



On-demand access to professional medical advice: speak with a GP when you need it most.

Virtual GP Consult

Would you like to save your time and money? Do you need medical advice?



- 1.** Intercare offers you affordable and immediate access to a virtual GP consultation.
- 2.** Through Intercare's Online Practice, a vast range of GP's are available virtually as and when you need them.
- 3.** Anytime, anywhere access to professional medical advice.



Quality healthcare



On-demand services



Pay as you need



No monthly commitment

FAQ's

What does the Virtual GP consultation include?

You have access to a virtual consultation with a qualified and experienced GP within Intercare's Online Clinic. You can choose to communicate via video, voice or text.

Do I have to make an appointment for my Virtual GP consult?

No, the Virtual GP consult is an on-demand service. You will be assisted within ten minutes of completing the easy screening questions.

How do I redeem the Virtual GP service?

1. Go to the Intercare website at www.intercare.co.za on any web-enabled device.
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 "Online Consult" tile on the dashboard
5. Click the "Continue" button on the "Consult with a professional now" tile
6. Accept the Intercare Online Health Services Terms of Use (this step will only be completed once when using the service for the first time)
7. Select "Voucher code" as your payment method
8. Enter your voucher number in the field provided and click "Proceed"
9. Click "Continue" once your voucher has been validated
10. Once within the Digital Clinic, click "Start new discussion" and follow the prompts to consult with a GP.

Can I choose which GP I speak with for my consult?

No. Once you enter the Intercare Online Clinic, you will be allocated to the next available GP. If you have used the Intercare network previously, the GP will be able to access your medical information which improves the virtual experience and allows for a more personalised and informed service.

Who can I contact if I experience technical problems while accessing or using the Intercare Clinic Online?

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

Please 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

When can I make use of this service?

This service is available during the following hours:

Weekdays - 07:00 to 19:00

Saturday - 08:00 to 15:00

Sundays - 09:00 to 13:00

Public Holidays - 09:00 to 13:00 (excluding Christmas Day and New Year's Day)

How long will I have to wait for a GP and what can I do if I wait too long?

This is an on-demand service meaning that you should receive a response from a GP within 10 minutes of completing your pre-consultation assessment.

If you feel that you have been waiting longer than this, you can reach out to the Intercare Customer Support at: Tel: 086 999 0669 / 012 368 8958. Email: customersupport@intercare.co.za

Can I purchase this service for someone else?

Yes, you may gift this service to another individual to redeem. If this service is provided a part of an employment benefit, please refer to your company's policy for more information.