- Medicine on the 'Formulary' list will be covered in full. If the medicine is not on the formulary you can select any other medicine but the patient will likely have a co-payment.
- Complete the quantity field, duration and click on 'Add' to add the medicine.
- Click on 'Add more medicine' if you want to add more medicine. Once done, click on 'Next' to view the outcome of the application.
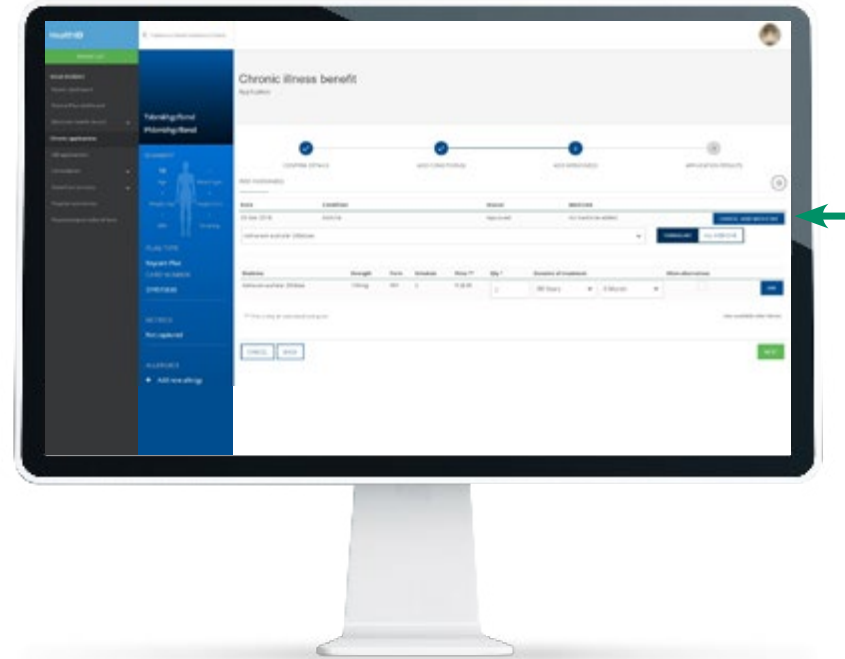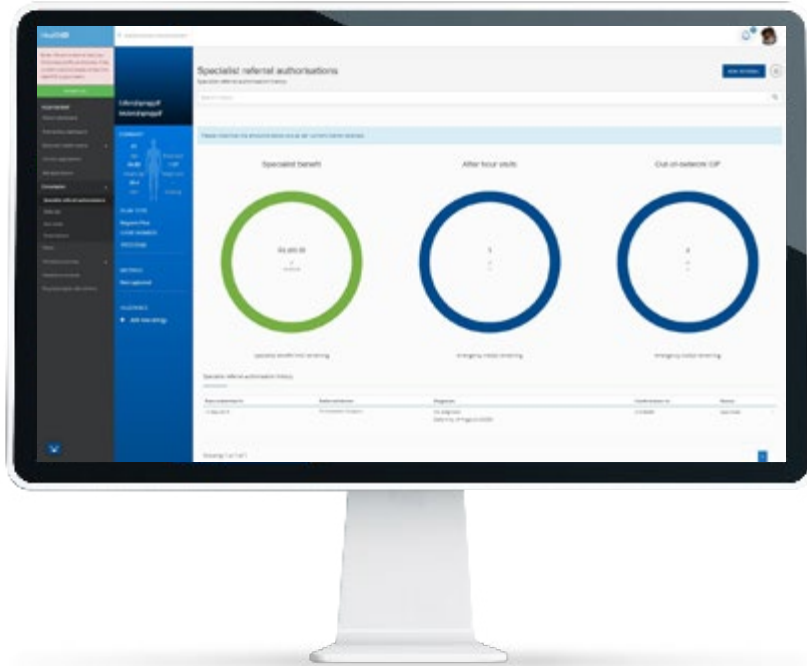
# **Referrals to**
# Healthcare Professionals

