

Finding information sent to the secure inbox.

You will need to log into the discovery website (www.discovery.co.za) with your log in details to access your secure inbox.



Log in

Username

test--

[Forgot username?](#)

Password

.....



[Forgot password?](#)

Cancel

Log in

[Register](#)


Please ensure you choose the **Healthcare Professionals** zone and click on the **'Communication'** tab at the top of the page as illustrated below:

The screenshot shows the Discovery website interface. At the top left is the Discovery logo. To the right, there is a navigation bar with 'HEALTHCARE PROFESSIONALS' and a 'LOG OUT' button. Below this is a secondary navigation bar with links for 'HOME', 'YOUR DETAILS', 'HEALTHID', 'TOOLS', 'INFORMATION', 'COMMUNICATION' (which is highlighted with a blue box), and 'COMMS2'. The main content area features a 'Welcome back' message. Below this is a large banner for 'HOSPITAL AT HOME' with the text 'Did you know you can treat your patients from the comfort of their home?' and a 'FIND OUT MORE' button. The Discovery logo is also present in the top right corner of the banner. At the bottom right of the banner, there is small text: 'Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider.'

Your secure inbox can then be accessed under “Personalised Practice Communications”

Personalised practice communications

Welcome back



HOSPITAL AT HOME
Did you know you can treat your patients from the comfort of their home?
A touch of care, in every home
[FIND OUT MORE](#)

Discovery

Discovery Health (Pty) Ltd. (registration number 1997/013480/07, an authorised financial services provider)

Within your ‘secure inbox’ you can ‘Act on behalf of’ either Yourself as the Practitioner or Your Practice.

HOME YOUR DETAILS HEALTHID TOOLS INFORMATION COMMUNICATION COMMS2

Secure Inbox

Act on behalf of: [SELECT](#)

Search

Filter by [Clear all filters](#)

Communications

Please note: Communications displayed now are only for the last 30 days. To view more communications, select your preferred dates.

Description	Patient	Date sent
Provider consent	No additional information...	16 Mar 2023
Provider consent	No additional information...	16 Mar 2023

Searching for documents in your secure inbox?

The secure inbox includes the ability to search for documentation by following the steps illustrated below.

The screenshot shows the 'Secure Inbox' interface. At the top, there is a navigation bar with links: HOME, YOUR DETAILS, HEALTHID, TOOLS, INFORMATION, COMMUNICATION, and COMM. Below this, the 'Secure Inbox' title is on the left, and 'Act on behalf of: Yourself' with a dropdown arrow and a 'SELECT' button is on the right. A search bar is located below the title. Below the search bar are two filter buttons: 'PATIENT' and 'DATE RANGE'. A 'Clear all filters' link is positioned to the right of the filters. The main content area is titled 'Communications' and includes a note: 'Please note: Communications displayed now are only for the last 30 days. To view more communications, select your preferred dates.' Below this is a table with columns 'Description', 'Patient', and 'Date sent'. The table contains one row with the following data: 'Provider consent' in the Description column, 'No additional information...' in the Patient column, and '16 Mar 2023' in the Date sent column. Below the table, there are two file icons: a PDF icon for '2358956979_1.pdf' (50.65 KB) and an HTML icon for 'cover.html' (3.12 KB). At the bottom of the table, there is a status message: '✓ Sent successfully to testwork@discovery.co.za, on 16/03/2023 at 18:29'. Three callout boxes provide additional information: one pointing to the search bar, one pointing to the 'DATE RANGE' filter, and one pointing to the 'Clear all filters' link.

HOME YOUR DETAILS HEALTHID TOOLS INFORMATION COMMUNICATION COMM

Secure Inbox

Act on behalf of: Yourself SELECT

Search

Filter by PATIENT DATE RANGE Clear all filters

Communications

Please note: Communications displayed now are only for the last 30 days. To view more communications, select your preferred dates.

Description	Patient	Date sent
Provider consent	No additional information...	16 Mar 2023

✓ Sent successfully to testwork@discovery.co.za, on 16/03/2023 at 18:29

Provider consent No additional information... 16 Mar 2023

2358956979_1.pdf 50.65 KB cover.html 3.12 KB

The **“search”** tab allows you to enter your Patients name, document heading, etc.

Clear all filters

“Clear all filters” allows you to clear any filters you have used.

The **“date range”** will allow you to search for documents received within a defined date range.

All documentation in your “secure inbox” will be ordered by the most recent date/time received.

Updating your email address on record:

Should you wish to update your email address, email the change request on your practice letterhead to provider_administration@discovery.co.za. You will receive confirmation once the change has been actioned.