



SYNERGY WELLNESS & NATURAL MEDICINES

PATIENT ONBOARDING & CONSULTATION WORKFLOW(IOS)

[07/11/2025]

Version 2.0



Introduction:

The Synergy Wellness Portal supports patient onboarding and doctor consultation booking under **SAHPRA Section 21**.

- **Onboarding (3 Steps):** One-time capture of required patient info, medical history, and consent.
- **Booking & Payment Workflow:** Repeatable flow to book and pay for consultations to obtain/renew prescriptions (valid for **6 months**).

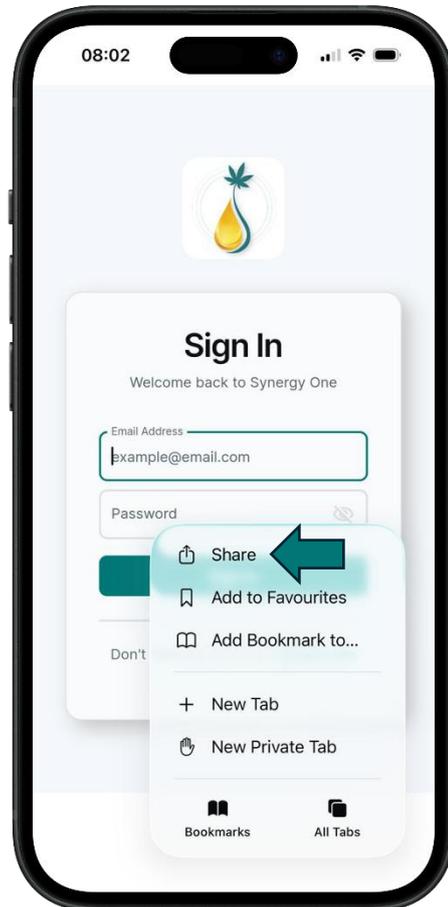
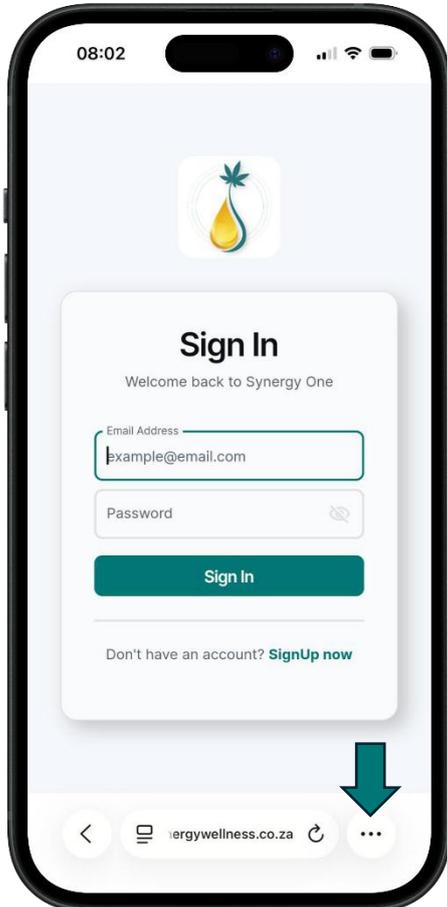
Before You Begin – Installing the App (PWA)

You can access the Synergy Wellness Portal directly via hub.synergywellness.co.za or by scanning the QR Code displayed on the A3 posters provided to all participating locations. For the best experience, install the app as a Progressive Web App (PWA) on your mobile device.

Mobile (iOS):