- To refer a patient to another doctor click on 'Referrals' under 'Consultations' on the menu.
- Complete the relevant fields and click on 'Create referral' on the bottom right of the page to finalise the process.
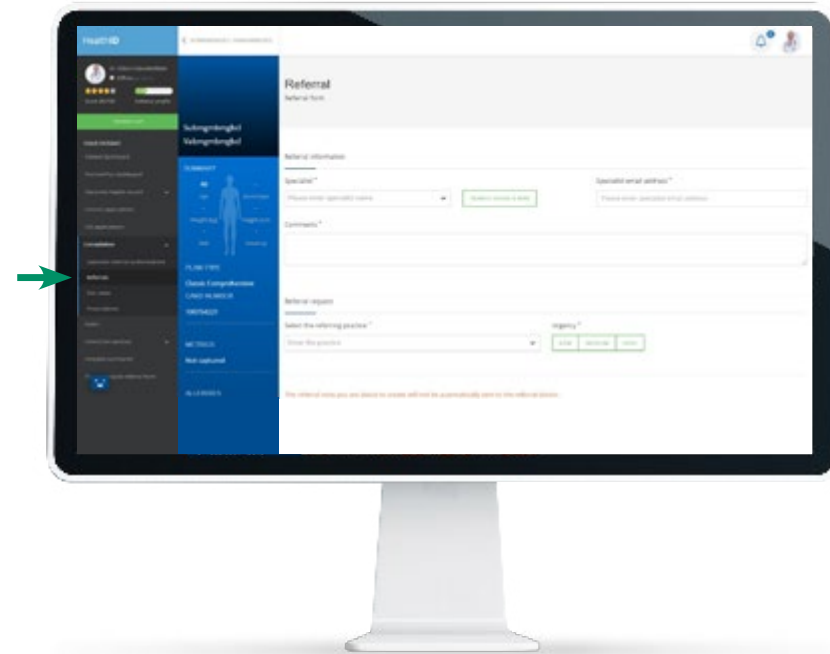
# **Specialist** referral authorisations

- Certain plans* such as KeyCare, require that patients need to be referred to a specialist by their chosen GP.
- When you've selected "Specialist Referral Authorisations", you'll have a view of your patient's specialist benefit limits and balances.
- To refer your patient, click on "New Referral" on the top right corner of the screen.
- Complete the form and click on 'Next' to finalise the process.



* For plans that do not require specialist referral authorisation, a message will be displayed on screen upon clicking the 'Specialist referral authorisation' menu item.

# Hospital discharge
## summaries

- View hospital discharge summaries
- Surgeons and physicians can also complete the hospital discharge summaries.
- If you are the treating doctor, you can can capture notes. Click on "New Summary" on the top right corner of the screen to capture hospital discharge notes.
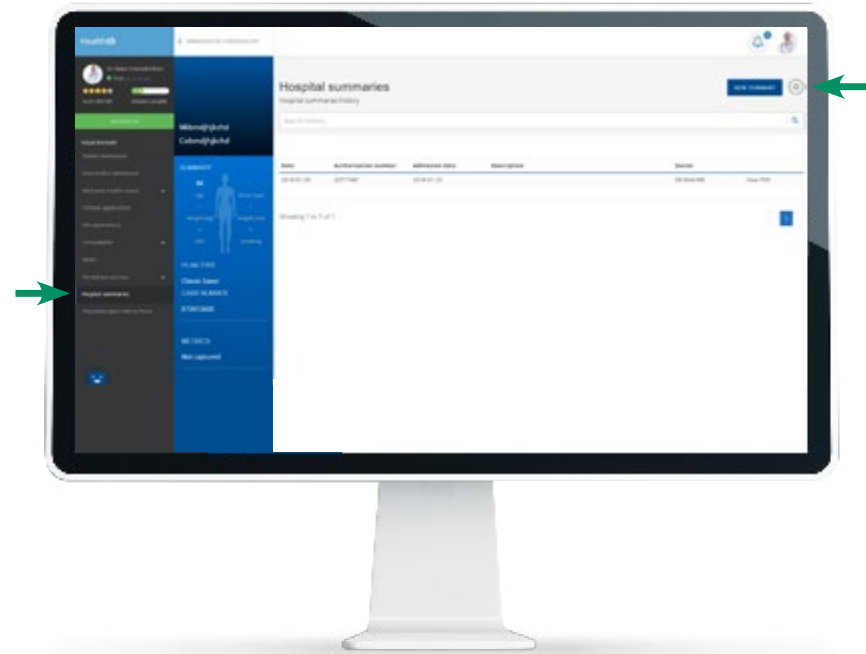
# Connect with your patients anywhere, anytime with HealthID DrConnect

*HealthID DrConnect is an innovative virtual care platform that connects our members with their doctors and trusted medical advice, transforming the healthcare experience for both you and your patients. Connect virtually with your patients or join a global information-sharing network of over 140 000 doctors across 200 countries and 147 specialties.*

## ANSWER QUESTIONS

Answer health questions related to your area of specialty and contribute to the largest library of peer-reviewed doctor answers to common medical questions.

