




# E-PHARMACY

**MORE** THAN A MEMBER. MORE **WITH BANKMED.**



# WELCOME PAGE



YOUR PRESCRIPTION	YOUR PREFERENCES	YOUR PHARMACY	OUR SERVICE
<p>Start by getting a prescription from your doctor.</p> <p>Then send us your prescription by using our secure uploader.</p> <p>It's as easy as taking a picture with your phone or uploading the file directly from your preferred device.</p>	<p>Your medication, your choice.</p> <p>E-Pharm gives you the power to pick options that are best for you.</p> <p>Medical Aid or Private Name Brand or Generics Once-off or Repeat Orders</p> <p><small>*Private payments or medical aid co-payments and balances due are settled via secure credit and debit card facilities on delivery, with your driver.</small></p>	<p>Let us know if you'll collect or if we should deliver. No matter what, we've got your back.</p> <p>Simply enter your address (home, office, wherever) and we'll show you participating pharmacies in your area.</p> <p><small>*Participating pharmacies are limited to a 15km delivery radius from your supplied address.</small></p>	<p><b>Collections:</b> Ready in 2 hours</p> <p><b>Delivery:</b> Within 24 hours</p> <p><b>Hours for collection:</b> Weekdays - 08:00 to 16:00 Saturdays - 08:00 to 14:00 Sundays and Public Holidays: <b>Closed</b></p>

START

CLICK "START" TO BEGIN.

# STEP 1: UPLOADING A PRESCRIPTION

1 2 3

UPLOAD YOUR PRESCRIPTION

Accepted file types: .JPG, .PNG and .PDF only  
Max size: 6 mb (.JPG / .PNG) or 2mb (.PDF)

Due to legislative requirements we are unfortunately unable to dispense any Schedule 6 medicines via this service

**SELECT FILE**

BACK CONTINUE

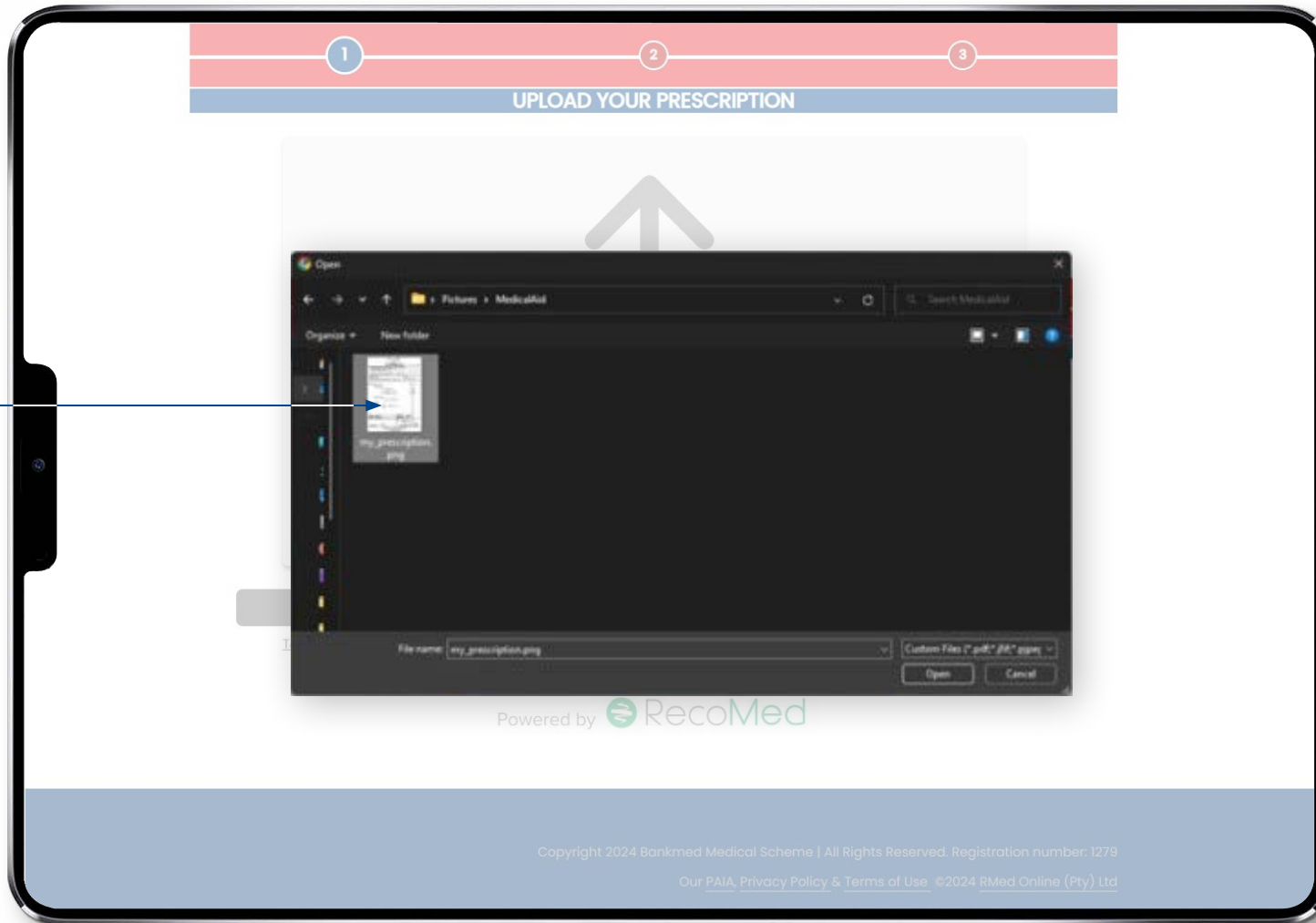
[T&Cs](#) apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

- 1.1 CLICK "SELECT FILE" TO UPLOAD THE SCRIPT FROM A FOLDER ON YOUR COMPUTER OR FROM YOUR PHONE.