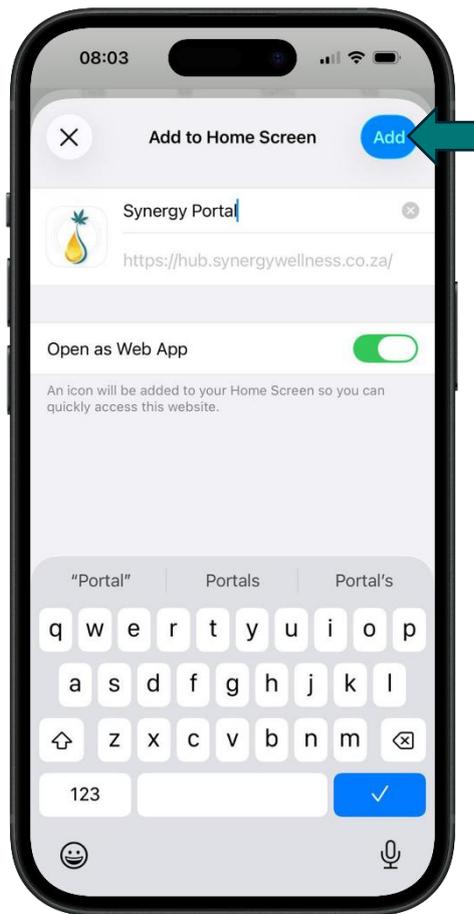
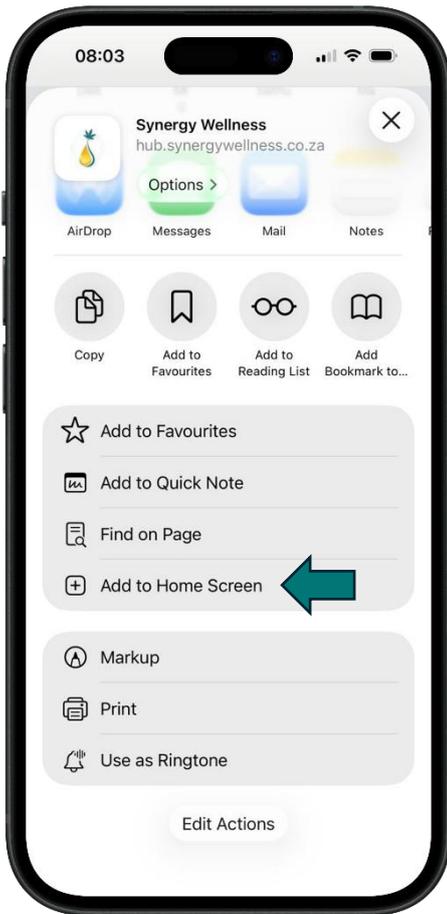
1. **Open the portal in your browser.**
2. **Tap the menu icon (:)** then select “Share”.
3. **Select “Add to Home Screen”** → Add.

Installing the PWA enables full-screen access, faster performance, and improved session reliability.





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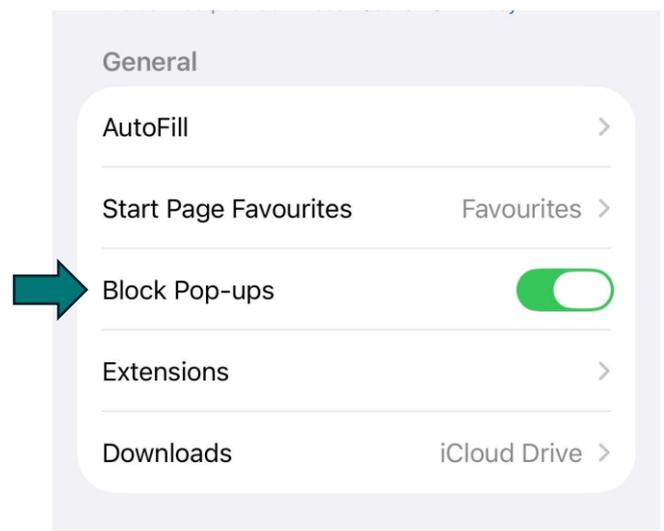
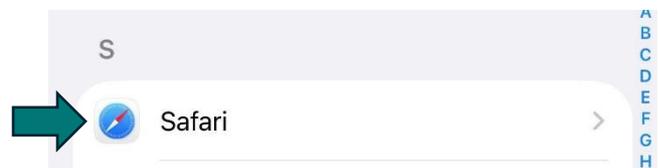
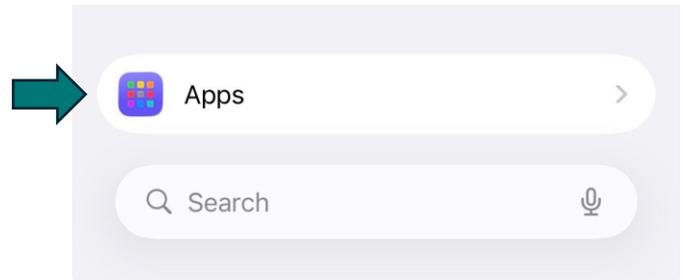
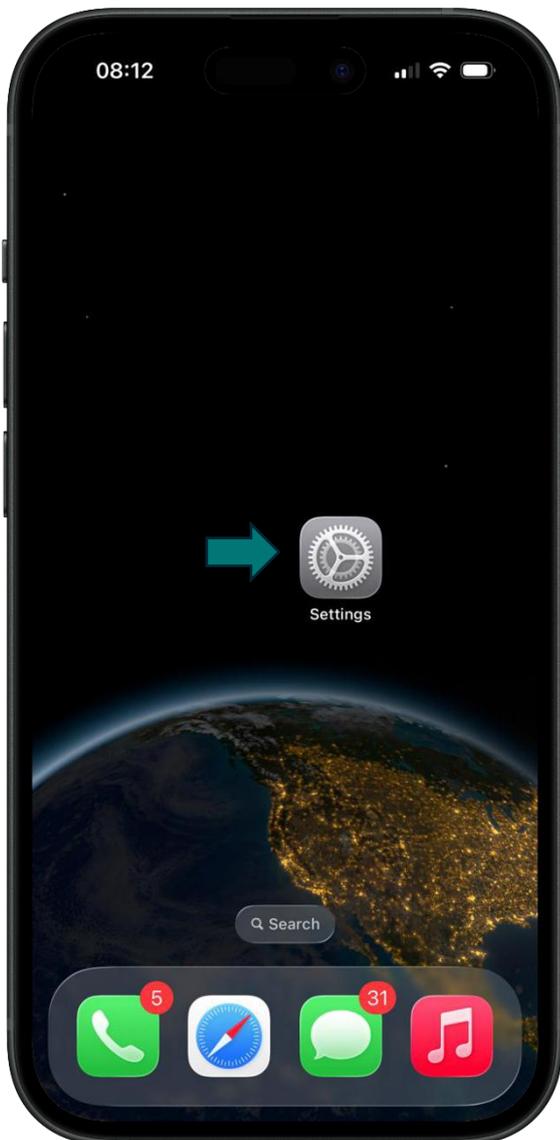
iOS Disable Popup Blocker

