



*Text-based or video consultation with a qualified, Registered Counsellor.*

## Online Counsellor Consult (unscheduled)

*Would you to work through your  
emotional trauma?*



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

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

**3.** Counselling and coping skills for a wide range of issues, including:

- stress and anxiety
- grief and bereavement
- anger management
- trauma and emotional struggles



Quality healthcare



On-demand services



Pay as you need



No monthly commitment

## FAQ's

### *What is included as part of the Online Counsellor consult?*

- Text-based or video consultation with a qualified, experienced Registered Counsellor within the Intercare Online Clinic.
- Professional psychological counseling and education of the conditions listed below. In addition, when further intervention is indicated, the counselor will provide referral letters and guide the referral process to other mental health practitioners.
- Accessible from any device with an internet connection – computer, mobile phone or tablet.
- Sick notes and referral letters can be sent directly to you electronically.

Safety remains our top priority, and the counsellor 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 Counsellor Consult can assist with?***

- Coping skills for problems such as anxiety, depression, adjustment, or stress
- Grief & Bereavement
- Emotional struggles related to Infertility, Miscarriage, Illness/Injury, Retrenchment
- Stress & Burnout
- Anger Management
- Resilience Building
- Trauma
- Adjustment difficulties

### ***Do I have to make an appointment for my consultation?***

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

### ***What are the steps in accessing the service?***

1. Go to the Intercare website at [www.intercare.co.za](http://www.intercare.co.za) on any device with access to the internet.
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 registered counsellor 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 Registered Counsellor will respond to your discussion within 6 business hours.

### ***Who can I contact 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](mailto: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 Registered Counsellor. Once you have completed your online symptom assessment, the Registered Counsellor 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 suits you.