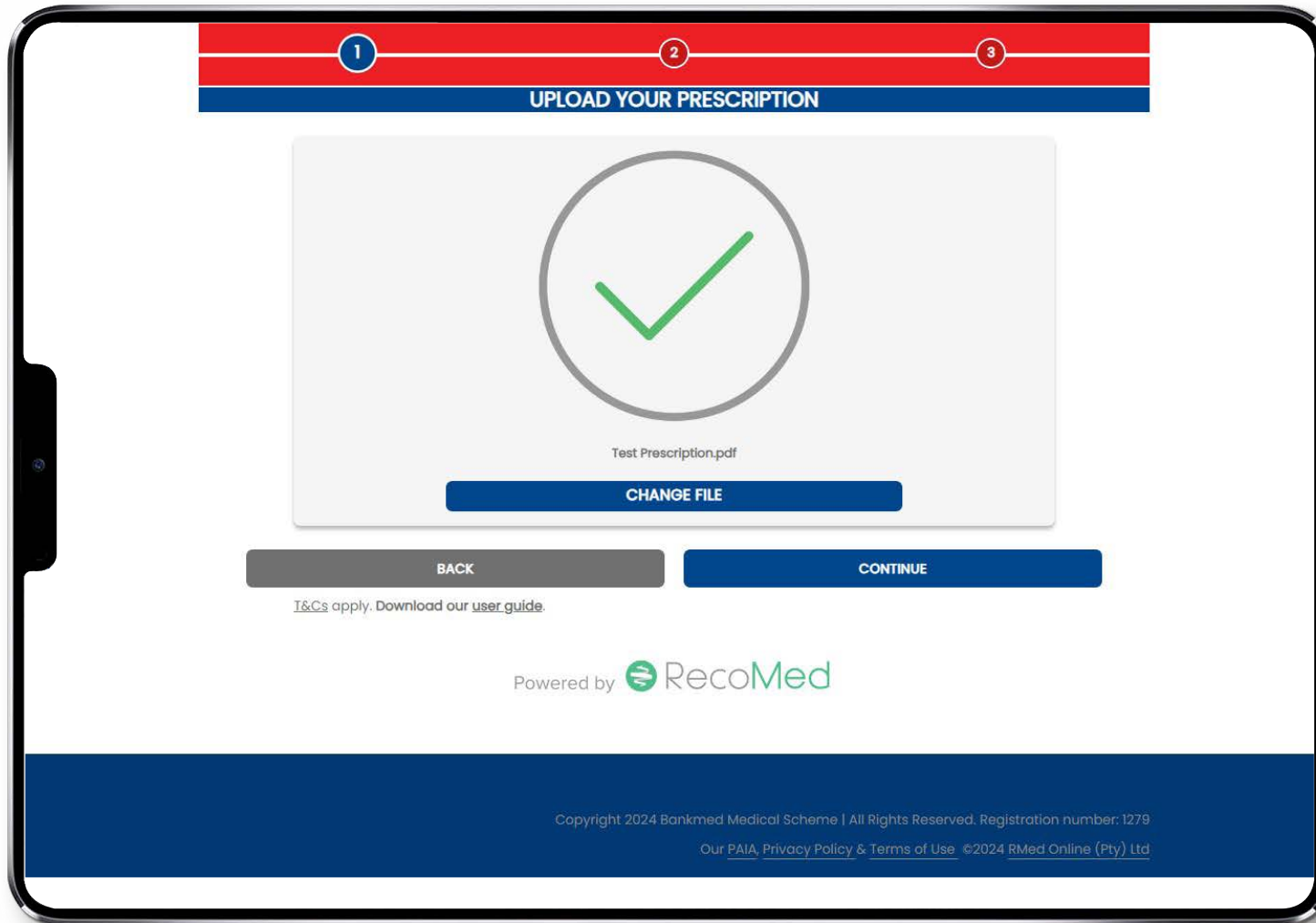
# STEP 1: UPLOADING A PRESCRIPTION



## 1.2 CHOOSE THE RELEVANT FILE (SCRIPT) THAT YOU WANT TO UPLOAD.



# STEP 1: UPLOADING A PRESCRIPTION

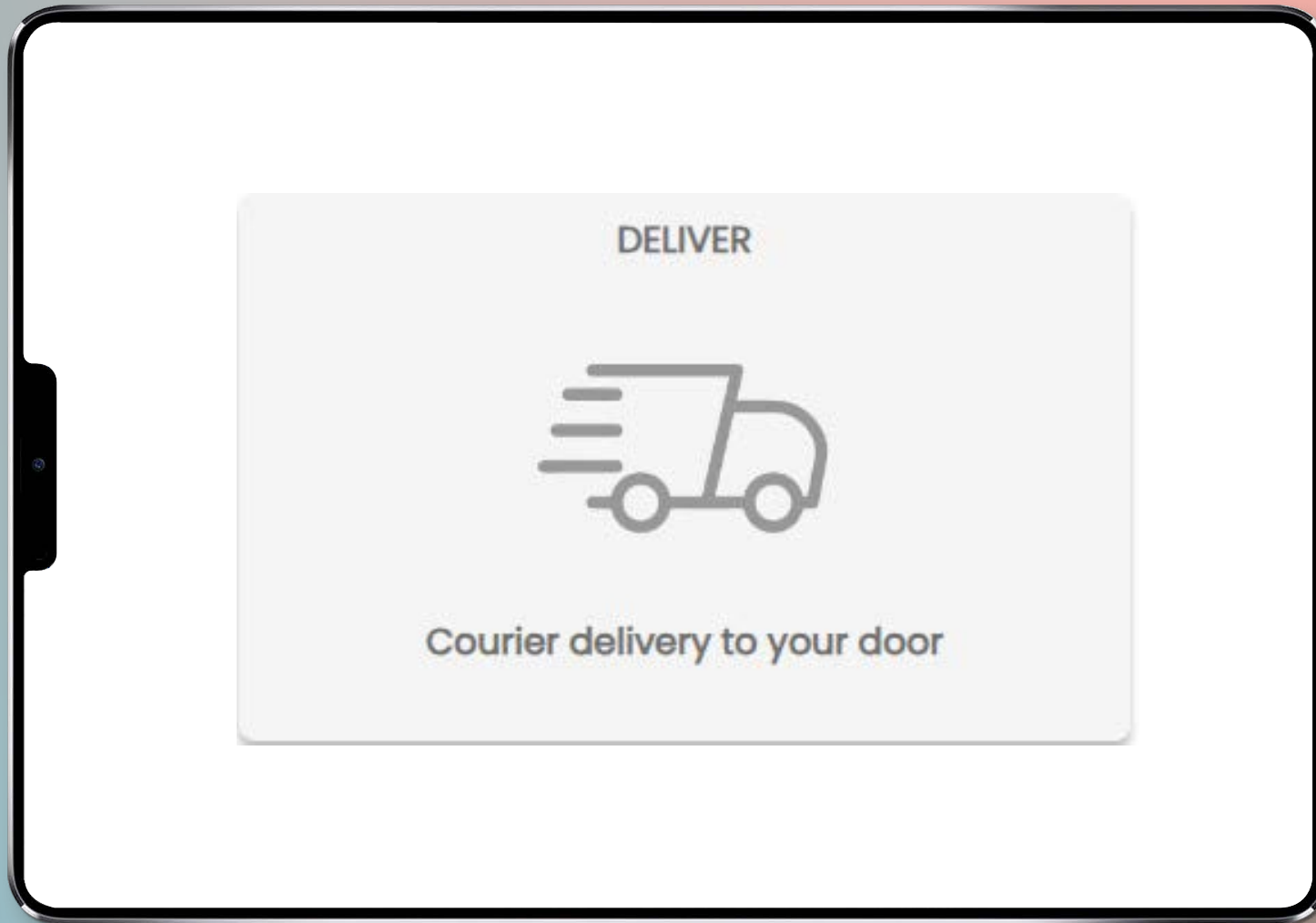


