



Together we make a difference

Dial-a-Doc

Step by step guide

What is Dial-a-Doc?



This is a telephonic consultation, accessible to Cimas members and their Cimas registered dependents 24hrs a day.

On Call Doctor Prescription Process Flow



Patient

Requests to consult the Doctor on toll free numbers 08080001-3 or 08677400500

1



Contact Centre

Connects patient to Doctor on Call

2



Doctor Patient Interface

Doctor takes detailed history from patient including past medical History and pre-existing conditions. Doctor may ask patient to take picture of the ailing part and send on Whatsapp. Doctor asks patient where they usually collect their prescription or their preferred Pharmacy. Doctor inquires about need for assistance.

3



Prescription

Doctor sends prescription to Pharmacy via telephone, Whatsapp and/or e-mail. Doctor to submit hard copy prescription to pharmacy within 7 days.

Patient given the options of either collecting prescription or using Medic Express. If Medic Express patient informed of delivery fee.

4



Pharmacy

Pharmacy prepares script once satisfied with payment arrangement. If patient is collecting, Pharmacy waits for patient and verifies identification. If Medic Express, collecting Pharmacy informs Medic Express once script is ready for collection.

5



Closure

Medicine is dispensed with instructions. Transaction is closed.

6

Call Cimas Contact Centre to get redirected to a Doctor on Call on:

Toll free numbers 0808 0001-3 or 08677 400 500

cimas.co.zw