If you're using an **iOS** device, please ensure that **pop-ups are allowed** in Safari. This step is required to complete **payment processing** during your consultation booking.

Do this:

1. Open the **Settings** app (on iPhone/iPad) or **Safari Preferences** (on Mac).
2. Scroll to **Safari** → **General**.
3. Find **Block Pop-ups**.
4. Toggle **Block Pop-ups** → **Off** (grey).

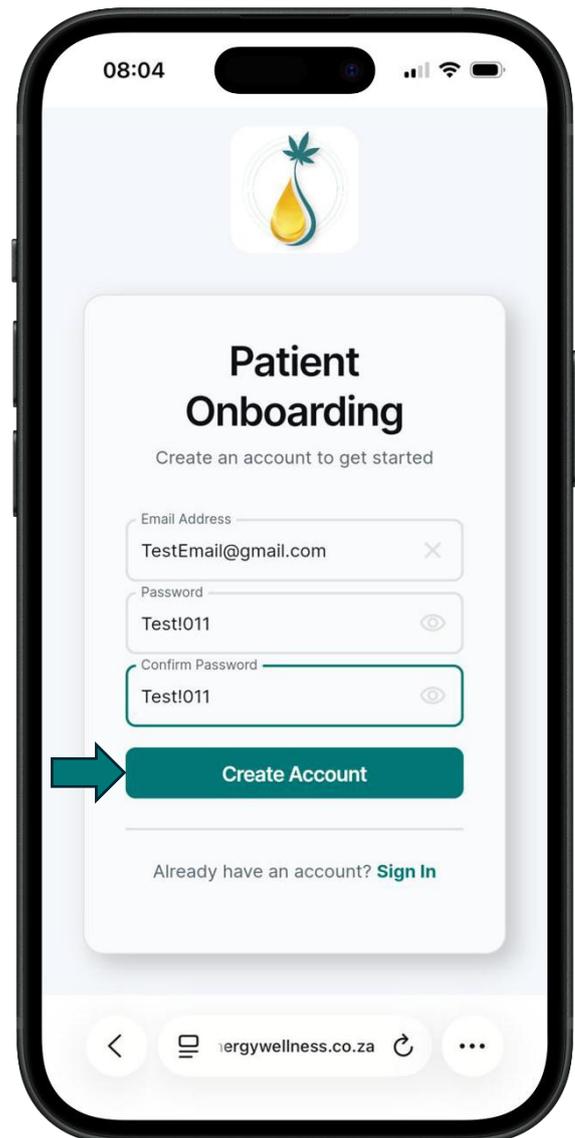
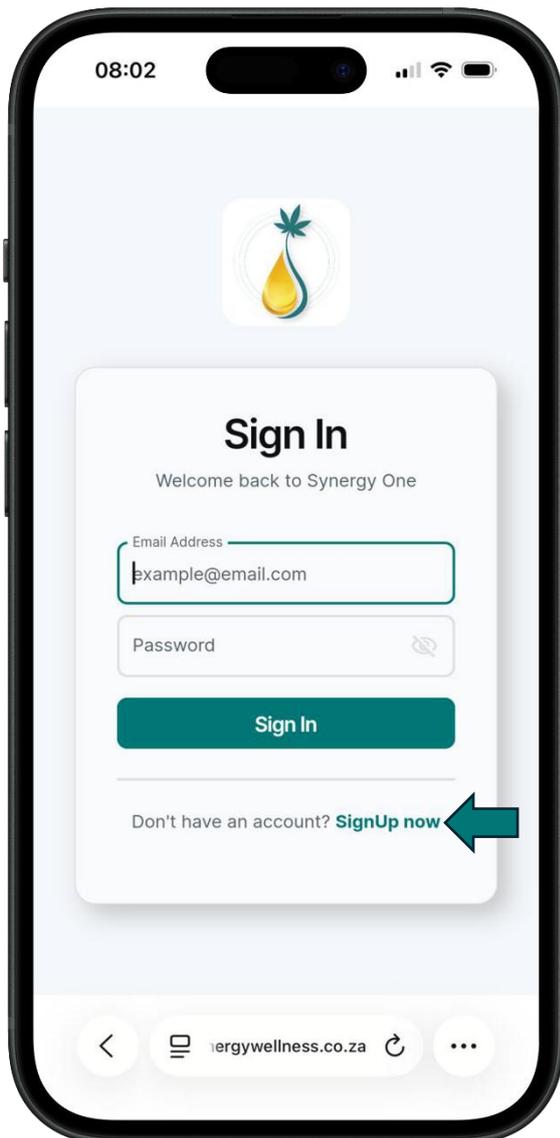
Note: This only affects payment screens (InstaPay WebPay). You can re-enable the popup blocker after completing your payment.





