



Medicross Healthcare Group (Pty) Ltd

A Netcare Group Company

Telehealth Consultation

1. Definition:

- 1.1. **Telehealth** refers to healthcare services provided virtually via information and communications technologies platforms, such as interactive messaging, audio and/or video technology.
- 1.2. **Practice** refers to the entity providing the Telehealth consultation and may be either of the below entities:
 - 1.2.1. NETCARE HOSPITALS PROPRIETARY LIMITED;
 - 1.2.2. NETCARE HOSPITALS PROPRIETARY LIMITED trading as NETCARE 911 PROPRIETARY LIMITED;
 - 1.2.3. MEDICROSS HEALTHCARE GROUP PROPRIETARY LIMITED; or
 - 1.2.4. AKESO CLINICS PROPRIETARY LIMITED

2. Process:

- 2.1. A Telehealth consultation will ONLY be conducted with a patient him-or herself;
- 2.2. In the event of a minor such consultation will be held with the custodial parent present;
- 2.3. During a consultation on the platform, you, as the patient/participant would have the opportunity to engage with a health care provider;
- 2.4. The health care provider will assess the medical enquiry at best and provide you with the required health advice, script and special investigations that your clinical needs might indicate and in accordance with the information provided by you;
- 2.5. Should the health care provider deem it necessary based on your clinical presentation you might be referred for in-

2.6. person examination, treatment or follow-up care.

3. Advantages:

- 3.1. Telehealth is convenient and promotes easy access to healthcare without you having to leave the comfort of your home.
- 3.2. It eliminates long waiting times.
- 3.3. It prevents exposure to the circumstances of a care and treatment facility as far as is reasonably possible.
- 3.4. It is most private in that only you decide which other person/s has access to a given session.
- 3.5. It is cost saving in that you do not have to travel to an appointment unless if referred for an in-person examination or special tests for which you might have to travel to a specific allied healthcare facility.
- 3.6. Most medical schemes shall pay for the Telehealth consultations.

4. Disadvantages:

- 4.1. Not all medical conditions are appropriate for Telehealth Consultations and each proposed consultation will be assessed on a case by case basis.
- 4.2. Telehealth is dependent on broadband infrastructure and the quality of the connection cannot be guaranteed.
- 4.3. Data breaches remain a global risk.

TELEHEALTH SERVICES ARE NOT INTENDED FOR USE IN EMERGENCY SITUATIONS. IF YOU REQUIRE IMMEDIATE, URGENT OR EMERGENCY TREATMENT, CALL 082 911 AND ASK FOR AN AMBULANCE OR ATTEND THE NEAREST HOSPITAL EMERGENCY DEPARTMENT OR CLINIC.

5. Payment Terms:

- 5.1. All payments are being processed between the patient and the Practice staff.
- 5.2. Any disputes regarding payment terms should be addressed directly with the Practice.
- 5.3. Disputes which arise between the participant and the Practice shall be settled

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directly between the participant and the practice.

6. Participation:

- 6.1. I have read this document;
- 6.2. I understand the information as provided on this document;
- 6.3. I am hereby signing up for a Telehealth Consultation;
- 6.4. I agree and authorize the health care provider to share my medical information with other health care providers as per referrals necessary such as on pathology request documents, radiology request documents or referral to another clinician or health care professional;

6.5. I understand that I may not record or transmit audio or video of any Telehealth Consultation without the prior written consent of the health care provider;

6.6. I understand that technical difficulties may occur before or during the Telehealth sessions and my appointment cannot be started or ended as intended.

6.7. I understand that it is my responsibility to call back if a session is interrupted for whatever reason.

6.8. I understand that if I do not call back I would remain responsible for the full consultation fee.