

DOCTORS POPIA CONSENT PORTAL USER GUIDE



INTRODUCTION

DOCUMENT PURPOSE

The purpose of this document is to guide the users on the redemption of the invitation code that will grant them access to the Doctor Consent Portal, to Register, Sign in and manage their consent to whom Mediclinic may share what information.

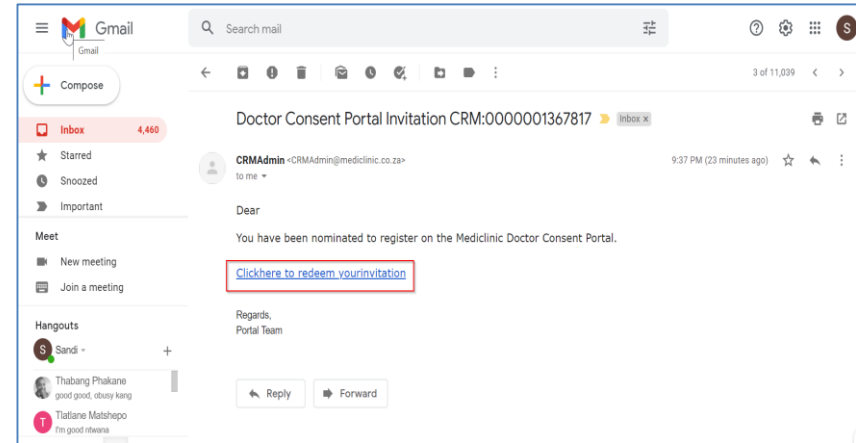
REQUIREMENT SYNOPSIS

A Portal/platform that will allow invited doctors to register and update their POPIA consent information.



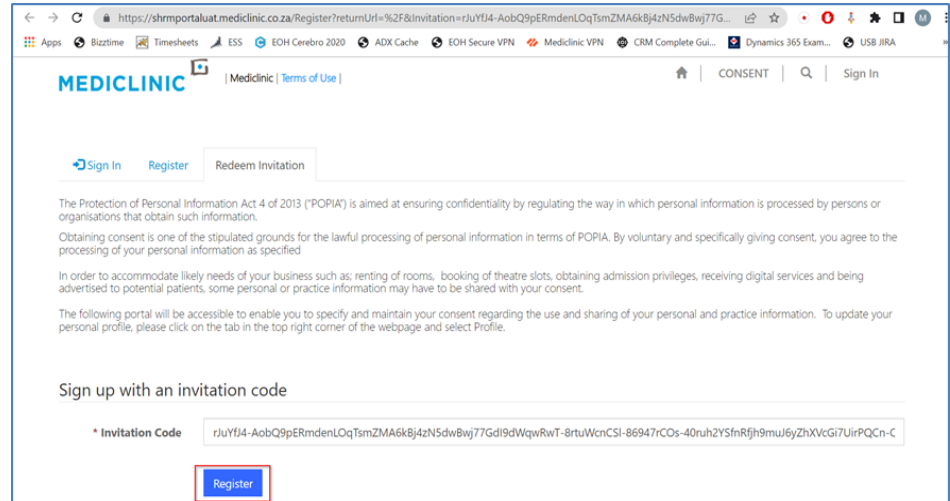
DR CONSENT PORTAL REGISTRATION PROCESS

- Each doctor will receive an email invitation from the Doctor Consent Portal Administrator email address CRMAdmin@Mediclinic.co.za , to join the portal.
- This will be sent to the personal email address you provided to your DRM.
- Please click on the “**Click here to redeem your invitation**” that will redirect you to the Doctor Consent Portal Invitation Redemption page where **your invitation code is pre-populated**



