

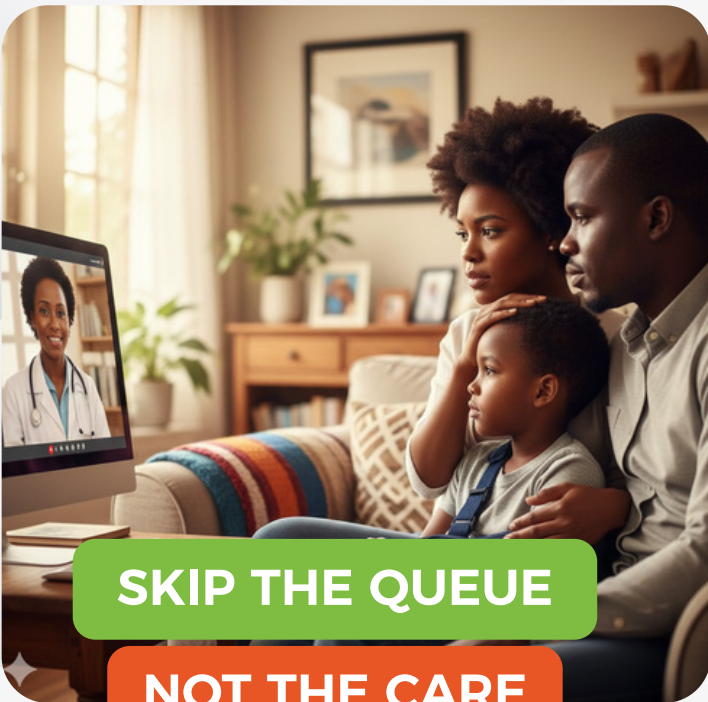


ONLINE Doctor



MY ONLINE DOCTOR

HEALTHCARE WITHOUT WAITING ROOMS



SKIP THE QUEUE

NOT THE CARE

WHAT IS MY ONLINE DOCTOR?

My Online Doctor is Sizwe Hosmed's virtual healthcare service that provides members on ALL OPTIONS with instant access to qualified healthcare professionals, anytime, anywhere.

It brings healthcare directly to you through your phone, tablet, or computer – without needing to visit a clinic or wait in long queues.

Whether you need medical advice, a quick health assessment, or guidance on symptoms, My Online Doctor connects you to care when you need it most.



SIZWE HOSMED
MEDICAL SCHEME
Your choice for quality care

For Registration and Support:
Call 087 285 6888 or visit www.sizwehosmed.co.za



HOW TO USE MY ONLINE DOCTOR

My Online Doctor supports everyday health needs and early medical intervention.

Members can use the service for:

- General medical advice and consultations
- Real-time health assessments
- Symptom checking and medical guidance
- Skin health scans and assessments
- Minor illness consultations
- Follow-up medical advice
- Health information and preventative care support

It is ideal for non-emergency health concerns that require quick professional medical advice, diagnosis and treatment.

MY ONLINE DOCTOR SERVICES

My Online Doctor gives you the freedom to choose how you access care:

- Consult a doctor through video or telephone
- Use digital scans for instant health insights

Healthcare support is now available **anytime, anywhere – on your terms.**

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 **SIZWE HOSMED**
MEDICAL SCHEME
Your choice for quality care



ONLINE Doctor

TELEPHONE CONSULTATIONS

Telephone consultations are ideal when you need quick medical advice without travelling to a healthcare facility.

You can use telephone consultations for:

- Discussing symptoms or health concerns
- Medical advice and guidance
- Follow-up consultations
- Medication or treatment queries
- General health questions

Simply request a consultation through your My Online Doctor profile, and a healthcare professional will assist you telephonically.

VIDEO CONSULTATIONS

Connect face-to-face with a doctor through secure video consultations.

Video consultations allow doctors to better understand your condition by seeing and interacting with you in real time – just like an in-person visit, but from the comfort of your home.