## VIRTUAL CONSULTATIONS

Conduct follow-up virtual consultations with your patients using video, voice or text and claim for these consultations using the VCONS code supported by a short clinical note. Set up your virtual practice hours so your patients will know when to connect with you for virtual consultations.

Get started for virtual consultations in DrConnect:

- Go to your Settings
- Click on Consult Settings
- Set your virtual office hours under the 'Your Virtual Practice' hours tab
- Select the days and times you would like to make available

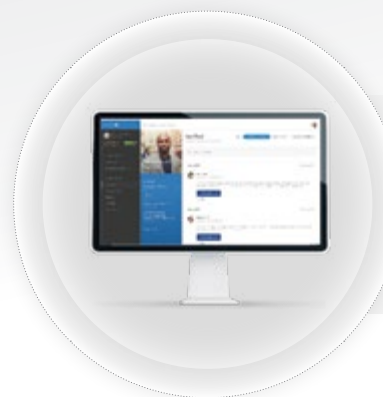Your patients will now be able to schedule follow-up virtual consultations with you.

## PRESCRIBE HEALTH GOALS

You can prescribe personalised tips and checklists to help your patients manage their health goals and chronic conditions.

## CONNECT WITH PEERS

Connect and consult with your peers on complex cases and referrals.

### ACCESS HEALTHID DRCONNECT

Access DrConnect through HealthID web on www.discovery.co.za or the HealthID app.
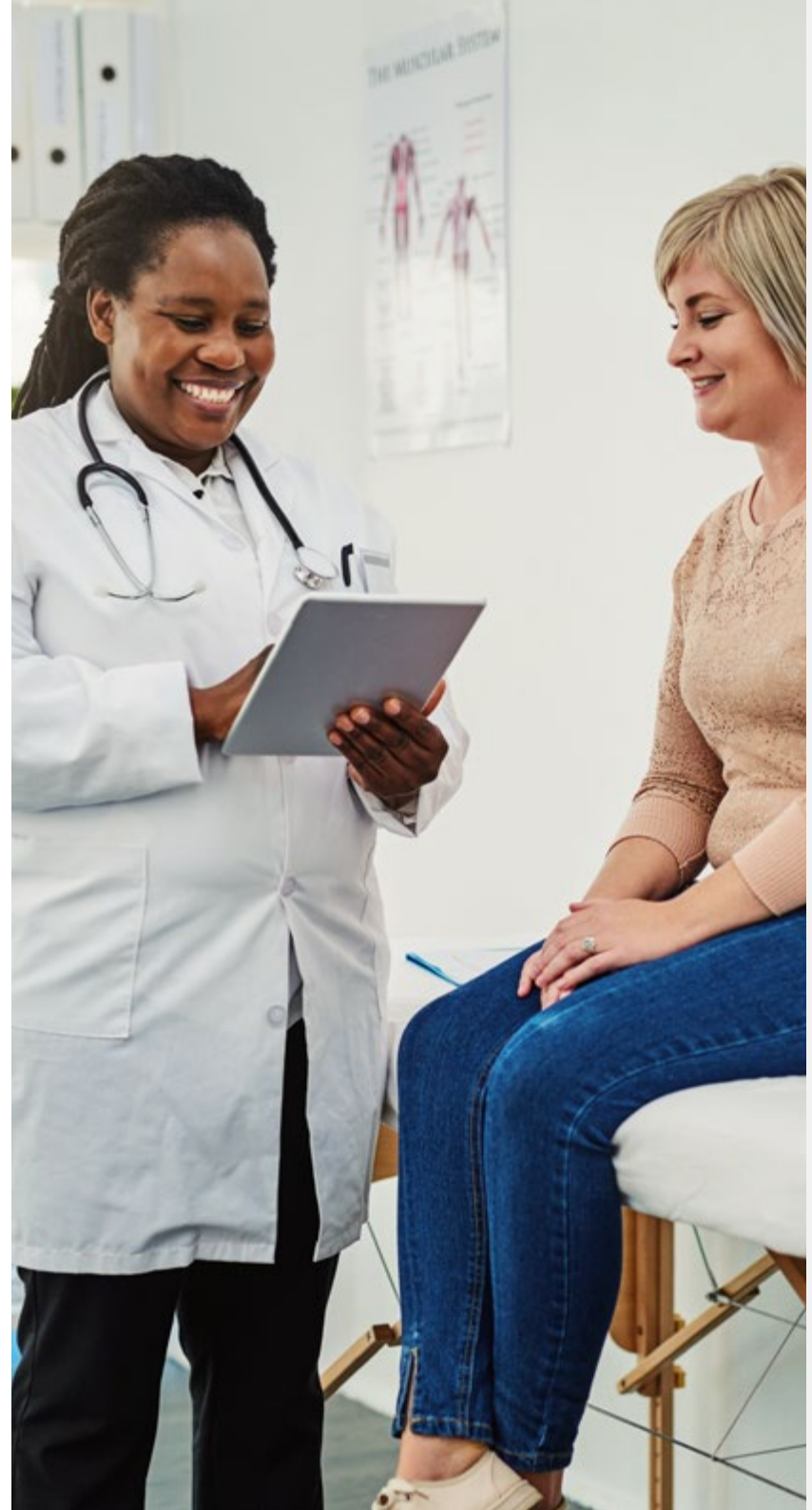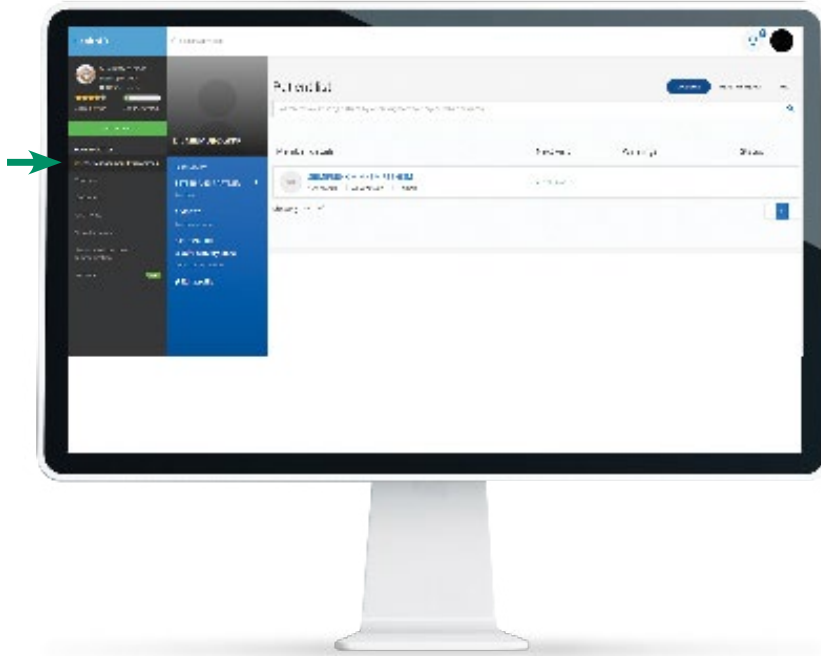
# **Connect** with your patients

