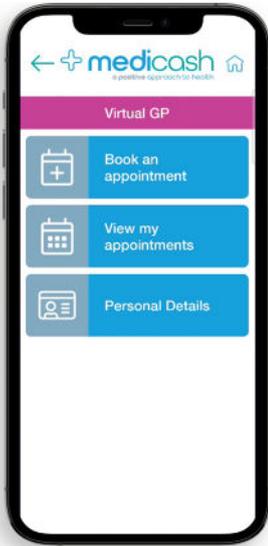
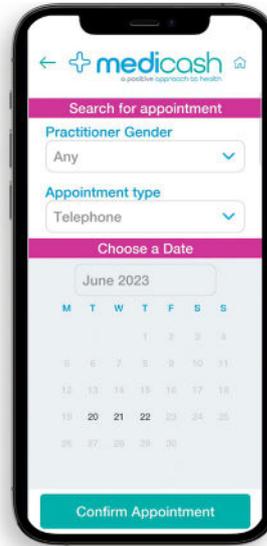


# VIRTUAL GP BOOKING GUIDE



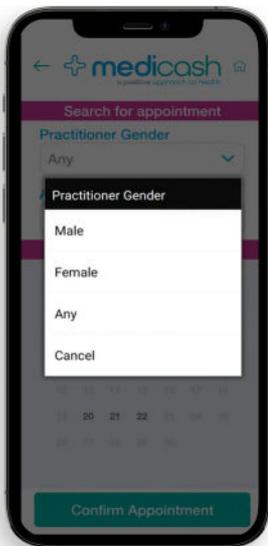
1

Open the Medicash app and click on the Virtual GP button on the home page to access this benefit.



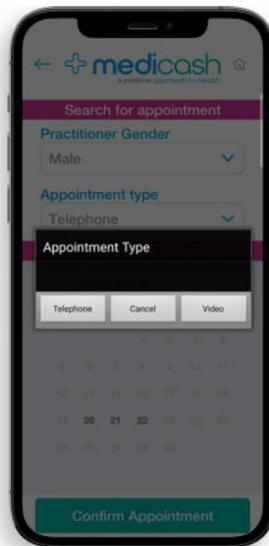
2

Select the book appointment tab to start your booking.



3

If you wish, you can specify the gender of the practitioner with whom you will have your appointment.

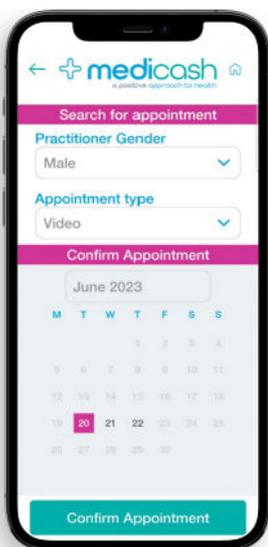


4

Select appointment type.

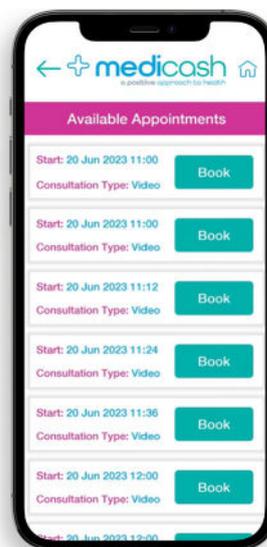
Video appointments are available 8am - 10pm, 7 days a week, excluding Christmas Day.

Phone consultations are available 24/7, 365 days a year.



5

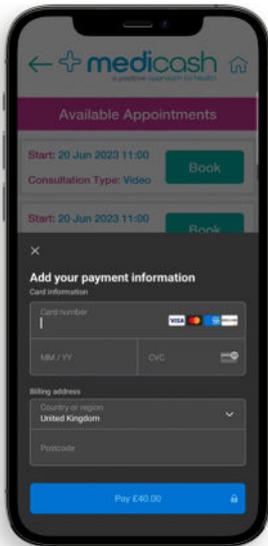
Next, select your preferred date and press confirm appointment.



6

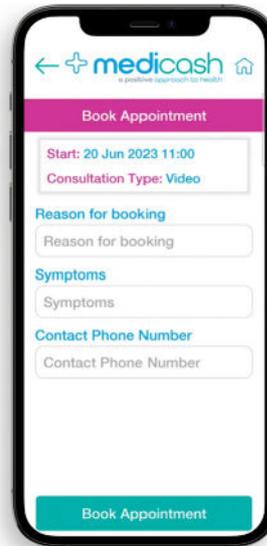
Available appointments will show for your chosen date. Simply select the time that suits you best.

For pay-as-you-go appointments, a prompt will appear showing the cost. If the appointment is included in your plan, please move to step 8.



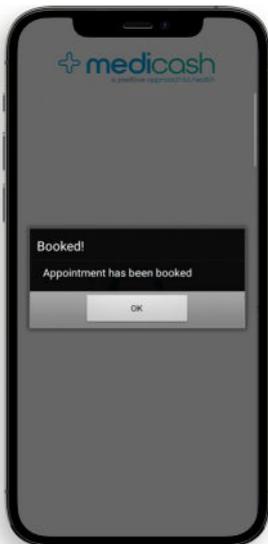
7

For pay-as-you-go appointments, a payment screen will appear. Please enter your card details and press the button at the bottom of the screen.



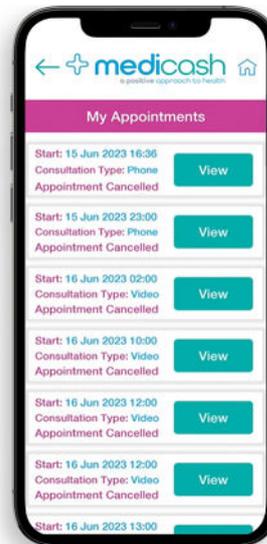
8

Before you can confirm your booking, you will be asked a few final questions regarding your reasons for booking and current symptoms.



9

A pop-up box will then appear to confirm that your appointment has been booked.



10

You will then be redirected to My Appointments section which details all of your past and upcoming appointments.



11

You will then be able to view your appointment, upload and files you think will be relevant, and access the appointment at the appropriate time

## CANCELLING AN APPOINTMENT

If you need to cancel an appointment, you can do this by clicking into the appointment and selecting the option at the bottom of the screen.

Please note, refunds can take 3-5 working days. It is also not possible to rearrange an appointment. In this case you will need to book and pay for a new appointment, or wait until your refund has been processed.