

# TELECONSULTATION

October 2022

## FAQs

This service is not to be used for emergencies. If you face an emergency, please go to your nearest emergency department or call an ambulance.

### 1. I need to see a doctor. What should I do?

You can speak to the teleconsultation doctor for any medical concerns you may have. The doctor will conduct a complete consultation and can issue medication prescriptions, lab test requests and sick leave certificates. (Note: Sick Leave Certificates can be issued for Dubai members)

In case of a life-threatening emergency, please proceed directly to the nearest emergency room.

### 2. What are See a Doctor clinic hours?

You can access the See a Doctor service 7 days a week during these hours - Sunday to Friday: 7am to 11pm (GST), Saturday: 9am to 6pm (GST).

### 3. What should I do if the See a Doctor service is closed?

The teleconsultation clinic hours are 7am-11pm from Sunday to Friday and 9am-6pm on Saturdays. If you need to see a doctor for an emergency outside these hours, simply visit the nearest ER.

### 4. How can I access the See a Doctor service?

You can schedule an appointment via the MyNextcare app for a video consultation.

Appointments are available Sunday to Friday: 7am to 11pm (GST), Saturday: 9am to 6pm (GST).

### 5. Is the See a Doctor service really accessible from anywhere?

Yes. See a Doctor service can be accessed from anywhere via the MyNextcare App - whether you are on a holiday or traveling for work or at home or at work. However, medication prescriptions are only available in the UAE.

### 6. Is there a limit on the number of times I can schedule a call with a doctor?

There is no limit on the number of times you can schedule a call and speak to the teleconsultation doctors.

### 7. Can the teleconsultation doctor prescribe all medications?

The teleconsultation doctors can prescribe a range of medications including antibiotics and chronic medications. As with any other clinic, narcotics, controlled, and semi-controlled drugs can only be prescribed by a specialist. In such a case, your teleconsultation doctor will be able to refer you to a specialist to help support you with your request.

### 8. What if lab tests are required? How do I get my results?

If lab tests are required, the teleconsultation doctor will give you a lab request form that you can take to any lab within your network. You can also choose to have your lab test sample collected at home. Just let your doctor know and the lab will contact you to schedule an appointment for sample collection.

#### Support:

Call +971 4 270 8800, or WhatsApp +971 56 344 8951, or email [membercare@nextcarehealth.com](mailto:membercare@nextcarehealth.com)

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### **9. Will I receive an e-referral number every time I consult with a teleconsultation doctor?**

This depends on your medical condition; the teleconsultation doctor will assess your case and refer you to a face-to-face consultation if needed.

### **10. I have an e-referral. Can I go to any provider I choose?**

The teleconsultation doctor will determine which specialty you need to visit and will mention this on the e-referral. Once your e-referral has been issued, you can visit any provider in your network for that specialty within the time validity of your e-referral. If you're unsure which clinic or hospital to visit, you can check on the MyNextcare app under 'Medical Facilities & Appointments' to book an appointment.

### **11. How do I find my e-referral?**

Your e-referral can be accessed on the MyNextcare app through the 'See a Doctor' teleconsultation service. Here you will find your doctor's report, e-prescription and e-referral in one place. You can also find it under Claims and Pre-approvals.

### **12. How many times can I use the e-referral number?**

Your teleconsultation doctor will inform you of this during your consultation. The doctor can also refer you to multiple specialists if required.

The e-referral will specify the validity period in which you must see the specialist.

### **13. Are the teleconsultation doctors aware of our insurance policy benefits?**

While the doctors are aware of standard benefits and exclusions, they would not be aware of benefit limits. If you have any questions on your benefit limits, please refer to your policy documents or contact the Nextcare call center. For medication, if there are any changes required to the prescription, the pharmacy will contact the teleconsultation provider and they will make the necessary changes.

### **14. Will I still be able to visit a specialist doctor?**

Yes. If a specialist consultation is required, your teleconsultation doctor will be more than happy to issue an e-referral and share it with you. You can then take this e-referral number to a specialist in your network for a consultation.

### **15. How can I trust a doctor I don't know?**

The Teleconsultation doctors are all highly qualified with years of experience. There is also a rigorous quality assurance process in place, so you can rest assured that the quality of care you receive will be of the highest standards. We are sure that once you have experienced the service you will feel comfortable with the doctors.

### **16. Can I have a follow up check-up with the same doctor who first attended to me via the Teleconsultation?**

In order to serve all patients in a timely manner, calls will be connected to the next available doctor. The option to request a specific doctor is being considered and may be available to you in the future.

### **17. I have a chronic condition like diabetes, high blood pressure, cholesterol or asthma? Can I use this service?**

The See a Doctor service is ideal for people with chronic conditions. You no longer have to go and see a doctor in person every time you need a refill prescription. You can use the 'See a Doctor' service to connect with a doctor who will be able to prescribe your medication as well as any lab tests you may need. When required, the doctor may refer you to a general practitioner or specialist, all while keeping track of how you are doing.

### **18. What is the process for medicine refill? Do we need to go through teleconsultation?**

Depending on your case, the doctor can prescribe medication for up to 3 months, which is the maximum allowed by Dubai Health Authority. Following that, you will need to contact the teleconsultation doctor again as he/she may need to review your progress or request lab tests.

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### **19. Can I follow up with the doctor after the consultation by phone, email, or messaging?**

If you need further advice you can book an appointment with a doctor who will be able to access your previous consultation history, providing seamless care.

### **20. Are there any specialists available for teleconsultation?**

No, we focus on primary care and therefore the teleconsultation doctors are GPs and family medicine doctors. If you need to see a specialist, the doctor will refer you to one.

### **21. The See a Doctor on the MyNextcare App is not working, what can I do?**

Please email [support@myhealthathand.com](mailto:support@myhealthathand.com) describing the issue you are experiencing. Our support team is able to help resolve technical issues between 7am and 11pm (GST) from Sunday to Friday and from 9am to 6pm (GST) on Saturdays.

### **22. I have not received my e-prescription/re-referral number after my consultation with the doctor?**

If your doctor had confirmed that an e-referral was issued, under most circumstances you should receive your e-referral number within 60 minutes after the call. Otherwise, please send an email to [support@myhealthathand.com](mailto:support@myhealthathand.com) explaining the issue.

### **23. What about my co-pay?**

Great news – there is no co-pay/deductible to consult with the teleconsultation doctor. However, medications, lab tests, and in-person referrals are subject to co-pay/deductible as per your policy terms and conditions.

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