

PREPAID HEALTHCARE VOUCHERS

# Plus means more

NetcarePlus GP Vouchers



A new,  
affordable  
way to get  
private  
healthcare.

# Contents

01

What is the NetcarePlus  
GP Voucher?

02

What are the benefits?

03

How to use the  
NetcarePlus voucher

04

What you may want  
to know

05

Terms and conditions  
of the vouchers



# 01

## What is the NetcarePlus GP Voucher

Our GP vouchers provide you with a new way to get prepaid quality healthcare with a private doctor in our trusted partner network, at a discounted price. We can help you meet your healthcare needs when you have no medical aid or are on a limited medical plan.

The series of vouchers give you access to consult with a private doctor face-to-face or virtually with the option to include your medication, at a time and location that is most convenient to you.

Once you have paid for the consultation, you will receive instructions on how to book your appointment and redeem your electronic voucher. You can purchase these vouchers at a discounted cost directly from our website on [www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus).



# 02

## What are the benefits?

01

Access to affordable private healthcare.

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04

Simple and easy-to-use.

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02

Perfect for students, employees and those without medical aid.

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05

Can be used by you or gifted to someone else.

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03

Perfect for when medical aid runs out.

06

Valid for 3 years.

# 03

## How to use the NetcarePlus voucher

### GP Voucher

The NetcarePlus GP Voucher gives you access to a private GP consultation with a contracted NetcarePlus partner at a significantly discounted price.



### How it works

**01 BUY A VOUCHER**  
Your virtual voucher will be sent immediately upon successful purchase. You can use your voucher to consult any GP that is part of the NetcarePlus trusted partner network.

**02 FIND A DOCTOR**  
Find your nearest doctor in the NetcarePlus trusted partner network by visiting the NetcarePlus website ([www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus)).

**03 BOOK APPOINTMENT**  
Make an appointment with your chosen doctor by calling 0860 101 151. It is recommended that you check that there is a contracted GP before purchase.

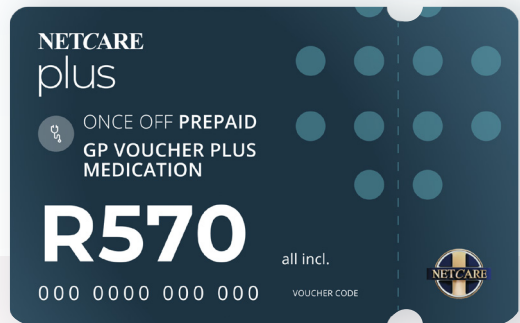
**04 REDEEM VOUCHER**  
On the day of your appointment, present your SMS to the receptionist at the doctor's room to redeem.

**05 GIFTING**  
This voucher can be used by someone else by simply just sending them the virtual voucher SMS to redeem.

## 03 How to use the NetcarePlus voucher

## GP Voucher Plus Medication

The NetcarePlus GP Voucher plus Medication gives you access to a private GP consultation including acute medication with a contracted NetcarePlus partner at a significantly discounted price.



## How it works

- 01 **BUY A VOUCHER**  
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- 02 **FIND A DOCTOR**  
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Make an appointment with your chosen doctor by calling 0860 101 151. It is recommended that you check that there is a contracted GP before purchase.
- 04 **REDEEM VOUCHER**  
On the day of your appointment, present your SMS to the receptionist at the doctor's room to redeem.
- 05 **GIFTING**  
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- 06 **MEDICATION**  
Prescribed medication can be obtained at a dispensing doctor.

## 03 How to use the NetcarePlus voucher

### Virtual GP Voucher

In light of the COVID-19 pandemic, the **Virtual GP voucher** gives you access to a virtual consultation with a private GP in the NetcarePlus trusted partner network at a significantly discounted price. This allows patients and doctors to engage over a video consultation as opposed to face to face.



## How it works

### 01 BUY A VOUCHER

This is a virtual voucher that will be sent immediately upon successful purchase. You can use your voucher to consult any GP that is part of the NetcarePlus trusted partner network.

### 02 FIND A DOCTOR

Find your nearest doctor in the NetcarePlus trusted partner network by visiting the NetcarePlus website ([www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus)).

### 03 BOOK APPOINTMENT

Make an appointment with your chosen doctor by calling 0860 101 151. It is recommended that you check that there is a contracted GP before purchase.

### 04 VIRTUAL LINK

You will receive a unique secure link via SMS and email to the virtual platform on which your consult will be held.

### 05 GIFTING

This voucher can be used by someone else by simply just sending them the virtual voucher SMS to redeem.

# 04

## What you may want to know



### GP Vouchers

**Q: Is it advised to check if there is a contracted general practitioner near your home or work prior to purchasing a voucher?**

Yes, it is advised that you check that there is an easily accessible contracted NetcarePlus provider before purchasing the voucher. You can view a list of healthcare providers in your area on [www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus) or alternatively contact the Service Centre on 0860 101 151.

