



Understanding the results of a **benefit check**

Understanding the results of a benefit check

Next to each appointment on the calendar, you will see a coloured line which reflects the status of the patient's benefit check.

Also, at the bottom of the 'Appointment Summary' window and in the 'Waiting Room', you will notice a coloured block next to the medical aid details or around the patient detail respectively.

The colour of the block will indicate the response received from the benefit check.

The colours and meanings are as follows:

Benefit Check Triggered

Fully Covered.

Partially Covered.

Not Covered.

Rejected.

Error.

Awaiting a response.

No Benefit Check Triggered

Account type is 'Cash' therefore no benefit check.

Benefit Check not supported by the scheme.

No Benefit Check triggered (scheme supports Benefit Checks, but not all required Benefit Check fields available)