You can use video consultations for:

- Medical assessments
- Discussing ongoing conditions
- Visible symptoms evaluation
- Treatment guidance and care plans

All you need is a smartphone, tablet, or computer with internet access.

DIGITAL HEALTH SCANS

My Online Doctor includes smart digital scans that help you quickly and conveniently assess more than **1,000** skin conditions. Using your device's camera, you can scan to get immediate insights into your skin health.

Digital scans can help with:

- Instantly analysing facial acne
- Instantly analyse moles and lesions (damaged areas of your skin)

Best for: Quick health checks and proactive health management.

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CREATING AN ACCOUNT

Getting started is simple. Visit the Sizwe Hosmed website, create your profile, and activate your account. Once registered, you can consult with a doctor from your smartphone, tablet, or computer - wherever you are.

Activation Steps

Step 1: Log in to the Sizwe Hosmed website and log in to your Member Portal.

Step 2: Log in to My Online Doctor and create an account.

Step 3: Provide your email and contact details.

STEP 2 OF 3

Let us know it's really you

To continue, you'll need to verify both your email address and your contact number

Verify my email address
email@address.co.za

Verify my contact number
+27 XX XXXX XXXX

Why do we need to verify both your email and number?

Cancel

Step 4: Verification of your Email.

STEP 2 OF 3

Let's verify your email

Check if your email is correct and send an email code to your inbox

Email Address
ndumisob@firstcare.solutions

Send email code

Cancel

Step 4: Verification of your Email.

STEP 2 OF 3

Let's verify your email

Check if your email is correct and send an email code to your inbox

Email Address
ndumisob@firstcare.solutions

Code sent. Please check your inbox

1 3 3 3 4

Didn't get a code? Please resend the code

Resend email code

Cancel

Step 4: Verification of your Email.

STEP 2 OF 3

Let us know it's really you

To continue, you'll need to verify both your email address and your contact number

EMAIL ADDRESS VERIFIED
email@address.co.za

Verify my contact number
+27 XX XXXX XXXX

Why do we need to verify both your email and number?

Cancel

Step 5: Verification of your number.

STEP 2 OF 3

Let's verify your number

Check if your contact number is correct and send an SMS code to your inbox

Country
+27 76 934 1122

Contact number
+27 76 934 1122

Send SMS code

Cancel

Step 5: Verification of your number.

STEP 2 OF 3

Let's verify your number

Check if your contact number is correct and send an SMS code to your inbox

Country
+27 76 934 1122

Contact number
+27 76 934 1122

Code sent. Please check your inbox

1 3 3 3 4

Didn't get a code? Please resend the code

Resend SMS code

Cancel

Step 6: Accept the Terms & Conditions.

STEP 3 OF 3

Terms and Conditions

Please accept the Terms and Conditions to complete your account registration

By accepting these Terms and Conditions, you agree to use this web application and platform as set out therein and you consent and agree that we can display the information you upload onto the platform.

Accept

View full T's and C's

Step 7: Creation of account.

Please be patient

Creating Account...

Step 8: Successful creation of an account.

Your account has been successfully registered

Your available services have been activated.

Round-the-Clock Access

Enjoy 24/7 healthcare from anywhere with instant or scheduled appointments

See Services

Doctor consultations

Instant Video Call
Instant Phone Call
Scheduled Video Call
Scheduled Phone Call

Save with bundles
Build your healthcare plan and save!

Step 9: Service Selection.

Select Service

Instant Video (6 Credits)
Instant Call (6 Credits)
Scheduled Video (6 Credits)
Scheduled Call (6 Credits)
AI Vital Scan (6 Credits)

Support Services

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WHY USE MY ONLINE DOCTOR?

Convenient Healthcare

Access a doctor from home, work, or while travelling.

- 24/7 Access, 7 days a week, 365 days a year.
- No Waiting Rooms
- Early Care & Prevention.
- Fast Digital Assessments
- Peace of Mind



ONLINE
Doctor

HEALTHCARE
ANYTIME
ANYWHERE!

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