Create Account (Pre-Onboarding)

- Navigate to Patient Onboarding by clicking on “**SignUp Now**”
- Enter your **email** and **password**.
- Confirm password to proceed.





SECTION 1 – ONBOARDING PROCESS (ONE-TIME)

Step 1 / 3 – Your Details

Purpose: Capture required personal & ID details for SAHPRA compliance.

Do this:

1. Enter personal info (First/Last Name, DOB, Title, Gender, Height, Weight, Phone, Address, Occupation).
2. **Upload your ID** (camera or gallery).
3. Select your **Store / Agent** (default: Synergy Wellness).
4. Tap **Next**.

08:05

Your Details

Please provide your details as it appears on your ID. This is required for SAHPRA compliance.

First Name

Last Name

Date of Birth

Upload ID No file chosen

Mr

Male

Height (cm)

Weight (kg)

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08:06

File Uploaded

Mr

Male

Height (cm)
180

Weight (kg)
78

Phone
(276) 621-4131

Residential Address
Roseacre Johannesburg 2197

Occupation
Dev

Synergy Wellness

Next >

< nergywellness.co.za >





Step 2 / 3 – Medical Information

Purpose: Provide medical background for the doctor.

Do this:

1. Choose **Primary Ailment** (e.g., Chronic Pain, Anxiety, Insomnia, PTSD, Arthritis, Migraines, etc.).
2. Optionally select **Other Ailments**.
3. Add **Notes for the Doctor** (symptoms, prior treatments, questions).
4. Tap **Next**.

08:06

Medical Information

Your information will be confidentially stored with the doctor to prepare for your consultation.

Primary Ailment

Chronic Pain Anxiety
Insomnia Nausea
Epilepsy PTSD
Arthritis Migraines
Multiple Sclerosis Other

Other Ailments
Select all that apply (optional)

Chronic Pain Anxiety
Insomnia Nausea
Epilepsy PTSD

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12:05

Multiple Sclerosis Other

Other Ailments
Select all that apply (optional)

Chronic Pain Anxiety
Insomnia Nausea
Epilepsy PTSD
Arthritis Migraines
Multiple Sclerosis Other

chronic pain

Notes for the doctor
Describe your symptoms, previous treatments, or any questions you have. The more detail, the better

e.g. I've had chronic back pain for over 5 years...