- 1.3 A TICK INDICATES THAT THE FILE IS VALID.

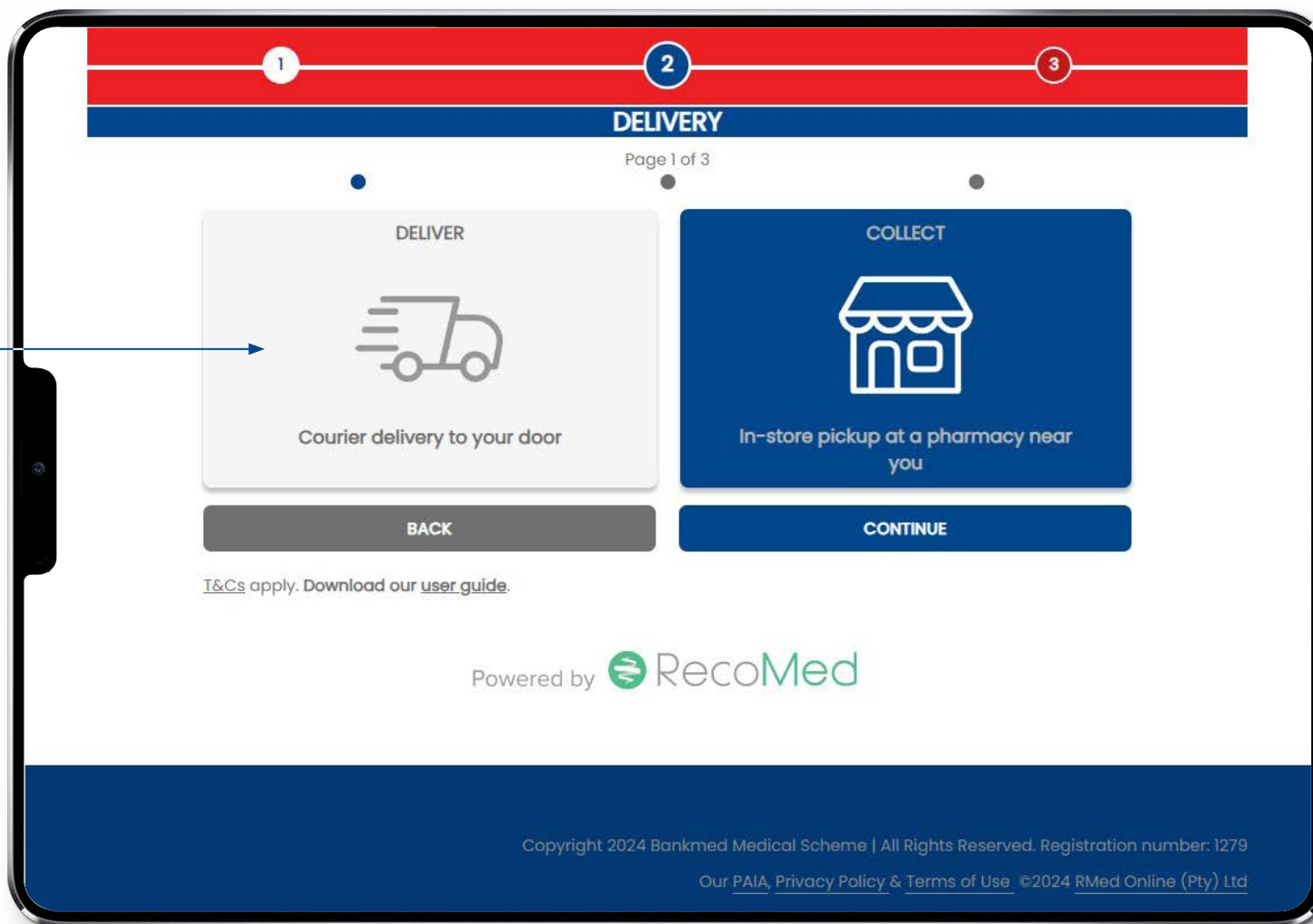




# THE **DELIVERY JOURNEY**



## STEP 2: DELIVERY



- 2.1 TO ORDER A PRESCRIPTION FOR DELIVERY, CLICK “DELIVER”.

