



Live with confidence

Sanlam Staff Care Empowering you to live with confidence

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Sanlam Staff Care, offered by your employer, is an innovative and affordable solution that provides you with a range of primary healthcare benefits. It offers access to professionals both virtually and physically, leveraging an extensive network of more than 700 providers.

Your membership card enables all your consultations - similar to a medical aid card, but funded by your employer through a Health Wallet*.

* **Health Wallet:** A seamless allocation of funds ensures smooth and hassle-free access to essential healthcare services when you consult with your nurse and GP paid directly from your IVC Health App, promoting proactive health management and well-being among employees.





1st consultation: Virtual/online Consultations

You have FREE access to virtual consultations with a Nurse, GP and Psychologist via Sanlam Staff Care using the Sanlam Member Portal on your phone. A virtual consultation with a nurse or GP is a quick and cost-effective way for you to get medical treatment and resolve any health issues, including:

- ① Prescriptions, referral letters and sick notes
- ① Medical advice
- ① Baby & child support
- ① Explanation of medical terms
- ① Treatment of minor ailments
- ① Support chronic diseases/illnesses

If you encounter technical issues during a virtual consultation, reach out to Allegra Support via email at support@allegra.co.za or call **+27 86 010 9103**. For after-hours support, contact **+27 83 462 6045**.



Virtual nurse and GP working hours:

Monday - Friday: 08:00 - 18:00

Saturdays: 08:00 - 13:00

Sundays and Public Holidays: No service

Virtual psychologist working hours

Monday - Friday: 08:00 - 16:00

Sundays and Public Holidays: No service



Virtual nurse

A virtual consultation with a nurse is your first point of contact. After the virtual consultation, the nurse will either provide a treatment plan, transfer you (digitally) to a Virtual GP for further management or authorize and book a consultation for you to have an in-person consultation with a National Pharmacy Clinic nurse.

** Any medication and consumables is for your own account.*



Virtual GP

The Virtual GP network is available via any digital channel and via the pharmacy clinic network for day-to-day medical concerns and problems like flu, allergies, upset stomach and other minor ailments and also includes:

- ① eScript
- ① Validated sick note
- ① Referral letters (GP visit, pathology, etc)

These documents can be found under “Consult” on the IVC Health app.

** Terms and Conditions apply - please read these on the Member Portal.*



Virtual psychologist

We offer convenient and confidential online therapy sessions with licensed psychologists, all from the comfort and privacy of your own home. Our psychologists are ready to help you with a variety of concerns, including anxiety, depression, relationship issues, and more.



2nd consultation: National Pharmacy Clinics

Our National Pharmacy Clinic network has more than 700 clinics and is staffed by qualified nurses. This is your second port of call where a physical examination will be conducted by a clinic/pharmacy nurse in consultation with a Virtual GP. Clinic tests include blood pressure, weight, height, temperature, etc. with these tests for your account.

** Any medication and consumables must be paid by you.*

** All clinic visits must be authorized by a Virtual Nurse.*

** Clinic consultations are limited to the funds available in your Employer's wallet.*



3rd consultation: In-person GP Consultations

After you have been assessed by the Virtual GP, they may recommend an in-person GP consultation and will issue a referral letter. You can then book an in-person GP consultation with one of our network/ contracted GPs in your area via the IVC Health App.

** Medication and consumables must be paid by you.*

** All in-person GP consultations must be authorized by the Virtual GP or Pharmacy Nurse.*

** In-person GP consultations are limited to the funds available in our Employer's wallet.*

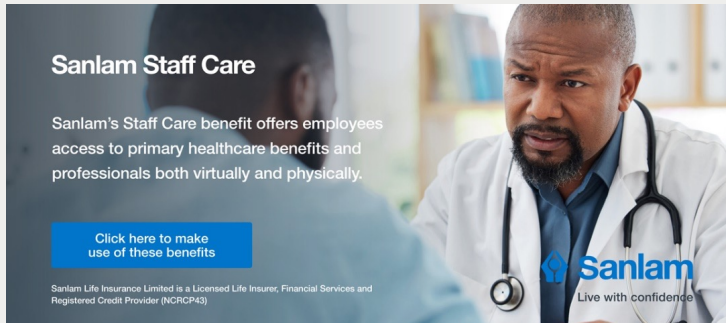
Your Employer contributes every month to a ring-fenced Employer's wallet to fund in-person GP consultations. If you need a physical consultation, you will get a pre-authorized voucher from the Virtual GP/Nurse. Your voucher is valid for use within 7 days from the date of issue. Your physical consultations are funded from your Employer's wallet.