DOCTOR CONSENT PORTAL LANDING PAGE

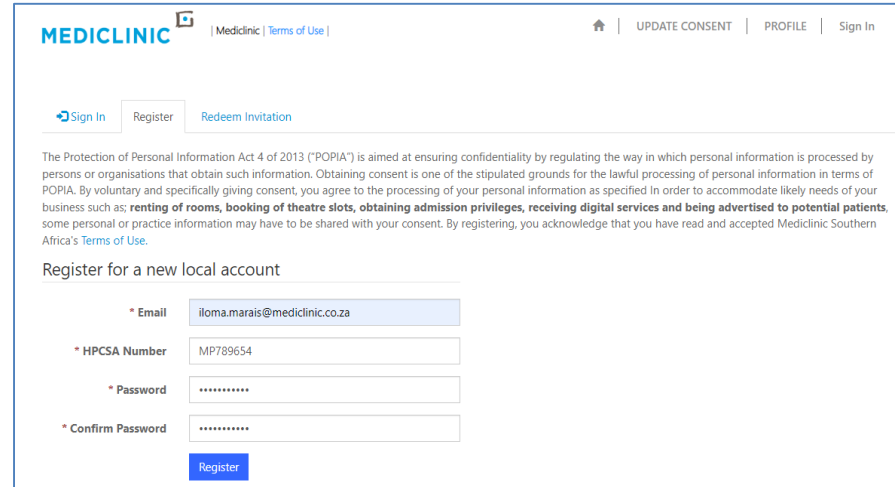
Simply click on the **‘Register button’**, which will redirect you onto the register tab where your email address is pre-populated.



HOW TO REGISTER

- Please enter your HPCSA Number,
- Set your password,
- Set password confirmation and **click Register**

Passwords must be at least 8 characters long, and contain all of Lowercase letters, Uppercase letters, Numbers and Special characters (non-alpha numeric)

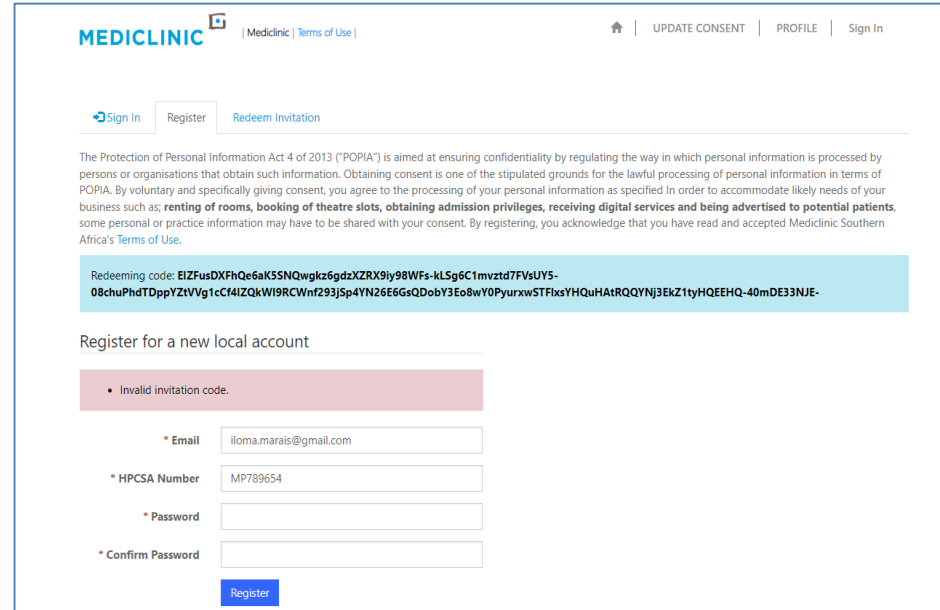


The screenshot shows the Mediclinic registration interface. At the top, there is a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and 'Sign In'. Below the navigation bar, there are three buttons: 'Sign In', 'Register', and 'Redeem Invitation'. The 'Register' button is highlighted. Below the buttons, there is a paragraph of text regarding the Protection of Personal Information Act 4 of 2013 (POPIA). Below the text, there is a section titled 'Register for a new local account' with four input fields: 'Email' (containing 'iloma.marais@mediclinic.co.za'), 'HPCSA Number' (containing 'MP789654'), 'Password' (containing '*****'), and 'Confirm Password' (containing '*****'). A blue 'Register' button is located at the bottom right of the form.



HOW TO REGISTER

- Please take care NOT to click the **Register button** more than once, since it will generate the following error message:
Invalid invitation code
- If you have received the error message, just proceed to Sign in in the top menu



The screenshot shows the Mediclinic website interface. At the top, there is a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and 'Sign In'. Below the navigation bar, there are three buttons: 'Sign In', 'Register', and 'Redeem Invitation'. The 'Sign In' button is highlighted with a blue arrow.

Below the buttons, there is a paragraph of text regarding the Protection of Personal Information Act 4 of 2013 ("POPIA").