## STEP 2: DELIVERY

1 2 3

DELIVERY

Page 2 of 3

Please enter your address and we'll find a pharmacy near you

7 Bree Street, Cape Town City Centre, Cape Town, South Africa X

Complex, Apartment number, P.O Box, ...

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

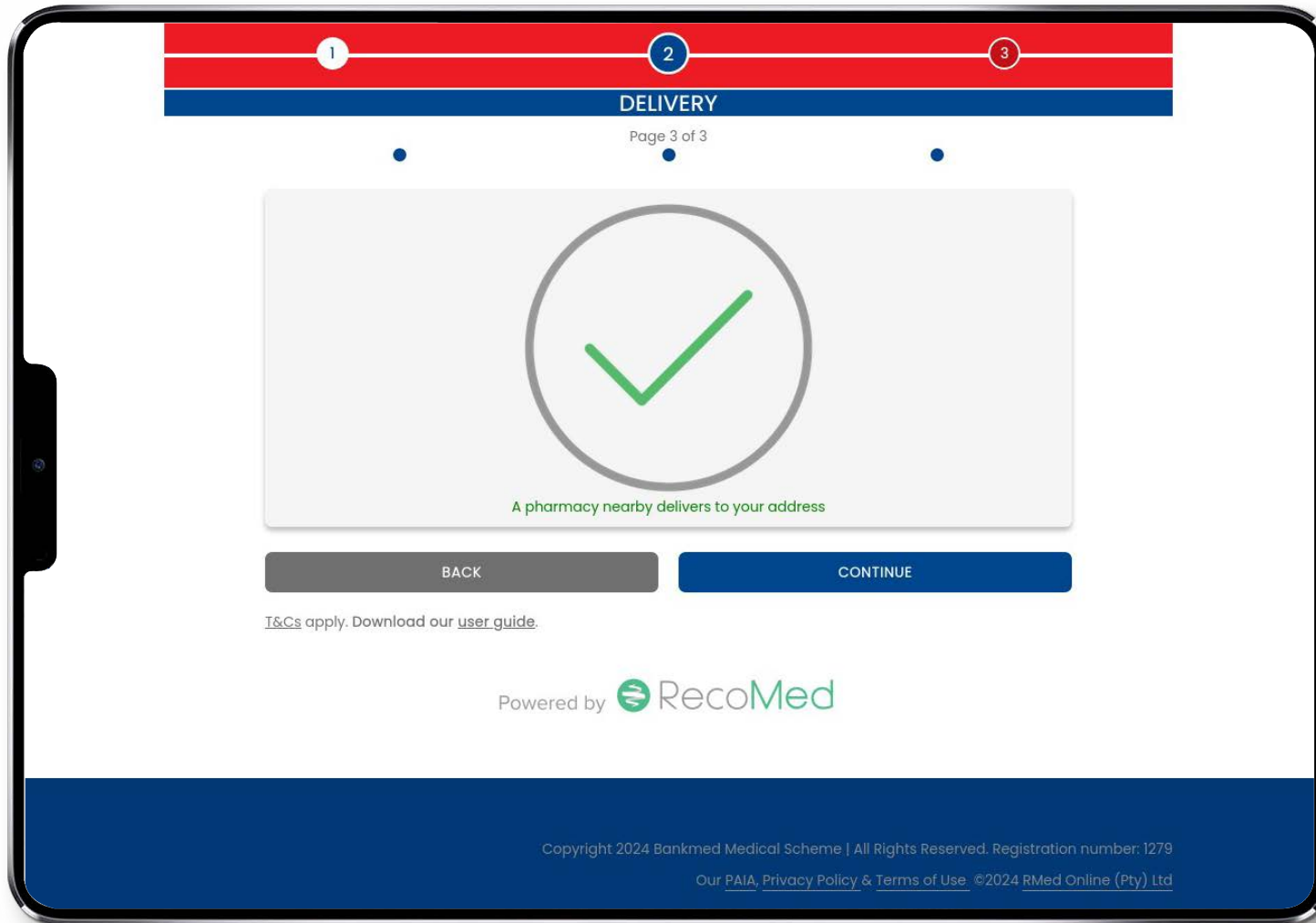
Powered by RecoMed

2.2 ADD IN THE ADDRESS WHERE THE PACKAGE CAN BE DELIVERED.





## STEP 2: DELIVERY



- 2.3 A TICK INDICATES THAT AN AVAILABLE PHARMACY IS NEAR THE PROVIDED ADDRESS.



# STEP 3: ORDER DETAILS



1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☐ Yes

☐ No

Is this a repeat prescription?

☐ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

- 3.1 CHOOSE A NAME-BRAND OR GENERIC PRESCRIPTION.
- 3.2 INDICATE IF THIS IS A REPEAT OR ONCE-OFF PRESCRIPTION.

## STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☐ Yes

☒ No I am aware that a non-generic may result in a copayment that must be paid on delivery or collection (cash or credit/debit card accepted)

Is this a repeat prescription?

☒ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

3.3 IF YOU SELECT “NO”, THEN YOU WILL RECEIVE A NOTIFICATION ABOUT A POTENTIAL CO-PAYMENT.

## STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☒ Yes

☐ No

Is this a repeat prescription?