How do I access the Sanlam Staff Care digital solution?

By accessing the IVC Health platform using one of the following two options:

- 1 Visit the Sanlam Member Portal and click on the Sanlam Staff Care banner link <https://www.sanlamonline.co.za/login/> then you will be redirected to the IVC Health app.*

* *The **IVC Health App** is a user-friendly platform tailored for employees. It allows you to schedule virtual appointments with doctors, manage medical records, and connect with healthcare providers. By using this app, you can access healthcare services anytime, anywhere, making it easier for you to prioritize your health and well-being as part of the Sanlam Staff Care Program.*



- 2 click the link on the SMS you receive regarding Sanlam Staff Care to download the app.

How do I register on the IVC Health app?

You will receive either an SMS, email or WhatsApp depending on your preferred communication channel. Select the link and complete the registration process by completing the necessary information.

The image displays six sequential screenshots of the IVC Health app registration process:

- Screen 1: Sign in** - Features fields for 'RSA ID/Passport Number' and 'Password'. A 'SIGN IN' button is present, and the 'REGISTER NOW' button at the bottom is highlighted with a yellow border.
- Screen 2: Create a new account** - Features a 'Cellphone Number *' field and a 'CREATE NEW ACCOUNT' button.
- Screen 3: Registration (Step 1 of 4)** - Titled 'RSA ID or Passport Number', it explains that the RSA ID or Passport number will be the user's ID. It includes a 'Select identification type *' section with 'RSA ID NUMBER' and 'PASSPORT NUMBER' options, and a 'Date of Birth *' field with a date picker set to '3 Jun 2024'. A 'NEXT' button is at the bottom.
- Screen 4: Registration (Step 2 of 4)** - Titled 'Personal Details', it includes fields for 'First Name (As Per Your ID)', 'Preferred Name (Optional)', 'Surname (As Per Your ID)', and 'Email Address (Optional)'. A 'Sex at birth *' section has 'MALE' and 'FEMALE' radio button options. A 'NEXT' button is at the bottom.
- Screen 5: Registration (Step 3 of 4)** - Titled 'Create password', it instructs users to create a password with 8 or more characters. It includes 'New Password' and 'Confirm Password' fields with a strength indicator. A 'NEXT' button is at the bottom.
- Screen 6: Registration (Step 4 of 4)** - Titled 'Terms and Conditions', it provides legal information and asks for consent. A 'CREATE PROFILE' button is at the bottom.

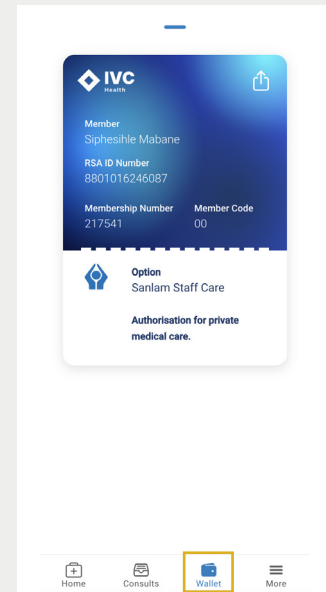
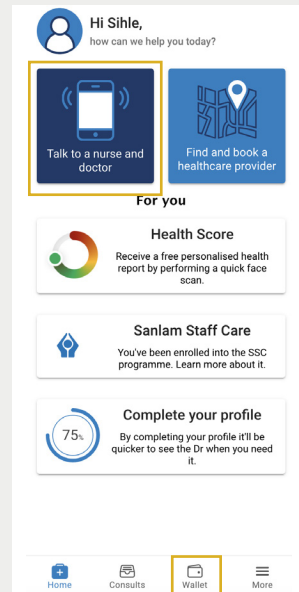
For first time users, click on “register now” at the bottom.

How do I access my company Health Wallet?

You are automatically linked to your company health wallet on registration. You can access your membership card and your company health wallet by selecting the “Wallet” button on the bottom menu.

A reservation code in the admin system allocates the funds to your digital membership card.

To access the service, click on the “Talk to a nurse and doctor button”.



What are the Product rules?