- Select DrConnect on the main HealthID menu
- The DrConnect newsfeed displays questions posted by DrConnect users. You will be be able to respond to any of these questions.
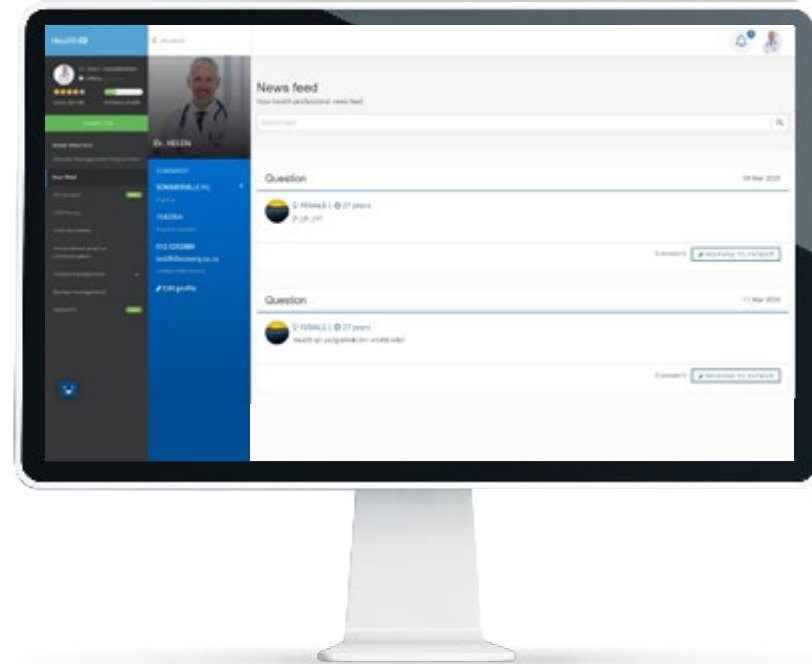
# **Disease** management

- Click on Disease Management Programmes to view a list of your patients enrolled on Discovery's condition management programmes.