☒ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

3.4 IF YOU SELECT “YES”, THEN YOU WILL NOT RECEIVE A NOTIFICATION ABOUT A POTENTIAL CO-PAYMENT.

## STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 2 of 5

PAYMENT


Payment Method

☒ Private: Cash or Debit / Credit Card

☐ Medical Aid

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by  RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

3.5 SELECT WHETHER YOU WILL PAY DIRECTLY OR IF WE SHOULD SUBMIT TO YOUR MEDICAL AID.

## STEP 3: ORDER DETAILS

1 2 3

### ORDER DETAILS

Page 2 of 5

#### PAYMENT

Payment Method

☐ Private: Cash or Debit / Credit Card

☒ Medical Aid

Any copayment or remaining balance can be settled with cash or card payment with the courier at delivery or at the counter on collection.

Medical Aid Scheme

Bankmed

Medical Aid Number

1234

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme. All Rights Reserved. Registration number: 1279

3.6 IF YOU SELECT "MEDICAL AID" THEN YOU MUST ENTER THE SCHEME NAME AND MEMBER NUMBER.



# STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 3 of 5

WHO IS THIS PRESCRIPTION FOR?

First Name  
First Name

Last Name  
Last Name

Date of birth  
1999 / 01 / 01

E-mail  
mail@domain.com

Address  
☒ This is the same as my delivery address  
7 Bree St, Cape Town City Centre, Cape Town, 8000, South Africa

Additional Information  
Complex, Apartment number, P.O Box, ...

Contact Number  
0614561122

Additional Information  
Complex, Apartment number, P.O Box, ...

Contact Number  
0614561122

Identity  
☒ RSA ID  
☐ Passport

RSA ID  
0301017617186

Gender  
Male

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our PAIA, Privacy Policy & Terms of Use. ©2024 RMed Online (Pty) Ltd

## 3.7 ADD THE PERSONAL DETAILS OF THE PERSON IN WHOSE NAME THE PRESCRIPTION IS WRITTEN.

## STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 4 of 5

MEDICAL AID

Is First Name Last Name the Main Member?

Main member means the applicant in whose name the medical aid policy was issued

☒ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279

Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

3.8 INDICATE IF THE PRESCRIPTION-HOLDER IS ALSO THE POLICYHOLDER FOR THE MEDICAL AID.

**NOTE: THIS STEP IS SKIPPED IF PRIVATE PAYMENT (THE NON-MEDICAL AID JOURNEY) WAS SELECTED**

# STEP 3: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 4 of 5

MEDICAL AID

Is First Name Last Name the Main Member?  
Main member means the applicant in whose name the medical aid policy was issued

☐ Yes

☒ No

Please enter the Main Member's details

First Name  
Main

Last Name  
Member

Date of birth  
1999 / 02 / 02

E-mail  
mainmember@domain.com

Address  
☐ This is the same as my delivery address  
12 Bree Street, Cape Town City Centre, Cape Town, South Africa

Additional Information  
Complex, Apartment number, P.O Box, ...



3.9 IF YOU SELECT “NO”, THEN YOU MUST PROVIDE THE “MAIN MEMBER’S” DETAILS.

**NOTE: “PATIENT’S NAME” IS A PLACEHOLDER. THE NAME OF THE PRESCRIPTION HOLDER IS FILLED HERE.**

Additional Information

Complex, Apartment number, P.O Box, ...

Contact Number  
0614561133

Identity  
☒ RSA ID  
☐ Passport

RSA ID  
7412016498081

Gender  
Female

What is First Name Last Name's dependant number?  
3

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

3.10 YOU MUST PROVIDE THE DEPENDANT NUMBER FOR THE PRESCRIPTION HOLDER FROM THE PREVIOUS STEP.

## STEP 3: ORDER DETAILS

user guide.' Below the buttons, the text 'Powered by' is followed by the RecoMed logo (a green circle with a white 'R' icon) and the name 'RecoMed' in green. The bottom of the screen features a dark blue footer with white text: 'Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279' and 'Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd'."/>

1 2 3

ORDER DETAILS


Page 5 of 5

Recipient Name  
John Smith

Recipient Contact Number  
0614561144

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by  RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

3.11 PROVIDE THE DETAILS FOR WHOMEVER WILL RECEIVE THE PACKAGE AT THE DELIVERY ADDRESS.

**NOTE: THIS STEP IS SKIPPED IN THE “COLLECTION” JOURNEY.**

# ORDER SUBMISSION

1 2 3

## ORDER SUMMARY

First Name Last Name  
0301017617186  
0614561122

Your order will be delivered at:  
7, Bree Street, Cape Town City Centre, City of Cape Town Metropolitan Municipality,  
Western Cape, South Africa, 8000

Generics: Yes  
Repeats: Yes

Your order will be delivered within 24 hours.  
No Schedule 6 Medications.  
Bankmed does not endorse any Dis-Chem marketing  
material or products as a Scheme.

**SUBMIT**

**BACK**

[T&Cs](#) apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our PIA, Privacy Policy & Terms of Use. ©2024 PMed Online (Pty) Ltd

### 3.12 REVIEW THE ORDER DETAILS AND CLICK “SUBMIT.”

# ORDER CONFIRMATION



Hi Patient, Bankmed has sent your script for processing. Please monitor your SMSes for delivery instructions. Thank you. Ref MD\_00960

- 3.13 YOU WILL RECEIVE AN SMS AND E-MAIL UPDATING YOU ON THE STATUS OF YOUR DELIVERY.



