

CUSTOMER NOTICE

Tele-Consult Service

BSP Health (BSPH) wishes to advise its **Bulk Billing Insured Members** that the following hospital and General Practitioners (GPs) are now providing **Tele-Consult Service** for those that would require medical assistance during the current lockdown period. The Tele-Consult Service is optional should one choose not to leave their home and prefer Medical Consultation over the phone. BSPH will include the Tele-Consult Service under its Outpatient Benefit and insured members with the Outpatient Benefit may use this service within their eligible Limits. As with any Benefit, where the Outpatient Benefit Limit is exhausted, insured members will need to pay for their Tele-Consult Service.

Suva

The OHPL Tele - Consult number | Phone: 9924 598.

OHPL Service	Costs
Tele - GP Consult	\$30
Tele - Specialist Consult	\$50
Pharmacy Services	<ul style="list-style-type: none">• optional to pick up from OHPL, or medications delivered at a cost of \$15 to be paid by the insured member. <p><u>Note: Delivery costs will NOT be covered by BSPH</u></p>

PROCESS

- Insured Member calls OHPL on 9924 598.
- OHPL obtains the Insured's Policy details and verifies his/her Outpatient Benefit Limit.
- If the Insured is eligible, the Insured is referred to GP/ Specialist. *Note: If Insured does not have sufficient Outpatient Benefit Limit, OHPL will advise the Insured to pay for consultation.*
- GP/ Specialist consultation takes place over the phone.
- OHPL charges BSPH for consultation as applicable.
- Prescription is sent to the OHPL Pharmacy.
- OHPL Pharmacy will verify the Outpatient Benefit Limit and medications covered. If the Insured is eligible, the prescription is attended to. *Note: If the insured member does not have sufficient Outpatient Benefit Limit, OHPL Pharmacy will advise the insured to pay for medications.*
- OHPL Pharmacy will charge BSPH for medication costs as applicable.
- OHPL/BSPH contacts the Insured to collect medications, or alternatively courier medications (*costs of courier \$15 to be paid by Insured*).

Please call 132 700 for more information or visit www.bsplife.com.fj



CUSTOMER NOTICE

Nasinu

BSP Health (BSPH) and Dr Gene Bogitini of Valcare Clinic in Valelevu have partnered to establish a Tele-Consult Service or Virtual Consult Services for those that would require medical assistance during the current period in the Nasinu/ Nausori area.

The services offered by Dr Gene are:

Valcare Clinic - Consult number | Phone 3343700. Clinic is located on Suite 1, Level 3 Savilla House, Daniva Road, Valelevu.

Services	Costs
Tele- GP Consult or through Virtual modes Skype or Viber	\$15 (<i>normal operating hours, please refer details below</i>) Monday 9am – 5pm Tuesday CLOSED Wednesday to Saturday 9am- 5pm Sunday CLOSED \$25 (after hours)

PROCESS

- Insured member contacts via following means:
 - Skype: live:.cid.11ece0c6ab529412
 - Email: bogitini@yahoo.com
 - Viber: +679 993 2362
- GP/ Doctor obtains Insured's policy details and verify the BSPH Outpatient limit.
- If Insured is eligible, consultation proceeds.

Note: If member does not have sufficient Outpatient limits, GP/ Dr will decide on payment options and then proceed with service.

- GP/ Doctor – Patient Consultation.
- GP/ Dr advise Insured of charges and refer charges to BSPH.
- GP/ Dr sends prescription to the Insured, if medications are prescribed.

Please call 132 700 for more information or visit www.bsplife.com.fj

bsp life

CUSTOMER NOTICE

Lautoka

BSP Health (BSPH) and Dr Baladina Kavoa of Saint Philomena Clinic have partnered to establish a Tele-Consult Service or Virtual Consult Services for those that would require medical assistance during the current period in Lautoka.

The services offered by Dr Baladina are:

Saint Philomena - Consult number | Phone: 6205592 / 6660781. Clinic is located at 5 Cakau Street, Lautoka.

Services	Costs
Tele - GP Consult or through Virtual modes Skype or Viber	\$20 (normal operating hours, please refer details below) Monday to Friday - 8am – 6pm Saturday - 8am – 3pm Sunday - CLOSED After 10pm – charge is \$30 1am to 5 am – charge is \$40 <i>Note: Dr Baladina is available Monday to Saturday (24 hours). She can handle emergency cases by providing initial treatment only.</i>

PROCESS

- Insured member contacts via following means:
 - Skype: 7023844
 - Email: baladinakavoa@gmail.com
 - Viber: +679 9383574
- GP/ Doctor obtains Insured's policy details and verify the BSPH Outpatient limit.
- If Insured is eligible, consultation proceeds.

Note: If member does not have sufficient Outpatient limits, GP/ Dr will decide on payment options and then proceed with service.

- GP/ Doctor – Patient Consultation.
- GP/ Dr advise Insured of charges and refer charges to BSPH.
- GP/ Dr sends prescription to the Insured, if medications are prescribed.

Please call 132 700 for more information or visit www.bsplife.com.fj

bsp life

CUSTOMER NOTICE

Nadi

BSP Health (BSPH) and Dr Krish Naidu of Dr. Naidu's Private Medical Practice, Dr Leli Biumaitotoya and Dr Nahina Naaz of Ace Medical Clinic have partnered to establish a Tele-Consult Service or Virtual Consult Services for those that would require medical assistance during the current period in Nadi.

The services offered by the Doctors are:

Naidu's Private Medical Practice's Service	Costs
GP Consult via tele-consult, text consult and video consult. VUNIWAI App. (Please download the App to access the services) <i>Note: VUNIWAI is a virtual platform with all the perimeters required to do remote consultations and available to the whole Fiji Group</i>	\$20 Text consultation - 9am to 9pm \$50 Video consultation – 9am to 5pm
Ace Medical Clinic	Costs
GP Consult via tele-consult, email or Viber Skype - Ace Telemedicine Email - dr.nahina.naaz@gmail.com Viber - +679 8372110	\$25 VIP Operating Hours are from 8am to 5pm Virtual Consultation can be extended from 6pm to 9pm daily
Dr Leli Biumaitotoya	Costs
GP Consult via tele-consult, email or Viber Email - biumaitotoya@gmail.com Viber +679 9955151	\$30 (normal operating hours only)

PROCESS

- Insured member contacts providers in the above providers
- GP/ Doctor obtains Insured's policy details and verify the BSPH Outpatient limit.
- If Insured is eligible, consultation proceeds.

Note: If member does not have sufficient Outpatient limits, GP/ Dr will decide on payment options and then proceed with service.

- GP/ Doctor – Patient Consultation.
- GP/ Dr advise Insured of charges and refer charges to BSPH.
- GP/ Dr sends prescription to the Insured, if medications are prescribed.

Please call 132 700 for more information or visit www.bsplife.com.fj