- ④ A voucher/reservation code is valid for use within 7 days from the date of issue. Once expired, the employee will have to follow the same procedure to obtain a new voucher /reservation code.
- ④ Vouchers/ reservation codes can only be used to obtain a consultation for the employee who is an authorised user and to whom the voucher / reservation codes have been issued.
- ④ Vouchers / reservation codes are non-transferrable.
- ④ Vouchers / reservation codes cannot be redeemed for cash.

Access to the Sanlam Staff Care Solution by authorised users will further be managed by the following general rules:

- ④ Consultations, virtual or in-person are limited to once a day per authorised user.
- ④ Any access to services to any authorised user of the Sanlam Staff Care Solution is limited to the amount available in the Employer's Health Wallet. Once the funds are depleted, no further services will be provided for the month, or until the health wallet receives a deposit from the Employer.

What happens if the online doctor recommends a physical visit?

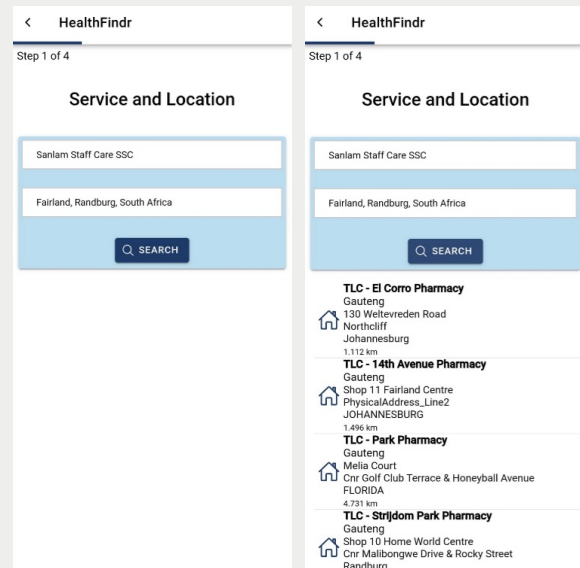
If the online doctor recommends a physical visit, you can use the online booking process to book an in-person consultation at one of our contracted Pharmacy Nurses and doctors.

This process will only be made available upon referral from a Virtual Doctor.

Select the “Find and book a Healthcare provider” button:



Follow the booking process, and the closest healthcare provider at a pharmacy clinic will be shown based on your location. You can make an appointment for a time that suits you.



How are healthcare providers assigned for in-person visits based on my location?

You will be assigned a doctor in your area.
The booking reference “SSC consultation” indicates that you are part of the Sanlam Staff Care Program.

The screenshot shows the HealthFindr mobile app interface. At the top, it says "HealthFindr" and "Step 1 of 4". Below that is the heading "Service and Location". There are two input fields: the first contains "Sanlam Staff Care SSC" and the second contains "Fairland, Randburg, South Africa". A "SEARCH" button is located below the second field. The search results are listed below, each with a house icon, the provider name, location, and distance.

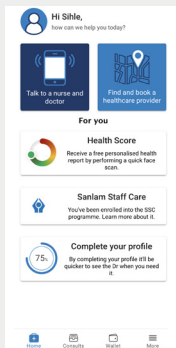
Provider Name	Location	Distance
TLC - El Corro Pharmacy	Gauteng 130 Weltevreden Road Northcliff Johannesburg	1.112 km
TLC - 14th Avenue Pharmacy	Gauteng Shop 11 Fairland Centre PhysicalAddress_Line2 JOHANNESBURG	1.496 km
TLC - Park Pharmacy	Gauteng Melis Court Cnr Golf Club Terrace & Honeyball Avenue FLORIDA	4.731 km
TLC - Strijdom Park Pharmacy	Gauteng Shop 10 Home World Centre Cnr Malibongwe Drive & Rocky Street Randburg	

What is a “Virtual or online” Consultation and how do I do it?

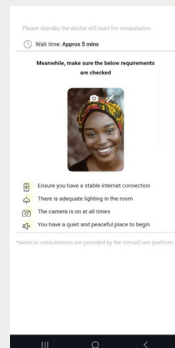
A virtual consultation is a consultation with a qualified nurse, Doctor or psychologist through an online platform.

Our online consultations will take you to the “Digital Waiting room” of the nurse, doctor or psychologist and you will then be able to see the nurse, doctor or psychologist on your phone as if you were in the room with them.