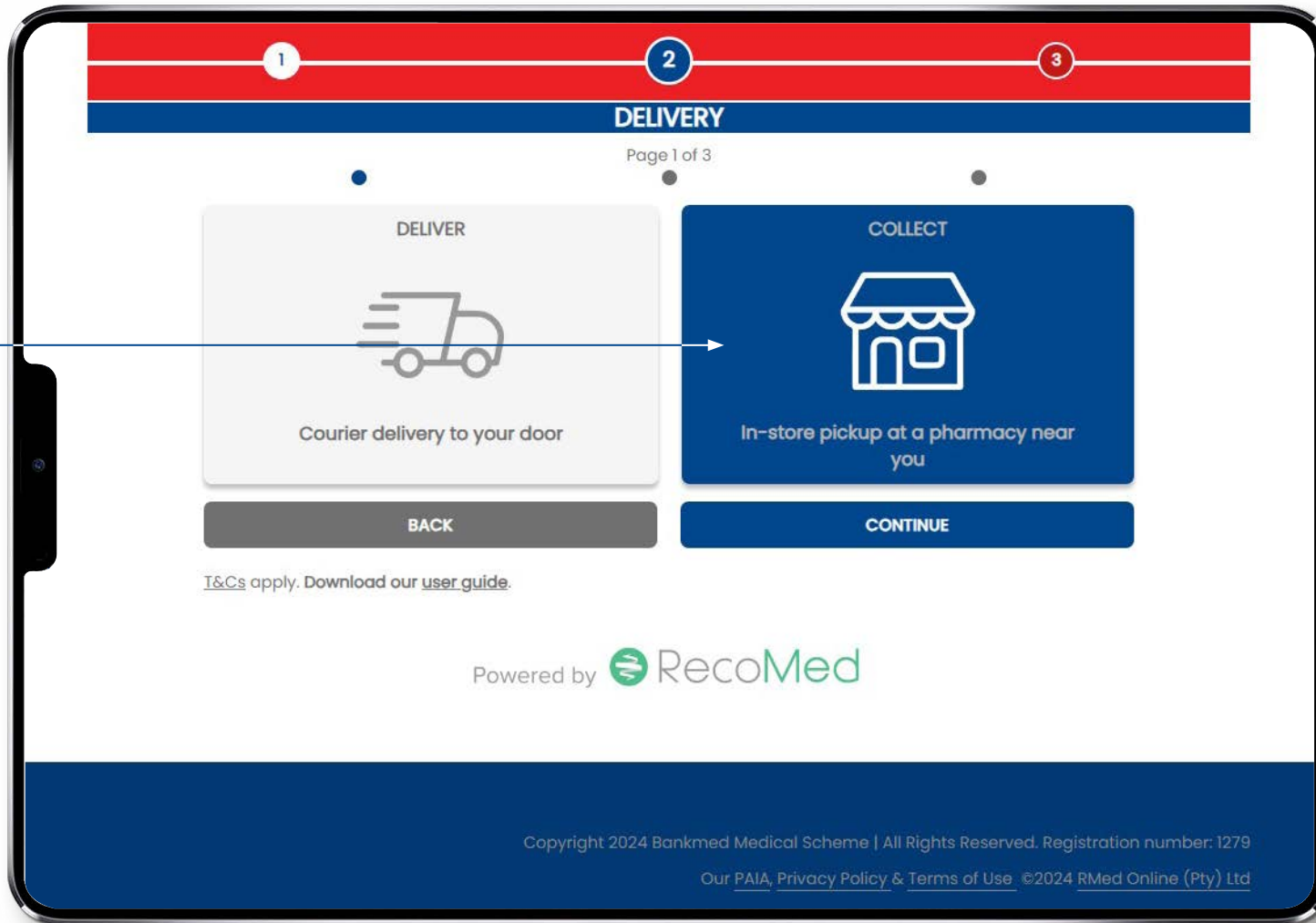


# THE **COLLECTION JOURNEY**





## STEP 4: **COLLECTION**



- 4.1 TO ORDER YOUR PRESCRIPTION FOR COLLECTION, CLICK “COLLECT”.

## STEP 4: COLLECTION

1 2 3

DELIVERY

Page 2 of 3

Please enter your address and we'll find a pharmacy near you

7 Bree Street, Cape Town City Centre, Cape Town, South Africa X

Complex, Apartment number, P.O Box, ...