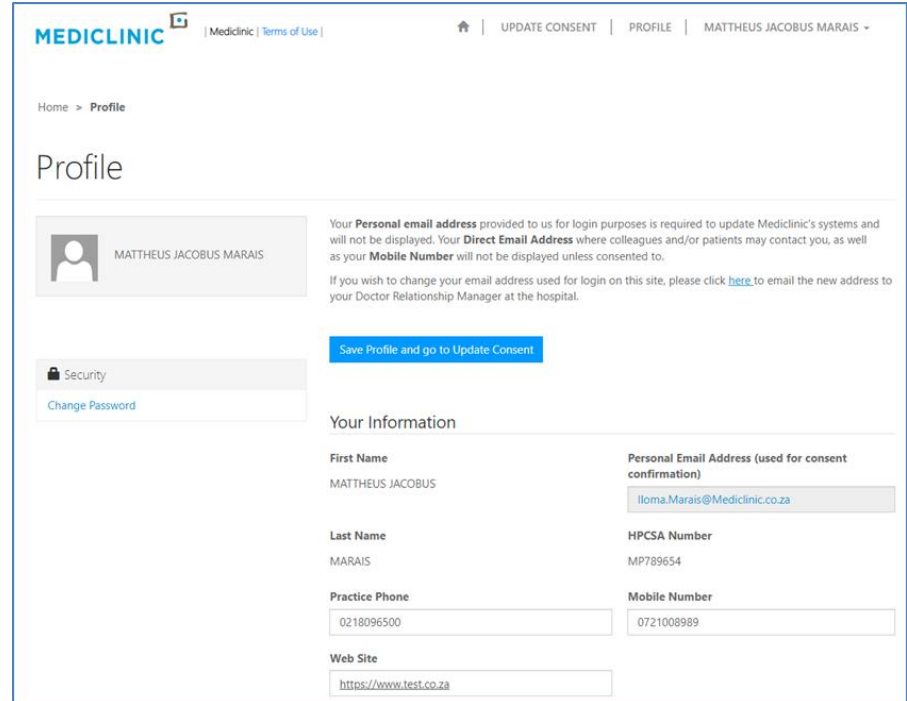
A light blue box contains a long alphanumeric string: `EIZFusDXFhQe6aK5SNQwgkz6gdtzXZR9ly98WFs-kLSg6C1mvztd7FvUy5-08chuPhdTppYZtVg1cC4IZQkWI9RCWnf293JSp4YN26E6GsQDobY3Eo8wY0PyrxwSTFixsYHQuHaTRQQYNj3EkZ1tyHQEEHQ-40mDE33NJE-`

Below this, there is a section titled 'Register for a new local account'. A pink error message box displays the text: 'Invalid invitation code.' Below this, there are four input fields: 'Email' (containing 'iloma.marais@gmail.com'), 'HPCSA Number' (containing 'MP789654'), 'Password', and 'Confirm Password'. A blue 'Register' button is located at the bottom right of the form.



PROFILE PAGE

- You will be redirected to the **Profile page** the first time after registration.
- On the profile page,
 - please confirm that all your information is correct,
 - capture all missing information
 - and click on the blue **Save Profile and go to the Consent Page** button.