Back Next

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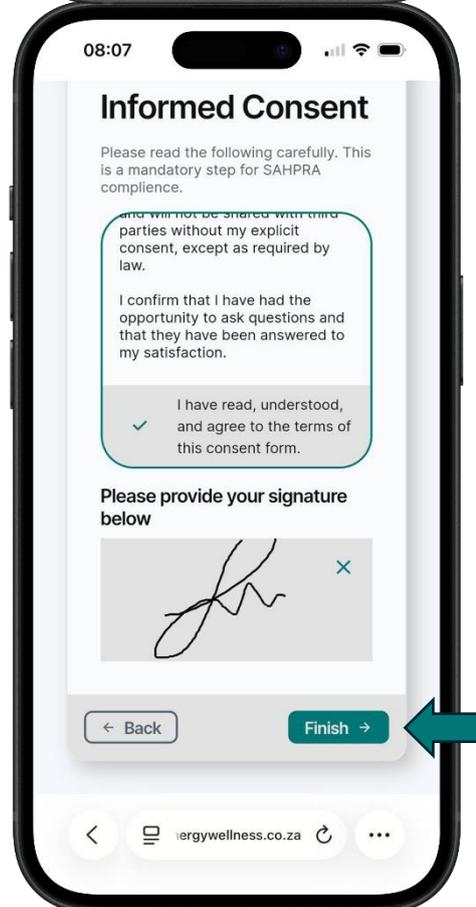
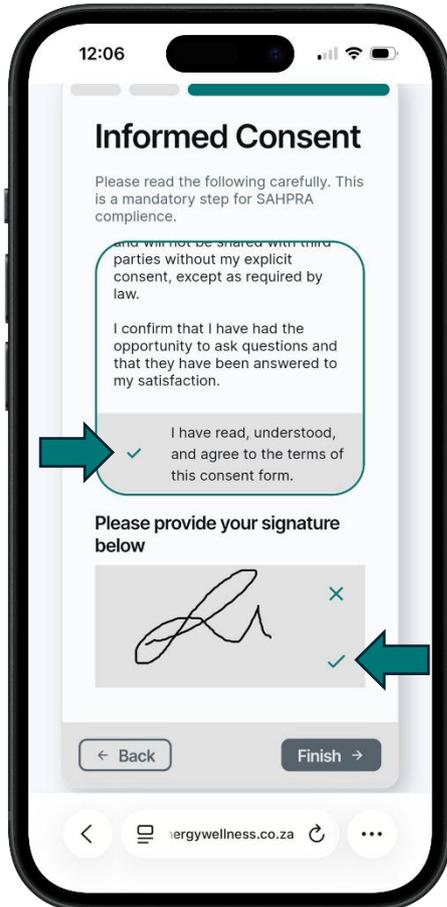
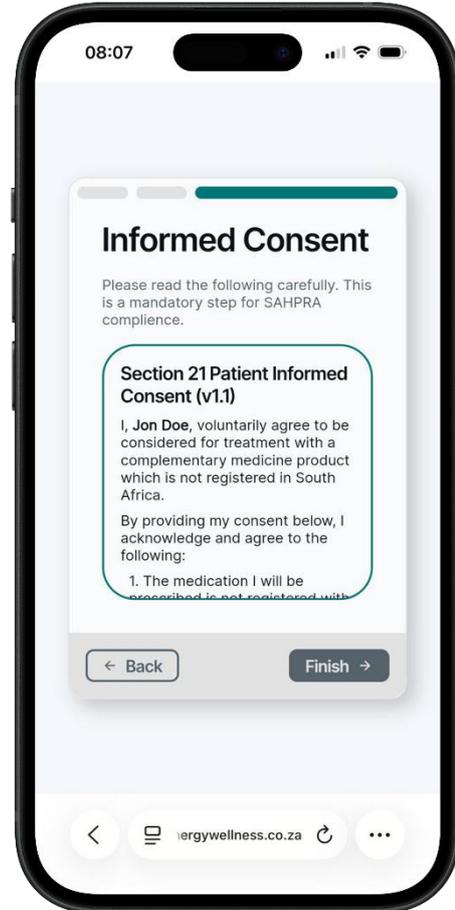


Step 3 / 3 – Informed Consent

Purpose: Capture Section 21 patient consent.

Do this:

1. Review **Section 21 Patient Informed Consent (v1.1)**.
2. Tick consent checkbox.
3. **Sign digitally** in the signature box.
4. Tap **Finish** to complete onboarding.





