



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

The Health Professions Council of South Africa is currently enhancing its online platform which is aimed at ensuring that HPCSA upholds its mandate and becomes a more effective and efficient regulatory body.

The first phase of the enhancement project focuses on the improvements that will assist the HPCSA to manage complaints related to registered practitioners and unregistered persons posing as registered practitioners.

The highlights of the first phase are the following: -

COMPLAINTS HANDLING AND INVESTIGATION AND INSPECTORATE

The Online Complaints Management system will enable members of the public and practitioners to:

- Lodge and respond to complaints
- Engage with Council on various issues relating to a complaint
- Track cases with ease

PROFESSIONAL PRACTICE

Practitioners are now able to submit enquiries and/or upload the required evidence of CPD compliance on the online portal. CPD accreditors are also able to submit documentation for uploading onto the portal in bulk.

Protecting the public and guiding the professions

President: Prof. MS Nematandani, Vice President: Dr S Sobuwa, Acting Registrar/CEO: Dr TM Pinkoane,
Executive Company Secretariat: Adv. N Sipeka

FINANCE

The platform enables practitioners to view, retrieve and download their invoices and statements at any given time to avoid waiting to be sent the invoice via email or post.

Any payment can be made on the online portal and the proof of payment can also be uploaded on the platform.

This is an efficient platform to communicate and request the required service with ease. Therefore, to eliminate any delays practitioners and members of the public are encouraged to utilise the platform on the following URL link <https://hpcsaonline.custhelp.com/>