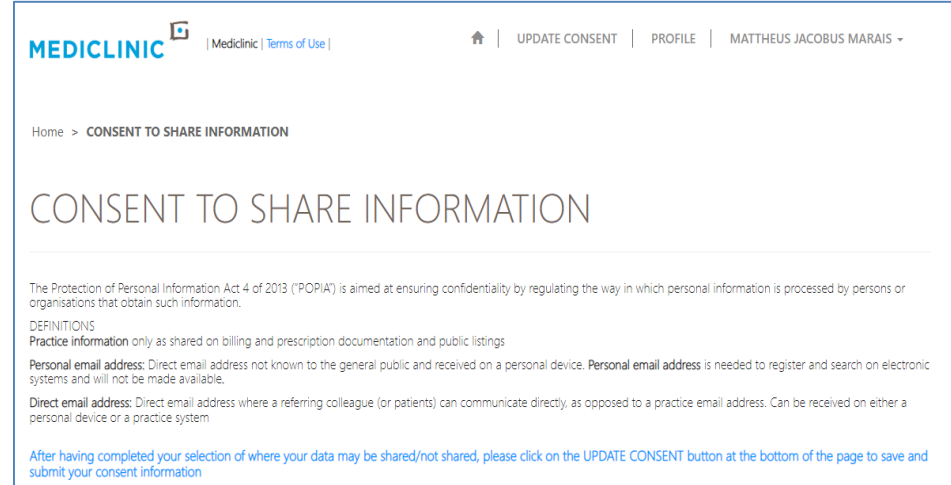


The screenshot shows the Mediclinic profile page for Mattheus Jacobus Marais. The page includes a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and the user's name. Below the navigation bar, there is a breadcrumb trail 'Home > Profile' and a heading 'Profile'. A user profile card displays a placeholder icon and the name 'MATTHEUS JACOBUS MARAIS'. A text block explains the importance of providing a personal email address for login and consent, and offers a link to update the email. A prominent blue button reads 'Save Profile and go to Update Consent'. A 'Security' section contains a 'Change Password' link. The 'Your Information' section contains several input fields: First Name (MATTHEUS JACOBUS), Last Name (MARAIS), Practice Phone (0218096500), Web Site (https://www.test.co.za), Personal Email Address (iloma.Marais@Mediclinic.co.za), HPCSA Number (MP789654), and Mobile Number (0721008989).



TO UPDATE CONSENT

- You will be redirected to the Consent Page which is a short one page form.
- Please read the definitions at the top carefully, before scrolling down
- You simply need to tick where we may share your :
 - practice information,
 - your cell number,
 - a direct email address,
 - your photo and birthday.



The screenshot shows the Mediclinic website interface for the 'CONSENT TO SHARE INFORMATION' page. At the top, there is a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and 'MATTHEUS JACOBUS MARAIS'. Below the navigation bar, the breadcrumb 'Home > CONSENT TO SHARE INFORMATION' is visible. The main heading is 'CONSENT TO SHARE INFORMATION'. A paragraph explains that the Protection of Personal Information Act 4 of 2013 (POPIA) is aimed at ensuring confidentiality. Below this, there are definitions for 'Practice information', 'Personal email address', and 'Direct email address'. At the bottom, a blue instruction states: 'After having completed your selection of where your data may be shared/not shared, please click on the UPDATE CONSENT button at the bottom of the page to save and submit your consent information'.



UPDATE CONSENT

- There is a “Yes to all” and a “No to all” button at each category, for your convenience
- Be sure to click on the blue **UPDATE CONSENT** button at the bottom of the page after you have ticked which information might be shared to whom
- You will receive a **Confirmation email** with the consent permissions you have selected

POPIA

1. Share **PRACTICE INFORMATION** to:

YES to all the below Yes No

Healthcare professionals ([colleagues, specialist lists, referring drs etc](#)) Yes No

Mediclinic affiliated companies ([ER24, Intercare etc.](#)) Yes No

Public (e.g. [Patients, Call Centre enquiries etc](#)) Yes No

Healthcare Funders ([Medical aids, BHF](#)) Yes No

CPD Sponsors ([Attendance register](#)) Yes No

2. Share **CELL NUMBER** to:

YES to all the below Yes No

Healthcare professionals ([colleagues, specialist lists, referring drs etc](#)) Yes No

Mediclinic affiliated companies ([ER24, Intercare etc.](#)) Yes No

Public (e.g. [Patients, Call Centre enquiries etc](#)) Yes No

Healthcare Funders ([Medical aids, BHF](#)) Yes No

CPD Sponsors ([Attendance register](#)) Yes No

3. Share **DIRECT EMAIL ADDRESS** to:

YES to all the below Yes No

Healthcare professionals ([colleagues, specialist lists, referring drs etc](#)) Yes No

Mediclinic affiliated companies ([ER24, Intercare etc.](#)) Yes No

Public (e.g. [Patients, Call Centre enquiries etc](#)) Yes No

Healthcare Funders ([Medical aids, BHF](#)) Yes No

CPD Sponsors ([Attendance register](#)) Yes No

4. May share **PHOTO** to: ([e.g. on website, medical directories](#)) Yes No

5. May share **BIRTHDAY** to: ([colleagues, gifting companies etc](#)) Yes No

By clicking UPDATE, I acknowledge that I have read and understood the Privacy Notice to Doctors and Allied Health Professionals and the [Promotion of Access to Information Act No 2 of 2000](#), providing Mediclinic with my latest consent information and accept the automated email as confirmation of my updated details

Update Consent



CONSENT IMPORTANCE

- Please consider your choices carefully since:
 - some information is needed to market your practice effectively
 - referring colleagues might wish to contact you on a direct email address or cell number,
 - Additionally some referred to colleagues requested a birthday list of their referring colleagues.
- Note: A **direct email address** (that is read by you directly and not your practice staff, and that you might also use to communicate to colleagues or patients) and your **personal email address** (only used by you) that you used to log into this portal may or may not be the same email address.