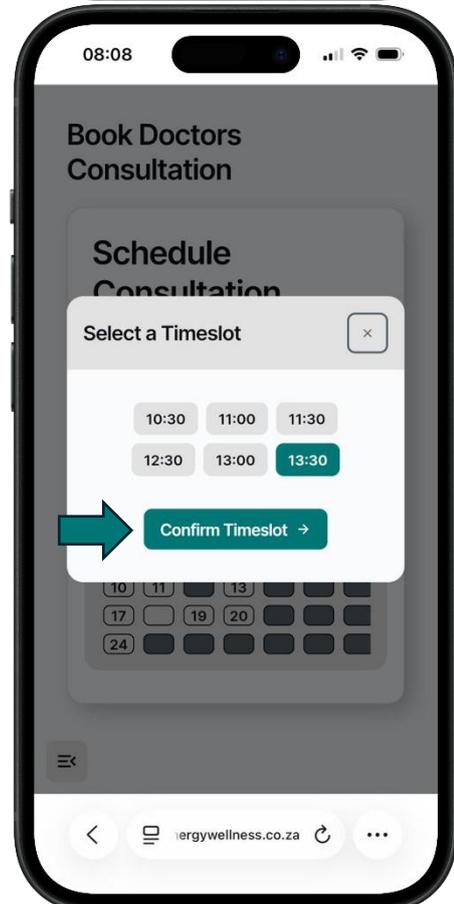
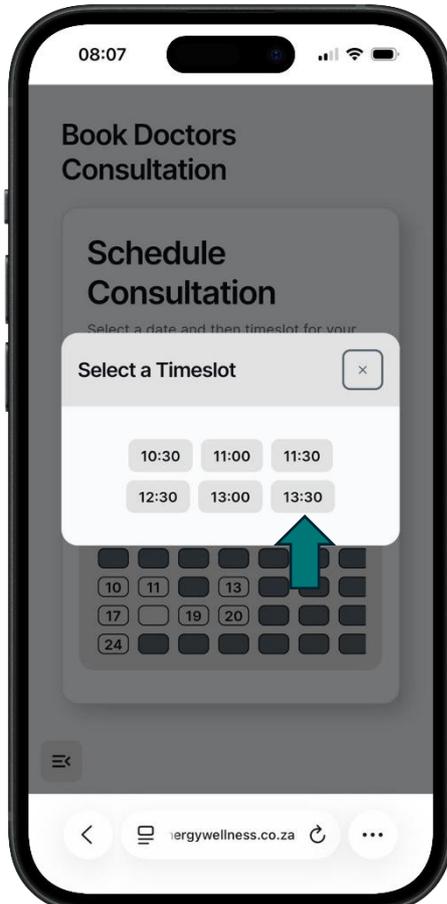
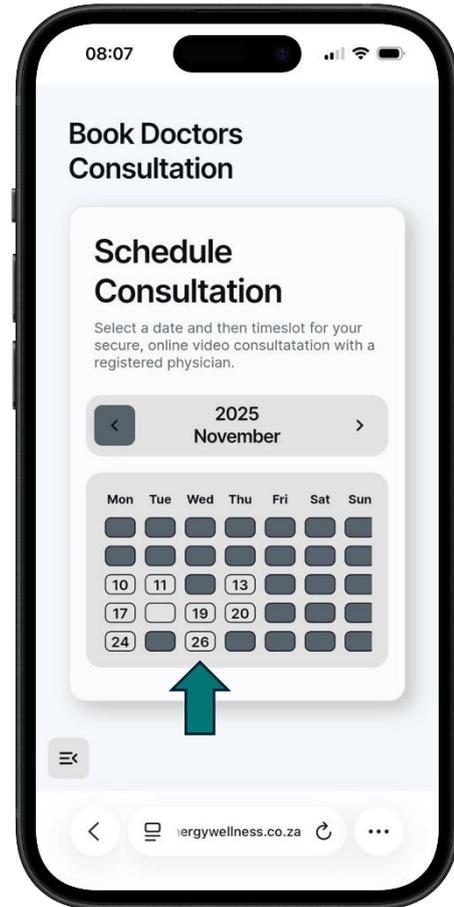
SECTION 2 – BOOKING & PAYMENT WORKFLOW (REPEATABLE)

Step 1 – Schedule Consultation

Purpose: Pick a date and timeslot.

Do this:

1. Choose an **available date** (unavailable days greyed).
2. Tap **Select Timeslot**, choose a slot.
3. Tap **Confirm Timeslot**.





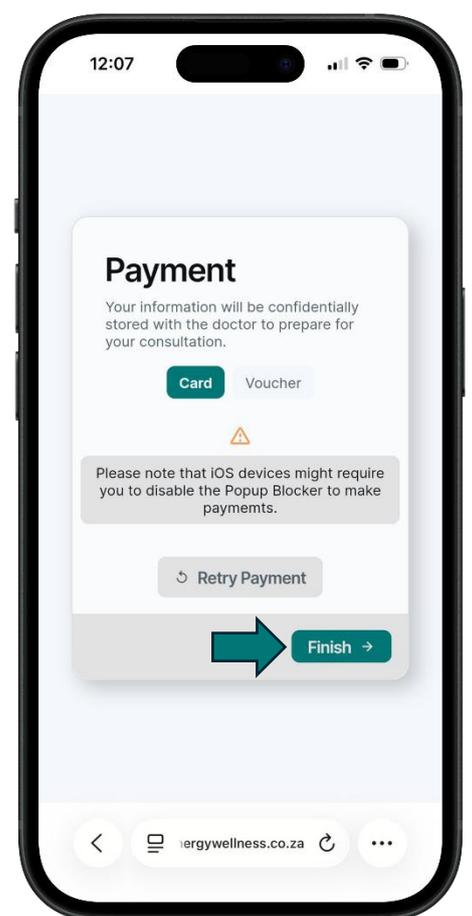
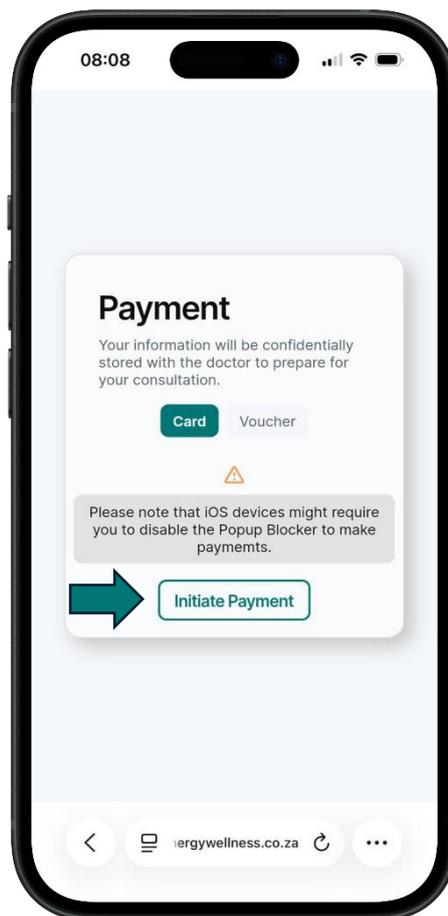
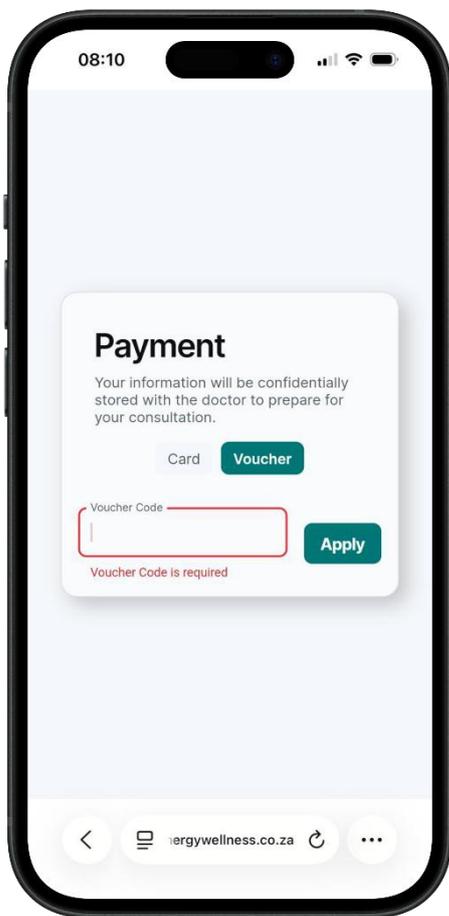
Step 2 – Payment

