

# Intercare Online Health Services for Business

An attractive  
value proposition.



# Introducing Intercare Online Health Services

The Intercare Group has over 23 years of experience in delivering quality, patient-centred services across the care continuum, including primary care, hospitals, and Nurse-led clinics. We manage over a million care episodes annually, combining scale with agility and innovation. Intercare Online Health Services offers businesses an efficient way for employees and clients to access quality healthcare. This guide explains how our digital tools and physical facilities provide seamless, integrated care for diverse health needs.



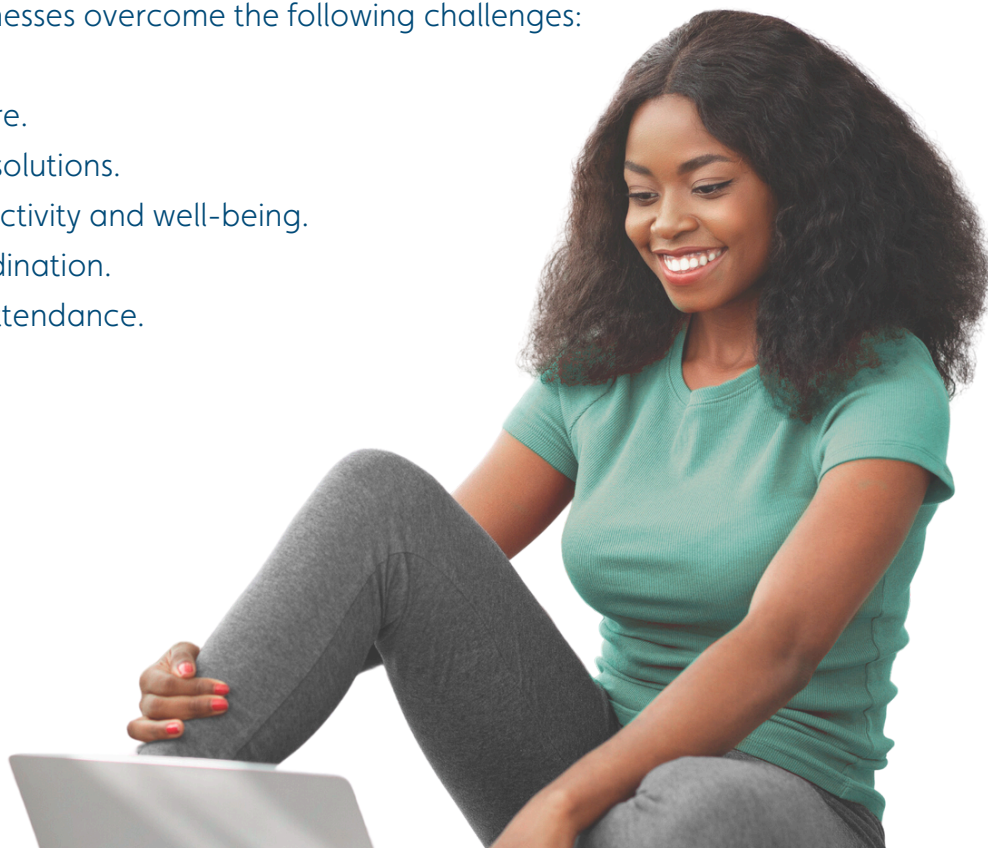
## Your online healthcare solution

At the heart of our commitment lies Intercare Online Health Services. This operational division focuses exclusively on our digital healthcare offerings. Imagine an ecosystem of seamlessly integrated, best-of-breed digital platforms supported by experienced operational and clinical teams.

## Solving business challenges

Intercare Online Health Services is designed to address the unique challenges faced by businesses in maintaining employee health and well-being. Our comprehensive healthcare solutions help businesses overcome the following challenges:

- Access to quality healthcare.
- Cost-effective healthcare solutions.
- Improved employee productivity and well-being.
- Comprehensive care coordination.
- Reduced employee non-attendance.
- Improved operational ROI.



# Intercare Online Health Services

Intercare's comprehensive online health service comprises a virtual healthcare facility. Here's what it includes:

## On-Demand Online GP Consultations

Users can connect with healthcare professionals via text or video for common health concerns. Services include:

- Diagnosis and treatment plans.
- Electronic medical certificates.
- Digital prescriptions and referrals.



## Hybrid Care Model

A seamless transition between online and physical consultations ensures comprehensive care. Users can move effortlessly from an online consultation and, if necessary, an in-person visit at any Intercare facility.

## Patient information

All services are provided where clinically appropriate. Online consultations are suitable for common day-to-day health problems. However, they may be inappropriate for:

- Patients located outside of the country.
- Severe symptoms.
- Problems persisting or recurring despite recent consultation and treatment.
- Very young (< 2 years), elderly (> 65 years), and pregnant patients.
- Moderate to severe injuries (vehicle accidents, falling from a height, suspected broken bones, stab wounds, or large cuts), injuries on duty.
- Difficulty breathing, wheezing, chest pain, and/or coughing up blood.
- Blood in stool or urine.
- Neurological symptoms (tingling, numbness, paralysis, difficulty speaking), and visual disturbances.
- Starting contraception or hormone replacement therapy for the first time.
- Those with multiple chronic conditions or significant health issues.

# Flexibility for clients

## Seamless solutions

- Our service offerings are highly modular yet fully interoperable.
- Create a tailored solution combining services while retaining a seamless digital journey.

## Multiple access points

- White-labelled portals for seamless integration.
- Centralised reporting, invoicing, and care coordination.
- Flexible healthcare access through partner networks.

## Payment options

- Medical scheme claims.
- Vouchers.
- Third-party payment gateways.

## Web-based services

- Accessible from any connected device.

# Online Clinic operating hours

**07:00-19:00**

Monday to Friday

**08:00-15:00**

Saturdays

**09:00-13:00**

Sundays & Public Holidays

**Outside of the operational hours, an emergency helpline is available.**





# What makes us unique?

## Comprehensive, scalable offering

Customisable Corporate Solutions Intercare's platform offers tailored solutions to align with your business' objectives.

## Selective recruitment and support

Our health professionals undergo a formal recruitment process.

They receive support through Intercare-specific virtual practice guidelines, peer-to-peer consultation, and review structures.

## Operational values & quality assurance



### Ethical

Upholding the highest ethical standards in decision-making and practices.



### Safe

Always prioritise patient safety.



### Professional

Demonstrating professionalism in conduct, speech, presentability, and punctuality.



### Evidence-based

Committed to evidence-based medicine.



### Value-based

Focusing on achieving the best health outcomes efficiently.



# Businesses who trust us



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## Contact us

Intercare aims to increase access to quality, affordable, integrated healthcare. We are confident that we have the necessary resources, clinical expertise, and technical capabilities to deliver an exceptional value proposition for your business.

Contact us for more information or to schedule a product demonstration.

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