**Q: Where can I find the list of the contracted healthcare providers?**

On the NetcarePlus webpage – [www.netcare/netcareplus.co.za](http://www.netcare/netcareplus.co.za) or call the NetcarePlus service centre on 0860 101 151.

**Q: How long is my voucher valid for?**

All vouchers are valid for three years from date of purchase but keep in mind that you can share the voucher with a family member or friend - unused vouchers make great gifts!

**Q: Can I only use the voucher at a NetcarePlus Partner or can I use it to buy over the counter medication or other goods?**

The voucher may only be used / redeemed for the purpose of a General Practitioner consultation, General Practitioner consultation plus acute medication or Virtual General Practitioner consultation (based on the type of voucher bought) at a NetcarePlus Partner.

**Q: Can I exchange my voucher for cash?**

No, vouchers cannot be exchanged for cash or for any other voucher.

**Q: Is it advised to check if there is a contracted general practitioner near your home or work prior to purchasing a voucher?**

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**Q: Can I exchange my voucher for cash?**

No, vouchers cannot be exchanged for cash or for any other voucher.

**Q: What must I do if I delete the voucher SMS by accident or lose my cell phone?**

You will need to contact NetcarePlus on 0860 101 15. A voucher can be resent but only to the original cell phone number.

**Q: Can I give my voucher to someone else to use?**

Yes, you may forward the voucher code which you receive via SMS to the person you are "gifting" the voucher to.

**Q: What does the general practitioner consultation cover?**

The consultation included in all three vouchers covers a General Practitioner consultation for minor illness and advice at a contracted NetcarePlus Partner only. All special investigations, consumables, procedures, injectable is not included in the consultation.

**Q: Can I consult with a contracted NetcarePlus Partner anytime?**

The consultation voucher only covers General Practitioner consultations during office hours Monday to Friday – 08H00 to 17H00 Saturday – 08H00 to 12H00 (Please ensure your preferred NetcarePlus Partner consults on Saturdays). Please make an appointment by calling the NetcarePlus Service Centre on 0860 101 151.

**Q: Can I use my voucher at a hospital emergency facility?**

No, the voucher may only be redeemed at a NetcarePlus Partner General Practitioner.

**Q: What must I do if I require additional information or I have a query?**

You may send an e-mail to [servicecentre@NetcarePlus.co.za](mailto:servicecentre@NetcarePlus.co.za) or contact the Service Centre on 0860 101 151.

**Q: If I purchase a consultation only voucher, is acute medication included in the voucher?**

No, medication not is included in the consultation only voucher. If you require acute medication, you may visit a pharmacy of your choice and pay for the medication.



## GP Voucher plus Medication

**Q: If I purchase a voucher for a consultation plus acute medication, where can I obtain my medication?**

You will receive acute medication required directly from the dispensing Netcare Plus partner. The medication is for minor acute illnesses and based on the medication stocked by the dispensing NetcarePlus partner.

**If I purchased a voucher for a consultation plus acute medication and I do not require acute medication, can I get a refund on the medication component of the voucher?**

No, you will not be entitled to a refund for the acute medication component of the voucher.

**If I purchased a voucher for a consultation plus acute medication, can the general practitioner prescribe any acute medication?**

No, only medication for minor acute illnesses and based on the medication stocked by the dispensing NetcarePlus partner is included. You will need to pay cash for any additional medication.



## Virtual GP Vouchers

### Q: Can I consult with any provider if I purchase a Virtual GP voucher?

No, you may only consult a General Practitioner who is contracted to NetcarePlus for telemedicine / virtual consultations. You can view a list of healthcare providers on [www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus) or alternatively contact the NetcarePlus Service Centre on 0860 101 151.

### Q: How do I book my Virtual GP consultation?

This can be done by logging onto [www.netcare.co.za/netcareplus](http://www.netcare.co.za/netcareplus) and clicking on "Book Appointment" where you will be able to request a medical appointment online. Alternatively, you can contact the NetcarePlus service centre on 0860 101 151 and who will arrange the booking for you. Once you have booked you will receive a unique and secure link to use to have your virtual consultation.

### Q: What happens if I need medication after my virtual consultation? How do I get my medication script?

The General Practitioner will e-mail your script to you.

### Q: What happens if I lose signal during my virtual consultation?

If you are unable to reconnect the General Practitioner will phone you on the number provided and complete the consultation telephonically.

### Q: What happens if the general practitioner requested to see me for a face-to-face consultation after a virtual consultation?

You will need to make a new booking for the consultation at the General Practitioner. You will have to purchase an additional GP Voucher for a face to face consultation.

① Visit our website to read the voucher terms and conditions.

# NETCARE plus

[netcare.co.za/netcareplus](https://netcare.co.za/netcareplus)

0860 101 151

Providing YOU with the best and safest care.



**NETCARE**