HealthID

ADVANCED CONVENIENCE. ENHANCED CARE.

Discovery

HOW TO REDEEM A PREPAID VOUCHER
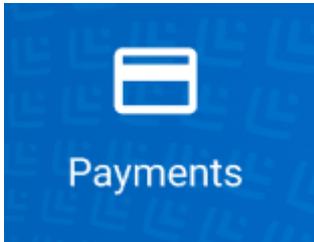
DISCOVERY HEALTH

2023

How to redeem a prepaid voucher

Method 1: From the dashboard

1. Navigate to the 'Payments' section of HealthID 2.0 by clicking on the 'Payments' icon on the dashboard or in the header.

Dashboard icon.

Header icon.

2. Enter the relevant details on the 'Validate & redeem prepaid voucher' screen.

    a. Find the patient using the search bar.

How to redeem a prepaid voucher

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b. Confirm that the patient's details are correct.

Jeanette Blair
ID/Passport No: ▒▒▒▒▒▒▒▒▒
Card No: 9▒▒▒▒▒▒▒
Email: namesurname@email.com

c. Validate that the patient has sufficient funds for the voucher redemption.

Validate patient voucher   Refresh

⊘ Sufficient funds available for Online GP consultation

⊘ Sufficient funds available for physical GP consultation

d. Enter the voucher redemption details by selecting the consult type, the health professional visited and the associated practice.

Redeem patient voucher

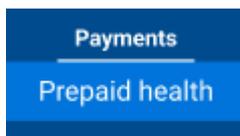| Consult Type	Please select the healthcare professional	Please select the healthcare practice
Select consult type ▾	▒▒▒▒▒, ▒▒ ▾	▒▒▒▒▒, ▒▒▒▒▒▒▒▒▒ ▾

Redeem

e. Click 'Redeem' to redeem the voucher you have specified.

Redeem

Method 2: From the patient's file

1. In the patient's file, navigate to the 'Prepaid health' item under the 'Payments' category.

Payments
Prepaid health

Prepaid Health menu item in the patient file.

How to redeem a prepaid voucher

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2. Enter the relevant details to complete the voucher redemption.
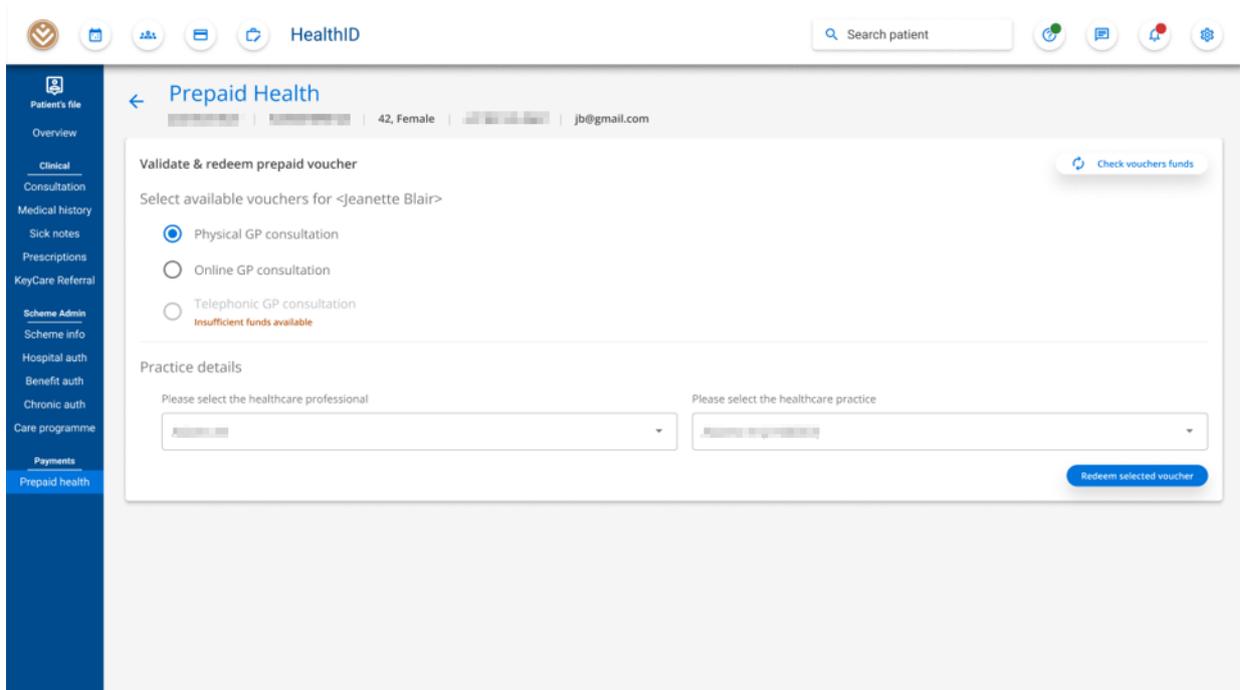
Prepaid Health in Patient File.

a. Select the prepaid voucher to redeem. If the patient has insufficient funds, the voucher type will not be selectable. If the member's funds have changed since the page was loaded, the user can click the "Check vouchers funds" button to refresh the section.

b. Enter the health professional visited and the associated practice details.
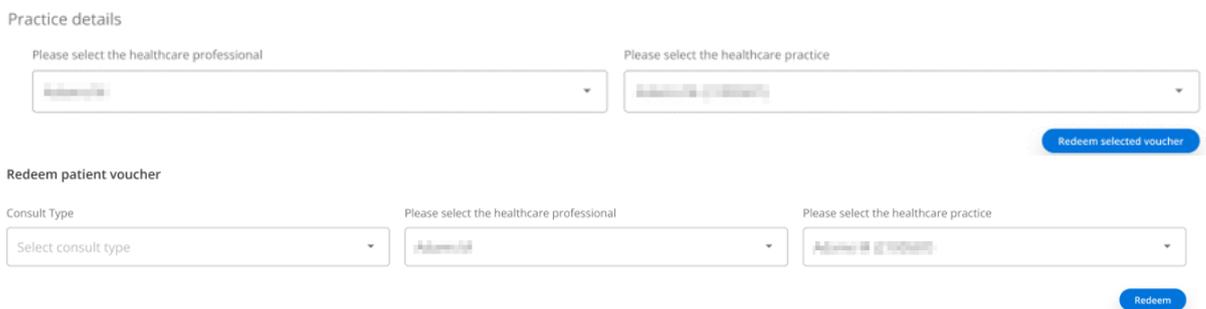
c. Click 'Redeem selected voucher' to redeem the voucher you have specified.

How to redeem a prepaid voucher

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