



Text-based or video consultation with a qualified, experienced, Clinical Psychologist.

Online Psychologist Consult (unscheduled)

Would you like to speak to a psychologist but have a tight budget?



1. Accessible from any device with an internet connection: computer, cell phone or tablet.

2. Safety remains our top priority, and the psychologist will advise if seeking in-person care would be better for you given your unique situation.

3. Counseling support through:

- Psychotherapy and diagnostic evaluation
- Condition specific education
- Implementation of relevant treatment modules



Quality healthcare



On-demand services



Pay as you need



No monthly commitment

FAQ's

What is included as part of the Online Psychologist consult?

- Text-based or video consultation with a qualified, experienced, Clinical Psychologist within the Intercare Online Clinic
- Counselling, psychotherapy, diagnostic evaluation and condition-specific education, implementation of relevant treatment modules
- A sick note and/or referral letters can be provided according to the psychologist's assessment of your problem, and can be sent directly to you electronically

- Accessible from any device with an internet connection – computer, mobile phone or tablet
- Safety remains our top priority, and the psychologist will advise if seeking in-person care would be better for you given your unique situation.

Will my information be private and confidential?

Yes, none of your information will be shared with anyone else without your permission and will be treated as highly confidential.

What are some of the common conditions the Online Psychologist consult can assist with?

- Anxiety disorders
- Mood disorders
- Eating disorders
- Self-harm and suicidal ideation
- Complicated Grief & Bereavement
- Trauma related disorders
- Adjustments disorders
- Self-esteem and self-regulation problems
- Body and appearance concerns and related conditions
- Gender identity distress
- Emotional abuse and related conditions
- Emotional struggles related to Infertility, Miscarriage, Illness/Injury, Retrenchment, etc.
- Stress & Burnout
- Anger Management
- Resilience

Do I have to make an appointment for an Online Psychologist consult?

No, the Online Psychologist visit is focused on helping you to consult with a Psychologist as soon as possible. You will therefore be seen by the next available Psychologist within the Intercare Online Clinic, usually on the same day you request a consultation.

Can I choose which psychologist I speak with for my Online Psychologist consultation?

No. Once you enter the Intercare Online Clinic, you will be allocated to the next available Psychologist. However, the Psychologist will be able to see certain prior history and information captured during your previous mental health visits to the Intercare Online Clinic, which helps them provide you with more personalised and informed care.

What are the steps in accessing the service?

1. Go to the Intercare website at www.intercare.co.za
2. Click on the "Log in" or "Sign up" buttons to access your HealthBeat user account
3. Selected the correct user's profile, then click on "Dashboard" in the menu
4. Click on the "Mental Health" tile on the dashboard
5. Click the "Learn more" button on the "Chat with a Psychologist online" tile
6. Click the "Continue" button
7. Accept the Intercare Online Health Services Terms of Use
8. Select "Voucher code" as your payment method
9. Enter your voucher number in the field provided and click "Proceed"
10. Click "Continue" once your voucher has been validated
11. Once within the Digital Clinic, click "Start new discussion" and follow the prompts to complete the symptom assessment.
12. Once you have completed the symptom assessment, keep the discussion open in your browser and check it regularly for a response.
13. The Psychologist will respond to your discussion within 6 business hours.

What if I experience technical problems with accessing or using the Intercare Online Clinic?

Click on the "Support" bar at the bottom right of your screen, select "Technical support" and send a message to our technical team with your query.

Alternatively, you can contact Intercare Customer Support at: Tel: 086 999 0669 / 012 368 8958

Email: customersupport@intercare.co.za

What if I don't receive the documentation that should have been sent to me following the consultation, like a script, sick note or referral letter?

Please contact Intercare Customer Support at: Tel: 086 999 0669 / 012 368 8958

Email: customersupport@intercare.co.za

What does unscheduled mean?

This means that you do not have to book an appointment to have an online consultation with the Psychologist. Once you have completed your online symptom assessment, the Psychologist will respond to you within 6 business hours, at which point you can conduct a discussion in real time or keep the discussion asynchronous as it best suits you.

What is not included in this service?

This service does not include prescriptions for medication.