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

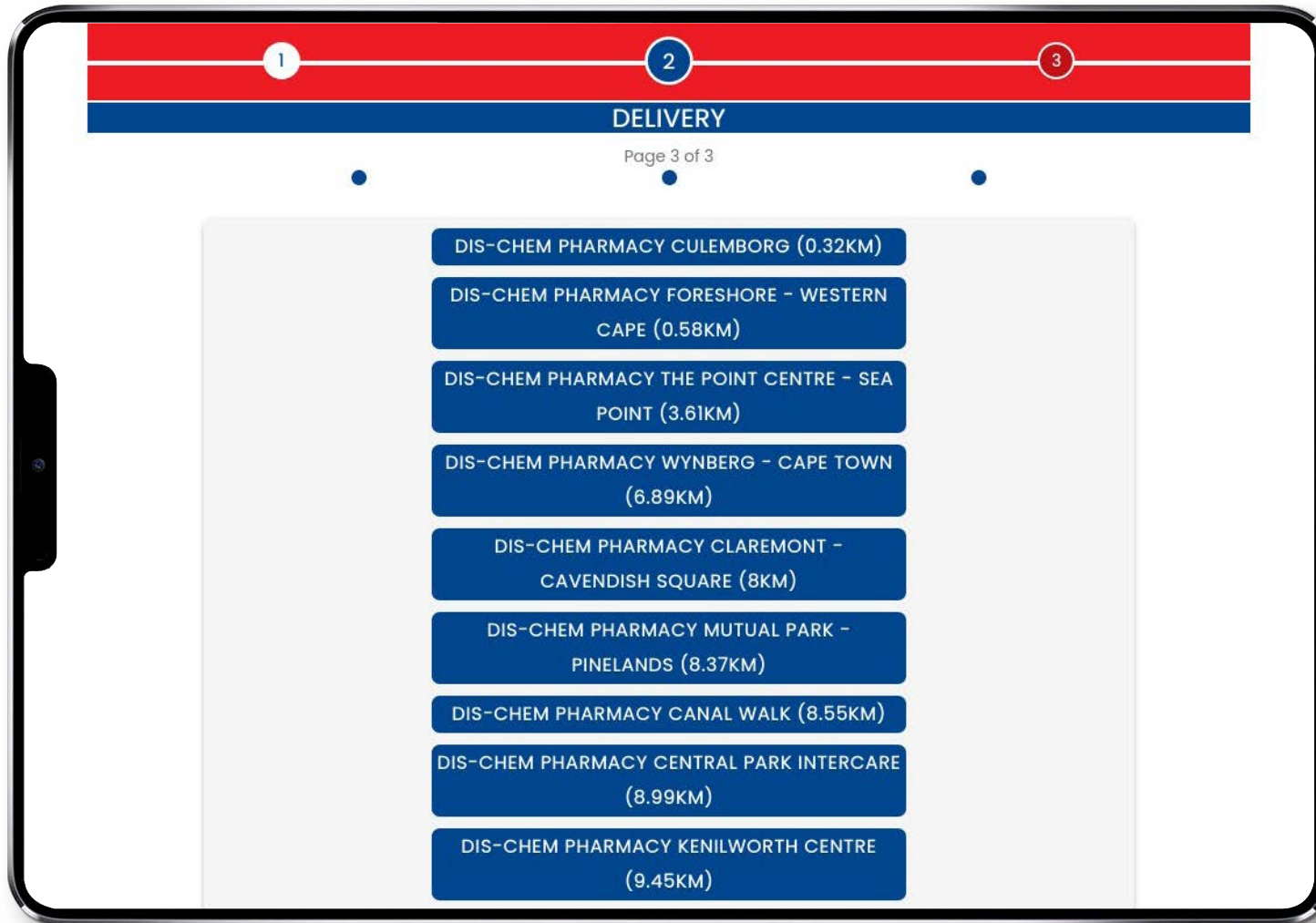
Powered by RecoMed

4.2 INPUT ANY ADDRESS (HOME, WORK, ETC.) FROM WHICH TO FIND THE CLOSEST PHARMACY.





## STEP 4: **COLLECTION**



- ④ 4.3 SELECT THE NEAREST PHARMACY TO YOUR PROVIDED ADDRESS OR YOUR PREFERRED PHARMACY.



# STEP 5: ORDER DETAILS



1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☐ Yes

☐ No

Is this a repeat prescription?

☐ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

- 5.1 CHOOSE A NAME-BRAND OR GENERIC PRESCRIPTION.
- 5.2 INDICATE IF IT'S A REPEAT OR ONCE-OFF PRESCRIPTION.

# STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☐ Yes

☒ No I am aware that a non-generic may result in a copayment that must be paid on delivery or collection (cash or credit/debit card accepted)

Is this a repeat prescription?

☒ Yes

☐ No

BACK CONTINUE

[T&Cs apply. Download our user guide.](#)

Powered by RecoMed

5.3 IF YOU SELECT “NO”, THEN YOU WILL RECEIVE A NOTIFICATION ABOUT A POTENTIAL CO-PAYMENT.



# STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 1 of 5

PRESCRIPTION INFORMATION

Would you like a generic alternative for your prescription?  
You should know generics are an affordable alternative to name-brand medications

☒ Yes

☐ No

Is this a repeat prescription?

☒ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

5.4 IF YOU SELECT “YES”, THEN YOU WILL **NOT** RECEIVE A NOTIFICATION ABOUT A POTENTIAL CO-PAYMENT.



# STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 2 of 5

PAYMENT

Payment Method

☒ Private: Cash or Debit / Credit Card

☐ Medical Aid

BACK CONTINUE

[T&Cs](#) apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279

Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

5.5 SELECT WHETHER YOU WILL PAY DIRECTLY OR WE SHOULD SUBMIT TO YOUR MEDICAL AID.

# STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 2 of 5

PAYMENT

Payment Method

☐ Private; Cash or Debit / Credit Card

☒ Medical Aid

Any copayment or remaining balance can be settled with cash or card payment with the courier at delivery or at the counter on collection.

Medical Aid Scheme

Bankmed

Medical Aid Number

1234

BACK CONTINUE

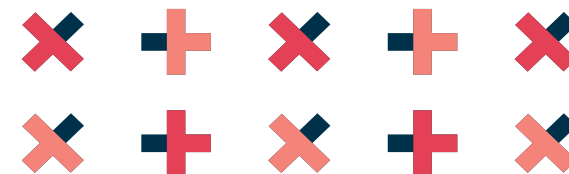
T&Cs apply. Download our [user guide](#).

Powered by RecoMed

5.6 IF YOU SELECT “MEDICAL AID” THEN YOU MUST ENTER THE SCHEME NAME AND MEMBER NUMBER.



# STEP 5: ORDER DETAILS



1 2 3

ORDER DETAILS

Page 3 of 5

WHO IS THIS PRESCRIPTION FOR?

First Name  
First Name

Last Name  
Last Name

Date of birth  
1999 / 01 / 01

E-mail  
mail@domain.com

Address  
☒ This is the same as my delivery address  
7 Bree St, Cape Town City Centre, Cape Town, 8000, South Africa

Additional Information  
Complex, Apartment number, P.O Box, ...

Contact Number  
012 456 7890  
Contact number is required

Additional Information  
Complex, Apartment number, P.O Box, ...

Contact Number  
012 456 7890  
Contact number is required

Identity  
☒ RSA ID  
☐ Passport

RSA ID  
0301017617186

Gender  
Male

BACK CONTINUE

[T&Cs](#) apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279

## 5.7 ADD THE PERSONAL DETAILS OF THE PERSON IN WHOSE NAME THE PRESCRIPTION IS WRITTEN.

# STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 4 of 5

MEDICAL AID

Is First Name Last Name the Main Member?