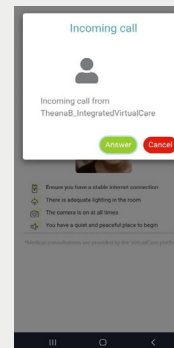
Step 1: Select the “Talk to a nurse or doctor button”



Step 2: Enter the Waiting room.



Step 3: Answer the incoming call from the Nurse or Doctor.



Step 4: Consult with the Doctor



What kind of problems can the Virtual Doctor assist with?

A virtual consultation is useful for day-to-day medical concerns and problems like flu, allergies, upset stomach and other minor ailments.

The online doctor is exactly the same as seeing a doctor at their practice and can issue the following documents:

- ④ Prescriptions, referral letters and sick notes
- ④ Medical advice
- ④ Baby and child support
- ④ Explanation of medical terms
- ④ Treatment of minor ailments and / or chronic diseases

You should go to a hospital if you are bleeding, have an emergency or have been involved in an accident.

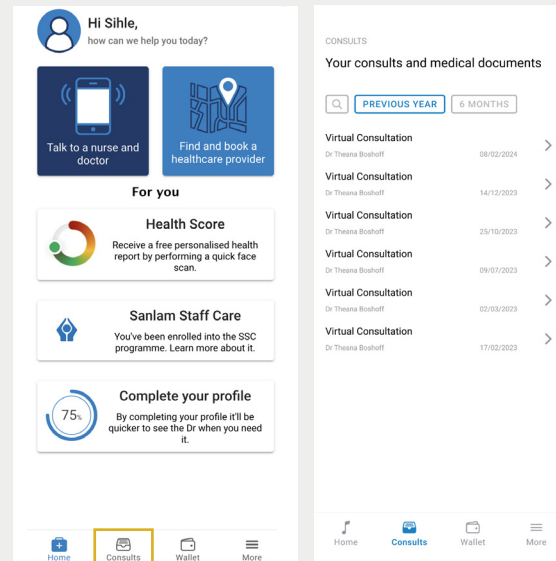


Can I access my consultation documentation following an online consultation?

e.g. prescriptions, Referral letters and sick notes?

Yes, you can access your consultation documentation through the IVC Health Platform.

Select the “Consults” button on the bottom menu.



What should I do in case of technical issues during a virtual consultation?

If you encounter technical issues during a virtual consultation, reach out to Allegra Support via email at support@allegra.co.za or call **+27 86 010 9103**. For after-hours support, contact **+27 83 462 6045**.

Is my information secure on the IVC Health app?

Yes, your information is secure on the IVC Health app. The app uses security measures to protect your data and ensure confidentiality.

Who do I call if the healthcare provider does not know about the Sanlam Staff Care product?

Email: support@allegra.co.za

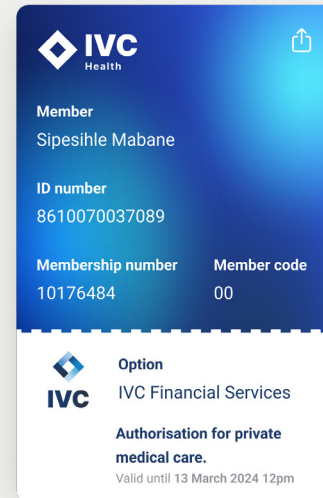
Phone: **+27 86 010 9103**

After hours: **+27 83 462 6045**



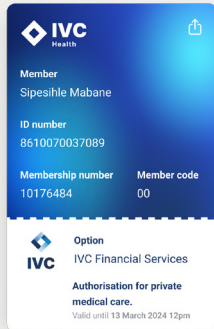
How is payment handled for the consultation?

No need to worry, the platform and your Sanlam Staff Care Health Wallet membership card is all you need. With your membership card and the valid reservation code, the Nurse and Doctor will be settled from the Health Wallet by IVC for both virtual and in person consultations.



What should I take to the pharmacy clinic or the doctor if I am referred?

You should take your mobile phone with you, on your IVC Health web app you can show the healthcare provider your Sanlam Staff Care card. This will inform the healthcare provider that your consultation is covered.



Can I choose a specific healthcare provider for my online consultation?

No, you cannot choose your own doctor.

Healthcare providers are assigned based on availability and expertise; you will automatically be assigned a nurse practitioner as your first point of contact.



Contact us

Should you have any queries about these offerings, please contact your Sanlam Corporate Client Solutions Specialist, or email: SHS@sanlam.co.za

The Sanlam Staff Care offering is provided in partnership with Allegra.

Allegra



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