Purpose: Pay for the consultation.

Options: Card or Voucher.

Do this:

1. Choose **Voucher** or **Card** (tap **Initiate Payment** → make payment on Instapay Pop-up screen).
2. If a failure occurs on card payment, tap **Retry Payment**.



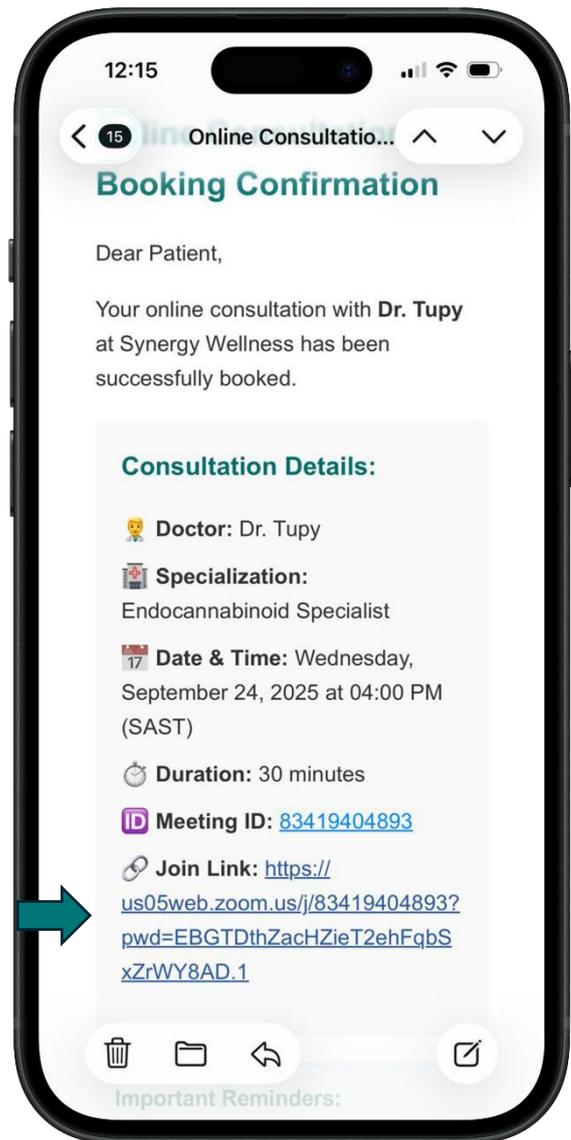
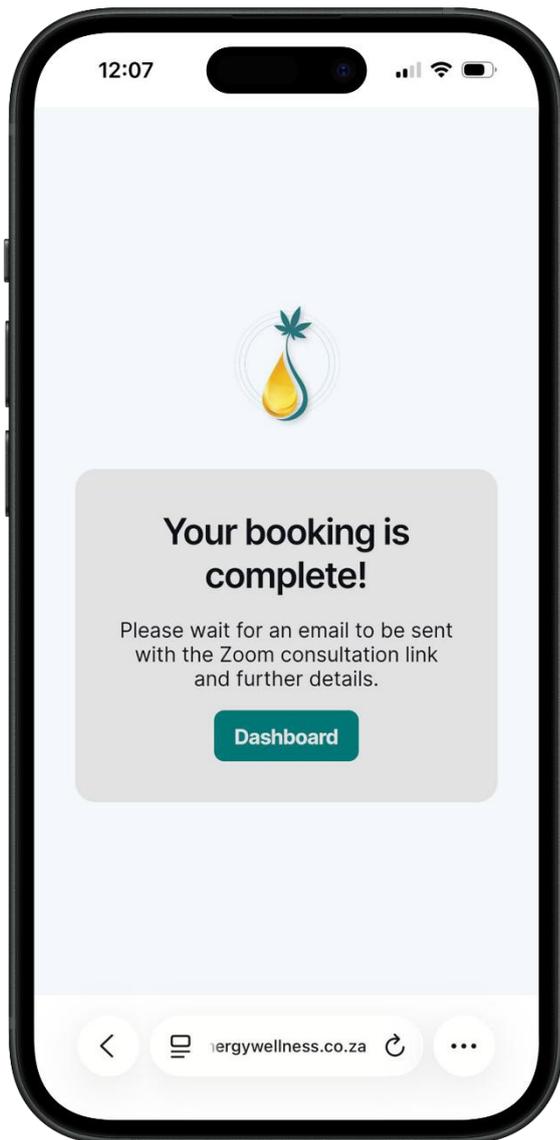


