### **VIRTUAL GP BOOKING GUIDE**





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

S	earc	h fo	r ap	poin	tme	nt
ractitioner Gender Any					~	
ele	epho	nent ne	type	Da	te	~
1	June 2023					1
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	20	21	22			

Select the book appointment tab to start your booking.

Search fo	r appointr	nent
ractitioner ( Any	Sender	
Practitioner	Gender	
Male		
Female		
Any		
Cancel		
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20 21	22 81	

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.

	cosh @
Available Appoir	ntments
Start: 20 Jun 2023 11:00 Consultation Type: Video	Book
Start: 20 Jun 2023 11:00 Consultation Type: Video	Book
Start: 20 Jun 2023 11:12 Consultation Type: Video	Book
Start: 20 Jun 2023 11:24 Consultation Type: Video	Book
Start: 20 Jun 2023 11:36 Consultation Type: Video	Book
Start: 20 Jun 2023 12:00 Consultation Type: Video	Book
Start: 20, Jun 2022 12:00	

# 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.

Start: 20 Jun 2023 11:00 Consultation Type: Video Reason for booking
Reason for booking
Basson for booking
neason for booking
Symptoms
Symptoms
Contact Phone Number
Contact Phone Number

### 8

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



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

	our our recount
My Appointm	ents
itart: 15 Jun 2023 16:36	
Consultation Type: Phone	View
ppointment Cancelled	
Rart: 15 Jun 2023 23:00	_
Consultation Type: Phone	View
ppointment Cancelled	
tart: 16 Jun 2023 02:00	
Consultation Type: Video	View
ppointment Cancelled	
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Consultation Type: Video	View
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Consultation Type: Video	View
ppointment Cancelled	
tart: 16 Jun 2023 12:00	
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## 10

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



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.