Discovery

2021

DISCOVERY HEALTH

HEALTHCARE PROFESSIONAL POPIA COMMUNICATIONS GUIDE

How we will communicate with you under the Protection of Personal Information Act (POPIA)?

As you are aware, with effect from 1 July 2021, information gathering and sharing must comply with the Protection of Personal Information Act (POPIA), when the regulations become fully enforceable. The purpose of this guide is to explain how to register on the Healthcare Professional Zone and how to access the secure inbox.

What is changing about communications under POPIA?

Any communication from Discovery Health that contains any personal information related to yourself, your practice and your patients (for any member of the medical schemes administered by Discovery Health), will be sent to you in one of the following ways:

1. **Communication will be sent to a secure inbox on the Healthcare Professional Zone**

   Your secure inbox is housed on the Healthcare Professional Zone at www.discovery.co.za. You can login to the Healthcare Professional Zone from any web browser to access your communications.

2. **Communication will be sent via email with attachments which will be password protected**

   If you see an attachment included with the email communication we send, it means we have been able to successfully secure the personal information with a password. To open the attachment, you need to:
   o Have Adobe Reader installed
   o Open the attachment and then enter the password when prompted. The password is your unique South African identity number. If you do not have a South African identity number, your password is your date of birth in the format of YYYYMMDD (year, month and date with no special characters or spaces).

We will be transitioning to this secure communication before the end of June 2021.

How to register on the Healthcare Professional Zone if you do not have website login details

You need to register on our website to create a Discovery Digital ID (username and password). To register, follow the steps below:

- Go to www.discovery.co.za
- Click on Register
- Enter a form of identification to create a one-time pin (OTP)
- Select the communication channel (SMS or email)
- Enter the OTP you receive
- Create a username and strong password
- Read and accept the terms and conditions

If you are an existing Discovery client and have login details in your personal capacity, you will have access to different landing pages on our website. Login using your existing details, and then change the default "You and your family" in the top navigation bar to "Healthcare Professionals".

Where to find your secure inbox

To access your secure inbox, follow the steps below.