# **Personalised** Practice Communication

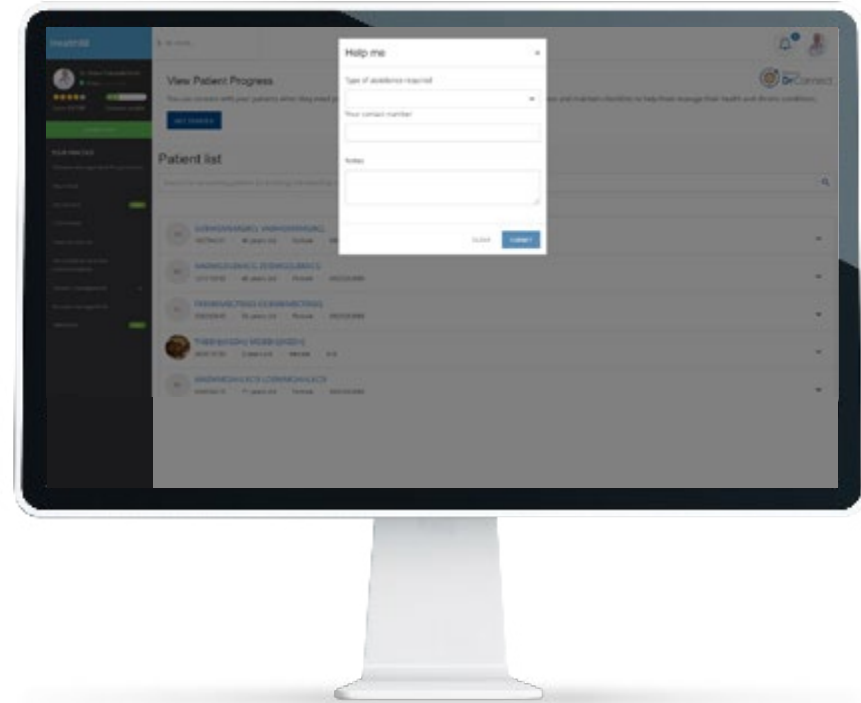### Reports and tariff letters

- Click on 'Personalised practice communication' on the main menu.
- 'Select your practice' from the drop down list'.
- Select the report name you wish to view from the 'Document type' drop down list and click on the 'Retrieve Document button'.
- Available documents include:
  - Practice quality reports
  - Engagement and Compensation Fee Report
  - Diabetes Programme Fees
  - Year-end tarriff letters
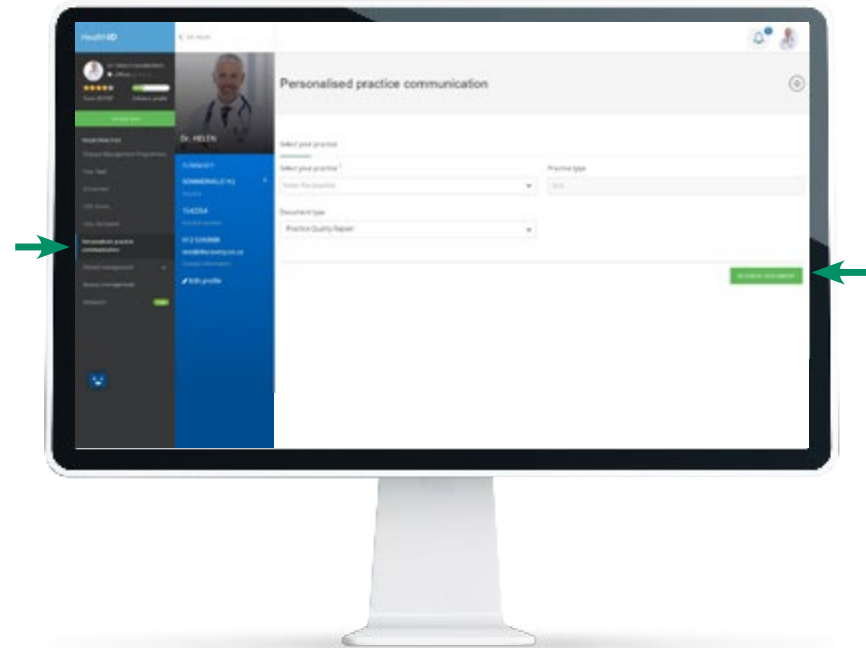
# **Help** me

- With the "Help me" feature, you can request clinical, technical or administrative assistance.

- To access the 'Help me' feature', click on your profile picture icon on the top right of every screen and select the 'Help me' menu option.

- Complete the form and submit.

Discovery