CONSENT PORTAL LINK

To access the portal anytime in future as well as obtain further information you can follow this link :

<https://www.mediclinic.co.za/en/corporate/ds/-doctor-consent-portal.html>

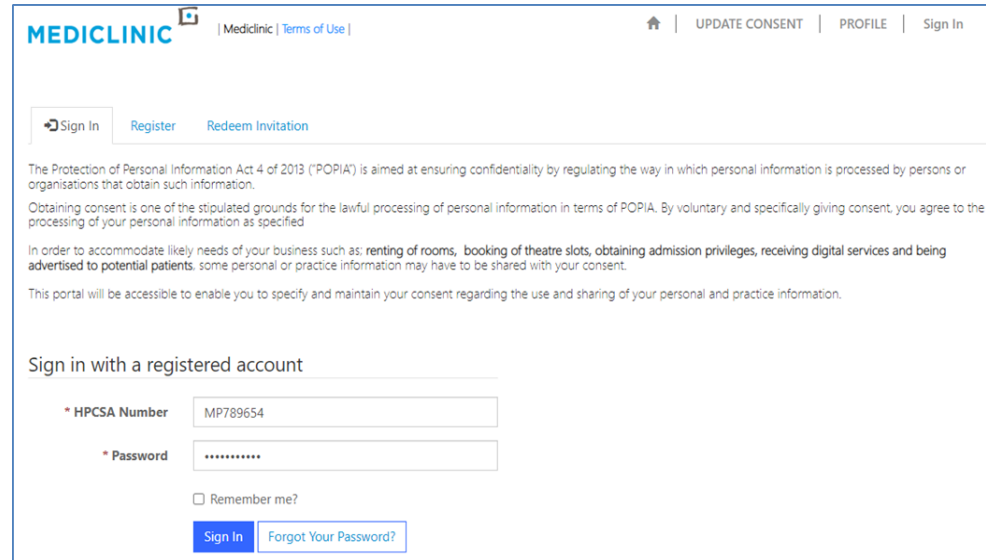
Alternatively scan the QR code



UPDATE CONSENT – CONFIRMATION

- You can also **SAVE** the link you have received in the email invitation, to your home screen or desktop.
- If you need to change your consent at any time, you can just login again with your HPCSA number and registered password

LOGIN SCREEN

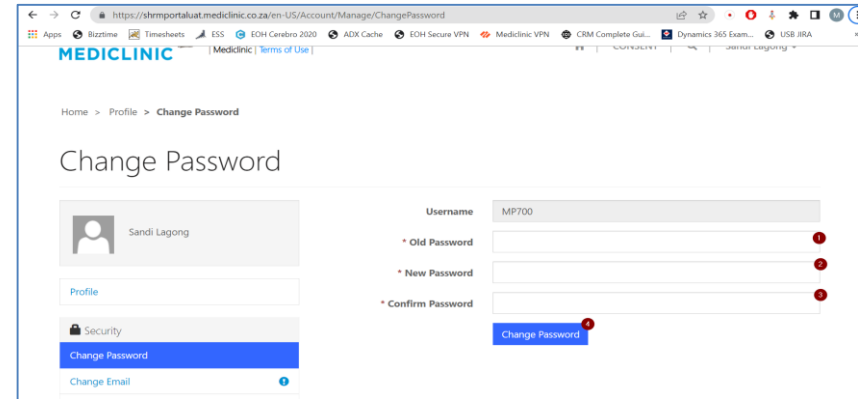
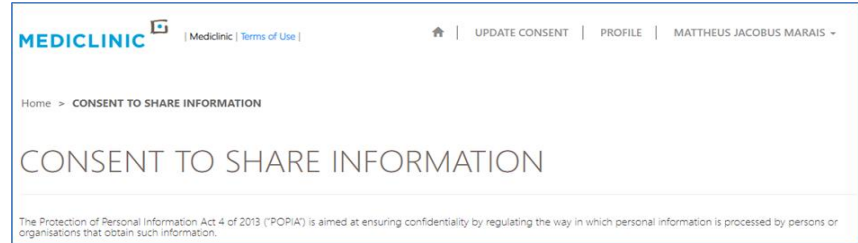


