

Media Statement

HEALTH PROFESSIONS COUNCIL OF SOUTH AFRICA (HPCSA) ENHANCES ITS ONLINE PORTAL FOR A BETTER AND EFFECTIVE SERVICE

05 September 2022

For immediate release

Pretoria – The Health Professions Council of South Africa (HPCSA) is currently enhancing its online platform which is aimed at ensuring that HPCSA upholds its mandate and becomes an effective and efficient regulator.

The enhancement project will be implemented over a period of eight phases focusing on various service functionalities which were previously conducted manually. This will ensure that by the end of the project, the portal is fully functional to its optimal capacity.

The first phase of the project will focus on improving the complaints management system, which will benefit Council and its stakeholders.

COMPLAINTS HANDLING AND INVESTIGATION AND INSPECTORATE

The online Complaints Management System will enable members of the public, practitioners and other stakeholders to lodge complaints and respond to complaints respectively. The system makes provision for the reporting of unregistered persons posing as practitioners registered under the Health Professions Act No. 56 of 1974 (aka bogus practitioners).

PROFESSIONAL PRACTICE

The portal allows practitioners and stakeholders to submit enquiries and/or upload the required evidence of CPD compliance on the online portal. CPD accreditors provides bulk attendance registers for direct uploading onto the online portal in order to update CPD status for practitioners .

FINANCE

The platform enables practitioners to view, retrieve and download their invoices and statements at any given time.

Payments and proof of payments can be made on the platform.

This is an efficient platform that allows a two-way communication and service requests can be made with ease. To eliminate any delays practitioners and members of the public are encouraged to utilise the platform which is accessible on the following URL link <https://hpcsaonline.custhelp.com/>

END

About the Health Professions Council of South Africa (HPCSA)

The Health Professions Council of South Africa (HPCSA) also known as Council is a statutory body established under the Health Professions Act 56 of 1974. The HPCSA is committed to protecting the public and guiding the professions. The mission of the HPCSA is quality and equitable healthcare for all.

The HPCSA is mandated to regulate the health professions in the country in aspects pertaining to education, training and registration, professional conduct and ethical behaviour, ensuring Continuing Professional Development (CPD), and fostering compliance with healthcare standards.

In order to safeguard the public and guiding the professions, registration in terms of the Act is a prerequisite for practising any of the health professions registrable with Council.

Issued by:

Christopher Tsatsawane

Head of Division: Corporate Affairs

Health Professions Council of South Africa

Cell: 082 803 1600

Email: ChristopherT@hpcsa.co.za