Step 3 – Booking Confirmation

Outcome:

“Your booking is complete! Your Zoom consultation link will be emailed to you.”

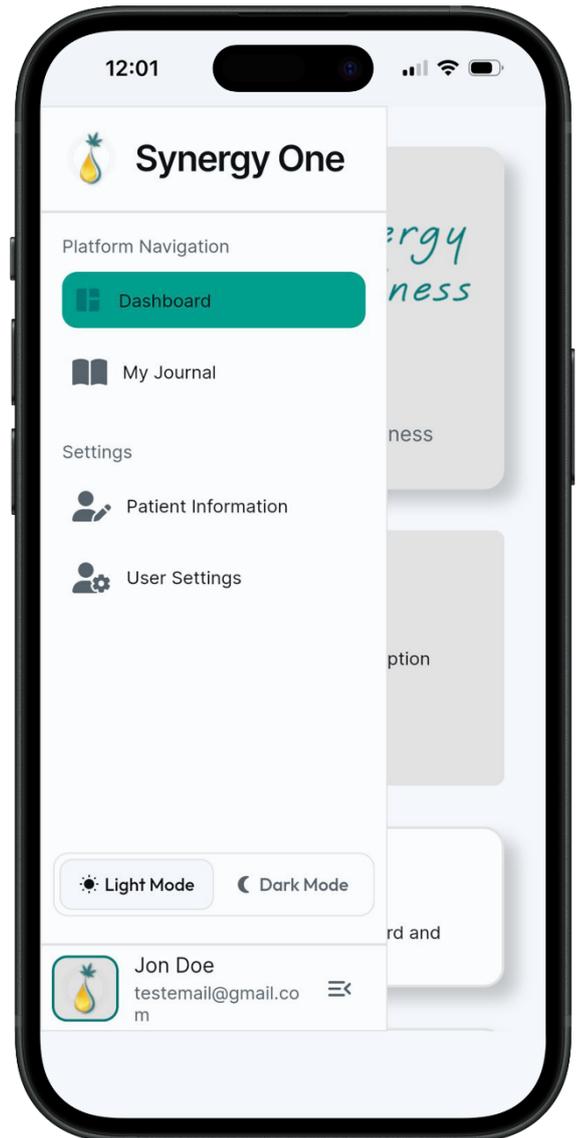
Action: Tap **Dashboard** to return.





Navigation Tabs

- **Dashboard** – Overview of your profile.
- **My Journal** – Log symptoms, dosage, and effects.
- **Patient Information** – Review/edit submitted details.
- **User Settings** – Manage preferences, account, and security.
- **Light/Dark Mode Toggle** available.



System Behaviour Summary

Function	Description	Frequency
Onboarding	Captures personal details, medical info, and consent for SAHPRA compliance.	Once per patient
Consultation Booking	Book doctor consultation to obtain/renew prescription.	Every 6 months
Payment	Voucher or Card (Secure via InstaPay WebPay).	Per booking

Important Notes

- **Account Deletion:** Requires login verification for security.
- **PWA:** Installing the PWA improves performance, session reliability, and offline caching.
- **iOS Popups:** Some devices need popup blocker OFF to complete payment flows.