The screenshot shows the Mediclinic login interface. At the top, there is a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and 'Sign In'. Below the navigation bar, there are three buttons: 'Sign In' (highlighted with a blue border), 'Register', and 'Redeem Invitation'. The main content area contains a privacy notice regarding the Protection of Personal Information Act 4 of 2013 (POPIA), explaining that consent is required for processing personal information and that the portal is used to manage consent. Below the notice, there is a section titled 'Sign in with a registered account' which includes two input fields: 'HPCSA Number' (containing 'MP789654') and 'Password' (containing '*****'). There is also a 'Remember me?' checkbox and two buttons at the bottom: 'Sign In' and 'Forgot Your Password?'.



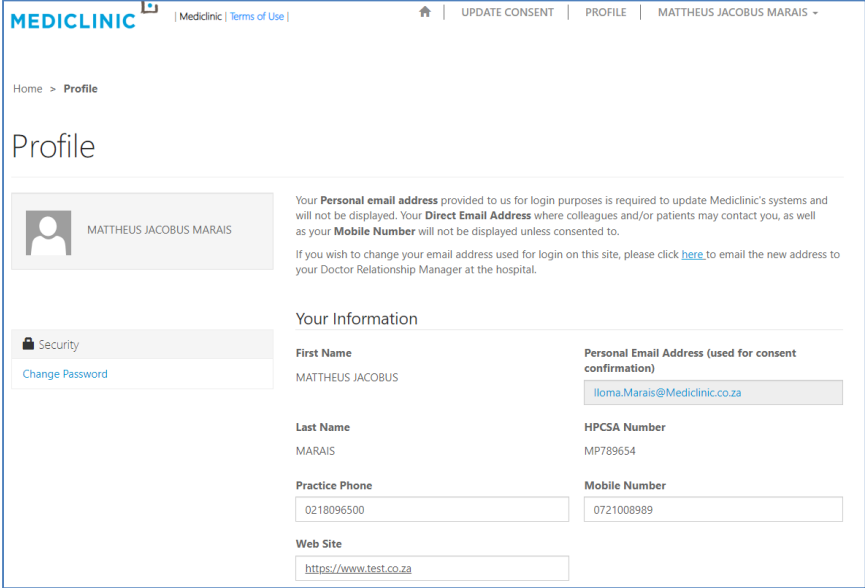
TO CHANGE YOUR PASSWORD

- To change your Password, you will need to navigate to your Profile page.
- On the left-hand side of your profile page, under **security**, click on Change Password
- Please make sure that the password matches what's written into the red box
- Enter your old password, new password, confirm your new password and click **Change Password**



TO CHANGE THE EMAIL ADDRESS YOU USE TO LOGIN TO THE PORTAL

Navigate to the **Profile** page by clicking on the **PROFILE** link in the top right menu and click on the **here** link to open an email window and send the request to your local Doctor Relationship Manager to change your email address on the system



The screenshot shows the Mediclinic user profile page for Mattheus Jacobus Marais. The page includes a navigation bar with the Mediclinic logo, a home icon, and links for 'UPDATE CONSENT', 'PROFILE', and the user's name. Below the navigation is a breadcrumb trail 'Home > Profile' and the title 'Profile'. A user profile card displays a placeholder for a profile picture and the name 'MATTHEUS JACOBUS MARAIS'. To the right of the card, a text block explains that the personal email address is used for login and consent, and provides a 'here' link to request a change. Below this is a 'Your Information' section with a 'Security' sub-section containing a 'Change Password' link. The 'Your Information' section contains several fields: 'First Name' (MATTHEUS JACOBUS), 'Last Name' (MARAIS), 'Practice Phone' (0218096500), 'Web Site' (https://www.test.co.za), 'Personal Email Address (used for consent confirmation)' (lloMa.Marais@Mediclinic.co.za), 'HPCSA Number' (MP789654), and 'Mobile Number' (0721008989).

