

Frequently asked questions

This reference is organised into six sections covering how the service works, registration, ID verification, prescriptions and feedback.

Registration



ID Verification



Appointment Booking



Nutrition Service



Prescriptions



Complaints & Feedback



Registration

How to access the telemedicine service? >

How do I find my scheme number/access code? >

Can I register my family members for the service? >

Do I need a specific update to run this app on my phone? >

Your employer or insurer will be able to provide you with the correct access code. It's usually best to contact your HR team if your employer provides the service. If you have access to the service via a family member's insurance or employee benefits, then ask the policyholder for the access code.



Registration

ID Verification [appointments](#)

Appointment Booking

Nutrition Service

Prescriptions

Complaints & Feedback [Feedback](#)