1. Log into www.discovery.co.za
2. Select **Healthcare professionals** from the top navigation drop down
3. Click on the **Communication** tab at the top of the page
4. Select **Personalised practice communications**
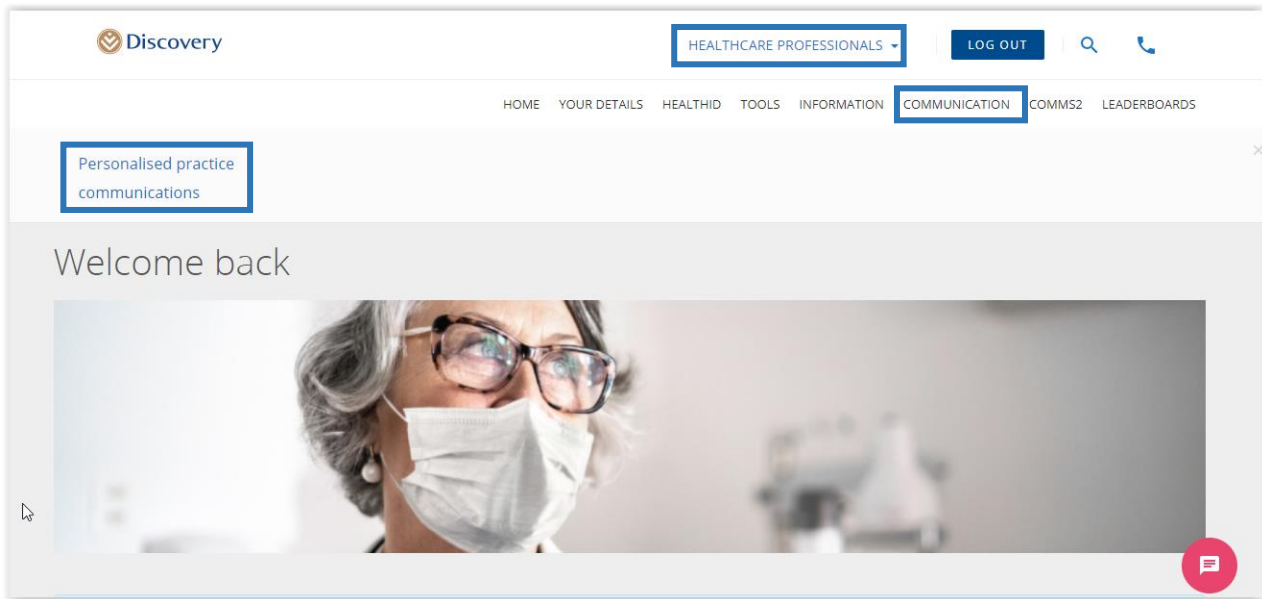
5.   Select if you are acting on behalf of yourself (as a practitioner) or your practice.
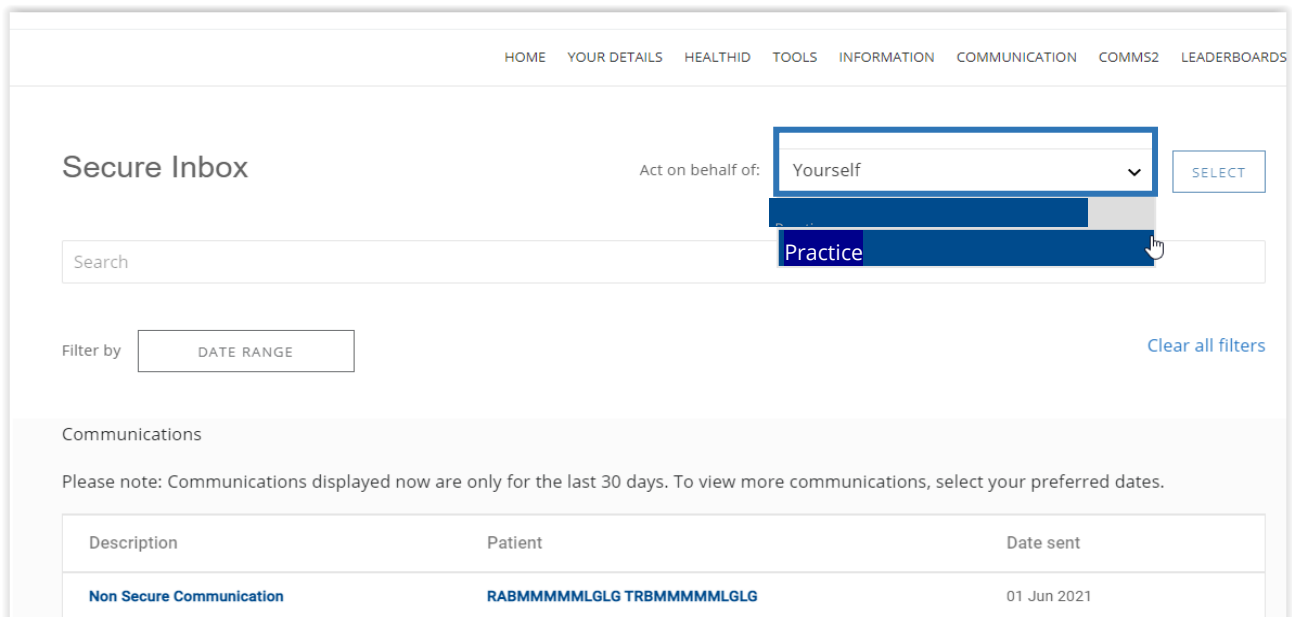
How to search for documents in your secure inbox

Your secure inbox includes the ability to search for documentation by following the steps below:

1.   Use the search tab to enter your patient's name or search for a document heading
2.   You can define the date range for your search using the filter
3.   Select "Clear all filters" to remove the search filters

All documentation in your secure inbox is ordered chronologically.

Secure Inbox

Act on behalf of: Yourself ▾   SELECT

Search

Filter by   DATE RANGE   Clear all filters

Update your email address on record

If you want to update the email address we have on record for you, email a change request on your practice letterhead to provider_administration@discovery.co.za. You will receive confirmation once the change has been actioned.

Granting access to your staff in your practice or bureau (where applicable)

We are making changes to our identification and validation process. To ensure that we can service you and your practice seamlessly, please ensure that the necessary personnel are linked to your practice. You must grant personnel within your practice access to the secure inbox for them to:

•   Access information, including practice communication and practice claims statements
•   Make enquiries on behalf of your practice by email and telephone.

To grant your staff access to your secure inbox, please download and complete the Practice management and web access details form. Please include copies of all identity documents for your practice staff who need access to the website and your practice information.

For telephonic interactions, all individuals calling from the practice or on behalf of the practice will be required to go through a verification processs where they will be asked to confirm their ID number.

Find out all you need to know about POPIA and how to prepare

We have put together a series of POPIA podcasts and a downloadable 10-point checklist to help you and your staff prepare.

POPI Act Podcast for healthcare professionals

WITH LARRY BOROWITZ