How to contact the NICD Health Worker Hotline
Vula is an app that makes it easy for Pharmacists, GPs & primary healthcare workers to get advice from specialists.
Step 1:

Find the Vula Medical Referral App On your App Store
Step 1: 
Install the Vula Medical Referral App
Step 2: Register
Step 3:

Once your registration is approved you will receive login details. Once you have them, then login.
Step 4:
At the top left of your screen, go to “New Referral”
Step 6: Select NICD Health Worker Hotline
Step 7:
Select the person On Call
Step 8:

Select “I am allowed to refer”

You will only see this the first time you use Vula
Step 9:
Complete the form and select “Refer Patient”
Step 10:

You will see your request for advice here, select it...
Step 11:
You will see your patient’s information and select "Chat" to interact with the specialist.
Step 12:

When you want to leave the chat, select the back button.
“Being able to contact the specialist on call directly saves time, anxiety and frustration.”

Dr Sa’ad Lahri - Emergency Medicine
Khayelitsha Hospital, Western Cape
Would you like to know more?

Please email: support@vulamobile.com
Data security & confidentiality

Protection of Personal Information Act (POPI) Compliance
The storage of patient data complies with the relevant laws and policies of the Republic, specifically the prescripts of the Protection of Personal Information Act 2013 (POPIA). Vula commissioned a legal opinion regarding our POPI obligations and compliance, which was confirmed by a second independent POPI expert. This opinion is available on request. Of particular concern was the storage of sensitive patient information.

The servers holding Vula's data are located in Ireland on Amazon Web Services (AWS) and are therefore governed by the EU Data Protection Directive. The POPI Act is drafted in line with such international best practice, which governs trans border transfer of personal information.

In particular, s72(1)(a) of POPI provides for transfer of personal information to third parties located in jurisdictions which have similar data protection legislation. We therefore have been explicitly assured that once POPI is fully in force, it will remain lawful to transfer personal information to the AWS servers in Ireland on the basis of the strength of the data protection laws in force there.

Data security

Data is saved to Amazon Web Services (Heroku), which was chosen for its security and scalability. Online admin access is restricted to authorised users. The Vula mobile clients access the Vula CMS over SSL (HTTPS). All data transmitted between the client and the server is therefore encrypted by default. The Vula app makes use of best practice security mechanisms to ensure all transmitted data is secure.

Patient data is de-identified on the staging server to ensure that confidential information is not seen by developers or software testers.

Practical examples of Vula’s data security

• Only registered health workers are given access to use Vula
• The app is password protected.
• Photographs taken with the app are not saved to the phone’s gallery, but stored in the app itself – so they don’t mix with users’ personal photos.
• Patient data is available on the dashboard (central point). The data cannot be deleted. The data can be downloaded as a .csv file for editing, addition and research. All downloads are tracked which includes an audit trail of the person downloading the data.
• The patient’s record can be archived by the specialist from their phone, or via the web interface by practice admins. Archiving deletes the patient record from the specialist’s phone and from the phone of the person who sent the referral. If someone loses their phone, patient records can be deleted off the phone remotely by an admin.
• All users must agree to the security terms of patient data and imagery through the End User License Agreement, which is made a pre-requisite for registration on the application.