Main member means the applicant in whose name the medical aid policy was issued

☒ Yes

☐ No

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

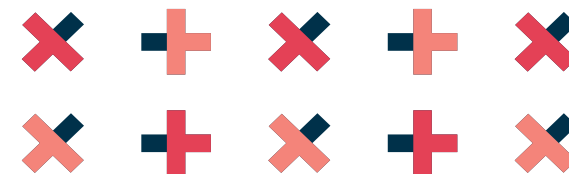
Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279

Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#). ©2024 RMed Online (Pty) Ltd

5.8 INDICATE IF THE PRESCRIPTION-HOLDER IS ALSO THE POLICYHOLDER FOR THE MEDICAL AID.

**NOTE: THIS STEP IS SKIPPED IF PRIVATE PAYMENT (THE NON-MEDICAL AID JOURNEY) WAS SELECTED**

# STEP 5: ORDER DETAILS



5.9 IF YOU SELECT “NO”, THEN YOU MUST PROVIDE THE “MAIN MEMBER’S” DETAILS.

**NOTE: “PATIENT’S NAME” IS A PLACEHOLDER. THE NAME OF THE PRESCRIPTION HOLDER IS FILLED HERE**

5.10 YOU MUST PROVIDE THE DEPENDANT NUMBER FOR THE PRESCRIPTION HOLDER FROM THE PREVIOUS STEP.



## STEP 5: ORDER DETAILS

1 2 3

ORDER DETAILS

Page 5 of 5

Recipient Name  
John Smith

Recipient Contact Number  
0614561144

BACK CONTINUE

T&Cs apply. Download our [user guide](#).

Powered by RecoMed

Copyright 2024 Bankmed Medical Scheme | All Rights Reserved. Registration number: 1279  
Our [PAIA](#), [Privacy Policy](#) & [Terms of Use](#) ©2024 RMed Online (Pty) Ltd

5.11 PROVIDE THE DETAILS FOR WHOMEVER WILL RECEIVE THE PACKAGE AT THE DELIVERY ADDRESS.

# ORDER SUBMISSION

1 2 3

ORDER SUMMARY

First Name Last Name  
7412016498081  
0614561122

Your order will be delivered at:  
7, Bree Street, Cape Town City Centre, City of Cape Town Metropolitan Municipality,  
Western Cape, South Africa, 8000

Generics: Yes  
Repeats: Yes

Your order will be delivered within 24 hours.  
No Schedule 6 Medications.  
Bankmed does not endorse any Dis-Chem marketing  
material or products as a Scheme.

SUBMIT

BACK

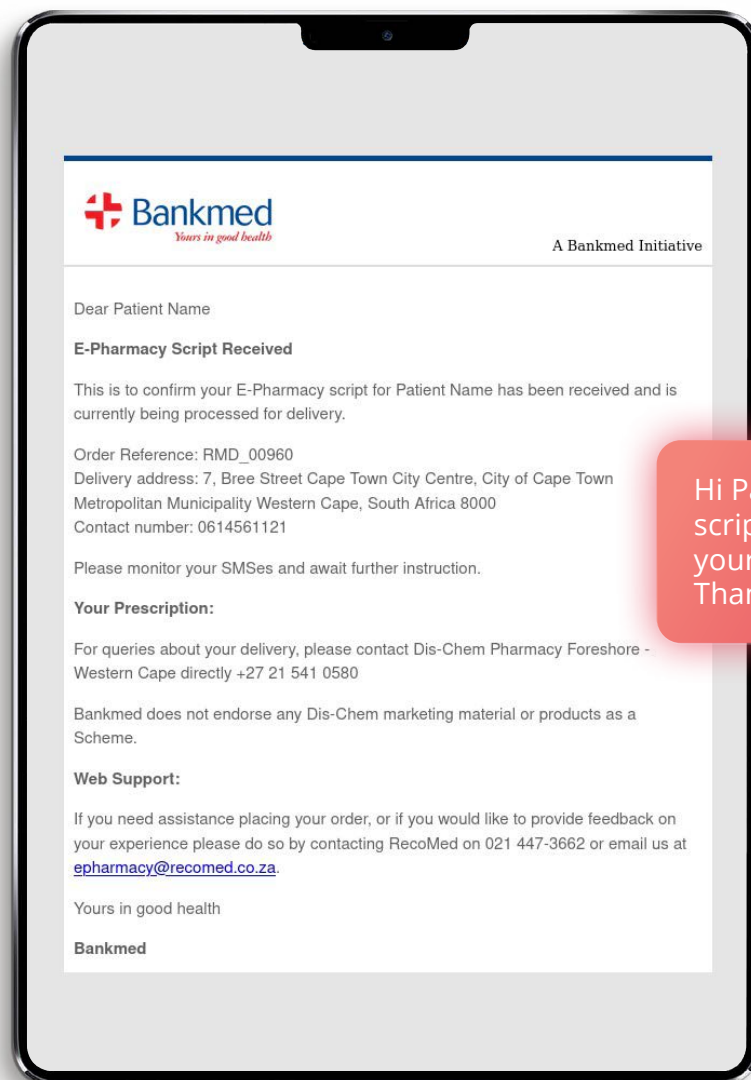
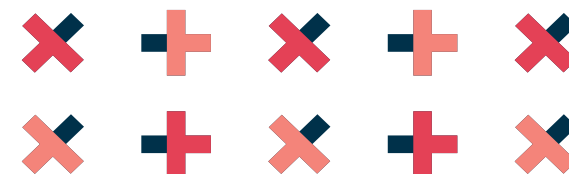
[T&Cs apply. Download our user guide.](#)

Powered by RecoMed

5.12 REVIEW THE ORDER DETAILS AND CLICK "SUBMIT."



# ORDER CONFIRMATION



Hi Patient, Bankmed has sent your script for processing. Please monitor your SMSes for delivery instructions. Thank you. Ref MD\_00960

- 5.13 YOU WILL RECEIVE AN SMS AND E-MAIL UPDATING YOU ON THE STATUS OF YOUR DELIVERY.



[www.bankmed.co.za](http://www.bankmed.co.za)



0800 BANKMED (0800 226 5633)



<https://www.facebook.com/BankmedSA/>



@Bankmed\_SA



Bankmed App



LinkedIn



Instagram



AskBankmed



**MORE THAN A MEMBER. MORE WITH BANKMED.**