

Elite

Everyday healthcare for your employees, one WhatsApp message away. A qualified Clinical Team delivers advice, medicine, and, when clinically appropriate, a referral to a virtual or in-person GP.

An employer-funded medical allowance for organisations with more than 500 employees. Dependants are included only where the employer pays for them. The employer pays an administration fee for access to the telehealth service and retains any unused balance.



✓ Clinical Line from day one

✓ Virtual or in-person GP care

✓ Optometry & dentistry included

What's covered



WhatsApp Clinical Line

Save the number and say "Hi" to the Clinical Team when you are ill. Discuss your symptoms and receive medical advice from the day you join.

 **+27 72 815 8226**

Available after the 30-day waiting period.



Over-the-counter medication

- ✓ Collected at any pharmacy
- ✓ Limited to **4 prescriptions per year** from a set list
- ✓ A co-payment may apply depending on the pharmacy



A pharmacy health check

- ✓ Flu vaccine
- ✓ Blood pressure and body mass index test
- ✓ Glucose test



A virtual or in-person GP consultation

- ✓ A virtual GP appointment, or a network GP closest to your area
- ✓ Acute medicine from a set list, at any pharmacy
- ✓ **Unlimited consultations** with Clinical Team authorisation



Every outcome follows a clinical assessment. **Referrals to a GP are made only where they are clinically appropriate,** and consultations are arranged through the WhatsApp Clinical Team.

How it works

Every journey starts with one WhatsApp message. A qualified clinician assesses the member's symptoms and arranges the care that is clinically appropriate — there is nothing to claim back and no forms to complete.



ONE NUMBER, ALL YOUR
PRIMARY HEALTHCARE NEEDS

WhatsApp Clinical Line
+27 72 815 8226

Mon–Fri 08:00–18:00
No public holidays

Three steps, from the first message to the right care:

1

Say “Hi” on WhatsApp

Available from the day the member joins, Mon–Fri 08:00–18:00.

2

Discuss your symptoms

A qualified clinician gives medical advice and decides what care is needed.

3

Receive your care

Over-the-counter medication, a pharmacy health check, or a virtual or in-person GP consultation.

✓ A 30-day waiting period applies before benefits can be used. GP consultations are arranged through the Clinical Team and only where they are clinically indicated.

At the in-person GP

Once a member is referred, the network GP may prescribe and arrange the following, depending on their clinical assessment.



Prescription medicine

Acute medicine from a set list, at any pharmacy — a co-payment may apply



Chronic medicine

May be prescribed for **24 chronic conditions**, from a set list



Blood tests & x-rays

May be referred from a set list, plus an HIV ELISA referral



Pregnancy scans

May be referred for pregnancy scans, limited to two 2D scans per year



Minor procedures

May include in-room procedures such as stitching wounds or draining an abscess



Also included on Elite



Optometry

One benefit every 2 years

- ✓ One eye test
- ✓ A standard basic frame
- ✓ One set of clear single vision, bi-focal or contact lenses, up to **R500**
- ✓ The booked-spec service

Book at [specsavers.co.za](https://www.specsavers.co.za) or call 0860 766 930



Dentistry

One consultation every 6 months

- ✓ Dental x-rays
- ✓ Fillings
- ✓ Infection control treatment
- ✓ Cleaning & polishing treatments

Call 0861 033 647 for a dentist in your area



24/7 Employee Assistance Programme

A separate employer-arranged service, not a MediClub™ Elite medical benefit.

Call 0860 222 286

- ✓ Trauma support
- ✓ Legal support
- ✓ Debt counselling

What's not covered

- ✗ Hospital and accident cover — including planned hospital procedures
- ✗ Services used during the 30-day waiting period
- ✗ Any benefit not listed in this brochure

Where co-payments apply

- R** Care used outside the provider network
- R** Frames or lenses costing more than the optometry allowance
- R** Applicable pharmacy costs
- R** Services used during a waiting period
- R** Costs exceeding the stated benefit limits



Client services:

0860 002 402

Mon–Fri 08:00–18:00, Sat 08:00–14:00



Want to join?

info@nationalhealthcare.co.za

www.nationalhealthcare.co.za

MediClub™ Elite is a medical allowance product, managed and administered by National Health Group (Pty) Ltd (NHG), a registered Managed Care Organisation (MCO110) and Administrator (ADMIN72). It is not medical insurance and it is not a medical scheme. The cover is not the same as that of a medical scheme and is not a substitute for medical scheme membership. Benefits are funded by the employer and are subject to the waiting period, provider network, set medicine and test lists, benefit limits and the terms of the employer's arrangement. Dependants are included only where the employer pays for them. Terms and conditions apply.