

Virtual GP

EEB's virtual GP benefit, powered by the Medical Network Health App, provides convenient access to quality primary healthcare anytime, anywhere. It reduces time away from work while supporting employee wellbeing and productivity through fast, flexible virtual consultations.

Members can access qualified doctors, GPs and nurses directly from their smartphone, tablet or computer, avoiding travel, queues and unnecessary time off.

Members can:

- ▶ Book virtual consultations with a doctor, GP or nurse
- ▶ Choose between audio or video consultations
- ▶ Access free nurse chat support for quick guidance
- ▶ Receive digital prescriptions, referrals and medical certificates
- ▶ Track medication using the built-in pill tracker
- ▶ Receive consultation updates and notifications
- ▶ Connect directly to a local pharmacy when needed
- ▶ Add dependants for family access

How it works



1. Download the app

Download the Medicall Network Health App from the Google Play Store or Apple App Store, or access it via the Medicall virtual GP Platform.



2. Create an account

- ▶ Open the app and select I am a patient
- ▶ Click Continue then Create an Account
- ▶ Enter personal details and create a password
- ▶ Accept terms and sign up
- ▶ Verify your email using the OTP sent to your inbox



3. Log in

- ▶ Enter email and password
- ▶ Complete OTP verification if required



4. Update scheme details

- ▶ Select Medical Insurance Form Details
- ▶ Enter scheme name, policy number, plan and option
- ▶ Submit details



5. Booking an appointment

Pre-authorisation is required before booking. Members must contact the call centre on **010 020 9008**, WhatsApp **060 072 8106** or email **enquiries@eeb.co.za**.

Please note that all pre-authorisations must be obtained at least 15 minutes before the consultation.

Once approved, bookings can be made in-app by selecting **Book a Doctor/GP** or **Book a Nurse**, choosing the patient (*including dependants*), selecting a time and confirming the consultation type.

Additional support is available via the in-app Messages function, and pharmacy services can be accessed directly through the platform.

For assistance, contact our team:

010 020 9008 **060 072 8106** **@enquiries@eeb.co.za**