

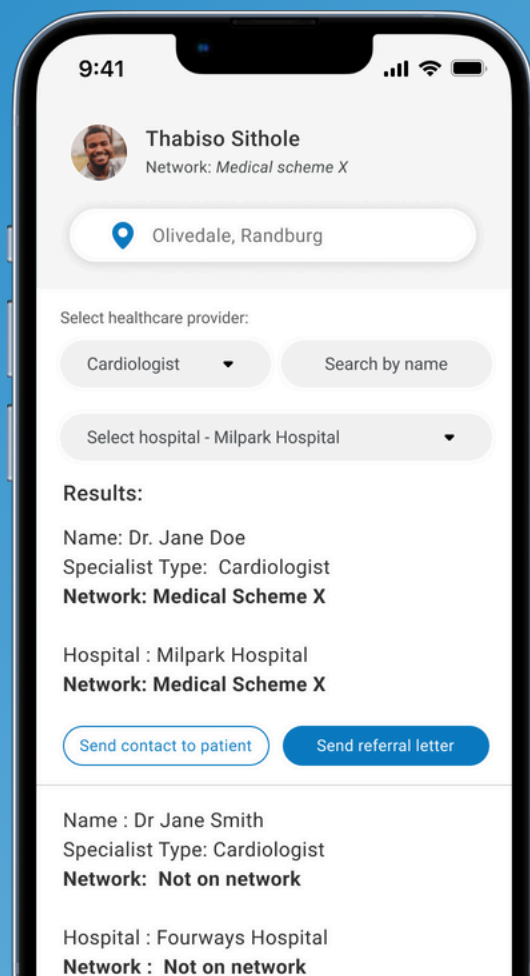
4. Network Directory

As they refer their many patients to a range of different specialists, providers often struggle to identify the **'on-network' specialists and hospitals to avoid copay for members**. Providers or patients may also **prefer certain specialists** or hospitals. Although directory solutions exist, none cater for all of these needs, and providers find it challenging to **log into multiple different scheme systems for different patients**.

Module 1

Network Referral Solution

- Schemes can participate on the EMGuidance Network Referral Solutions and give their providers mobile and web access to a user-friendly solution for finding the right specialists and hospitals for their patients
- Providers may search by hospital, specialist or reverse look-up using the desired specialist's name. It can also find providers in specific locations. The system allows the provider to see the specialist's contact details and to share them with the patient or upload a referral letter
- Alternatively, they may send the details to their receptionist to facilitate a booking. Included in this solution are targeted reminders to network providers when network changes are made



9:41

Thabiso Sithole
Network: Medical scheme X

Olivedale, Randburg

Select healthcare provider:

Cardiologist Search by name

Select hospital - Milpark Hospital

Results:

Name: Dr. Jane Doe
Specialist Type: Cardiologist
Network: Medical Scheme X

Hospital : Milpark Hospital
Network: Medical Scheme X

Send contact to patient Send referral letter

Name : Dr Jane Smith
Specialist Type: Cardiologist
Network: Not on network

Hospital : Fourways Hospital
Network : Not on network

Why it Works

EMGuidance is the largest online registry of providers in South Africa and is used more than any other platform on a daily basis in practice.

Providers can search on web or mobile for any other provider in the EMGuidance provider directory, using EMGuidance's smart search and filtering system.

Benefits to Scheme

- Reduced copay through more accurate referral to on-network specialists and hospitals
- Enhanced member experience
- Enhanced provider efficiency

