



# LUMI USER GUIDE

A company of Allianz  Partners

nextcare

# INTRODUCING THE LUMI APP

Download the app from your App Store or scan the QR code below and get access to the services listed below.

Get virtual assistance



View Policy Benefits and issue Certificate



Check your symptoms



Submit and track your medical claims



Have a video consultation with a doctor

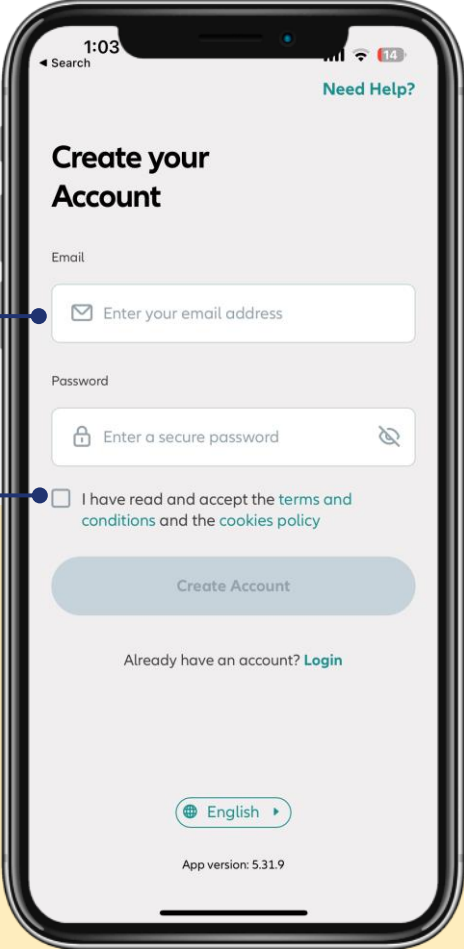
Search for a healthcare provider and book an appointment



# REGISTERING ON THE APP

To register as a new user, simply follow the below steps.

**Step 01**  
Fill in the required details



**Step 02**  
Tick the Terms & Conditions box



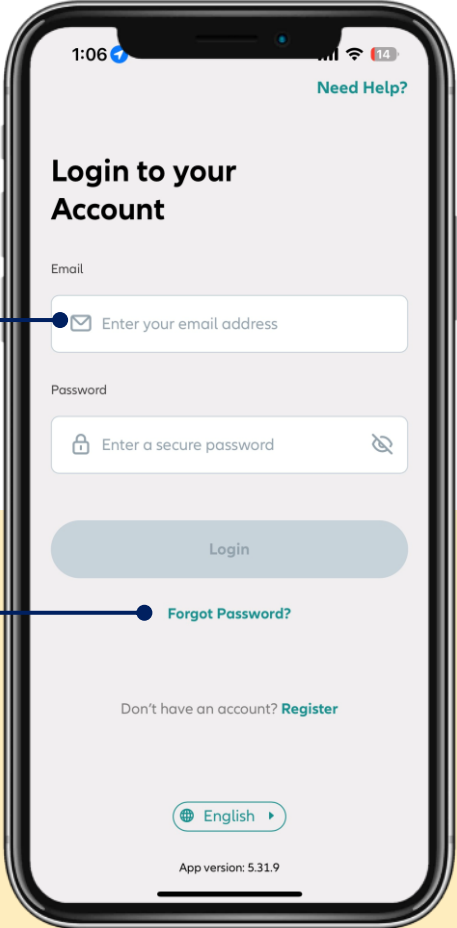
**Step 03**  
Enter the code sent to your email

**Step 04**  
Click Verify

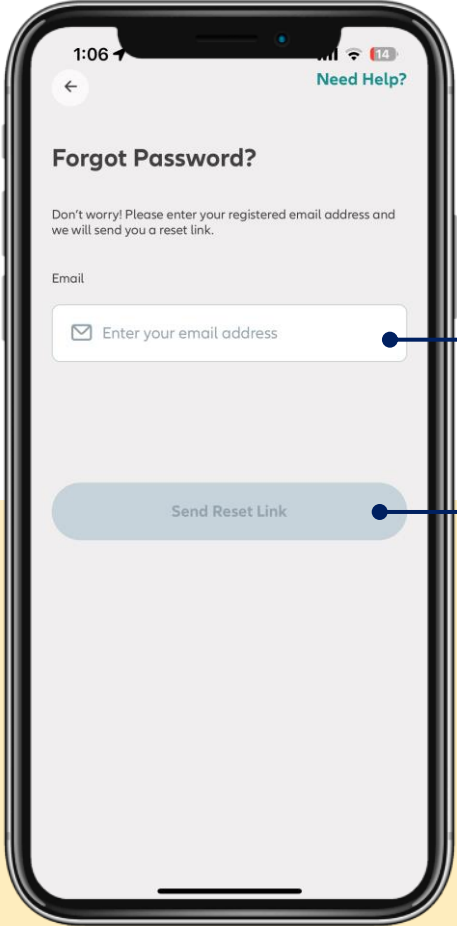
# LOGGING INTO THE APP

Log in to the Lumi app to access all your health insurance benefits. Nextcare is GDPR compliant.  
We will not share your details with any third party.

**Step 01**  
Log in by entering your email and password



**Step 02**  
Forgot your password? Click on “Forgot Password” and follow the instructions to reset it



**Step 03**  
Enter your email

**Step 04**  
Click “Send Reset Link”

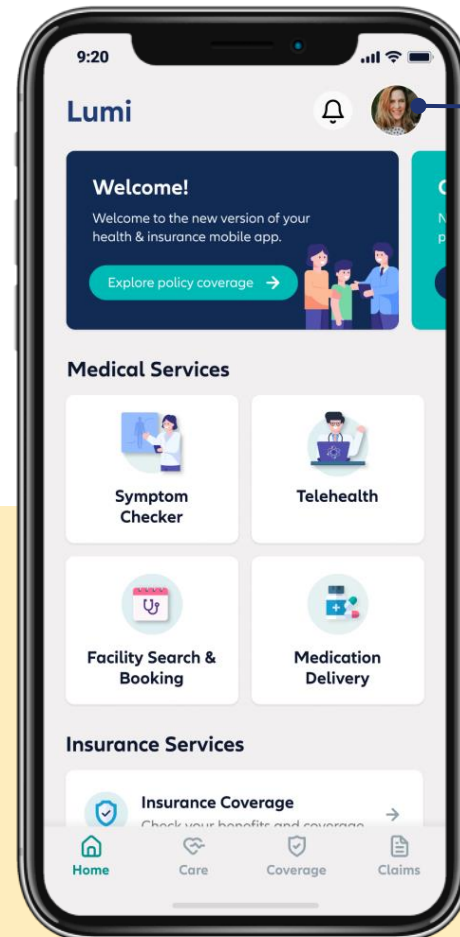
\*Password should be 8 characters long with at least 1 number, 1 symbol (!@#\_ \$+%-) and 1 Capital letter

# THE HOMESCREEN

Once you sign in, you will land on the home screen, where you can access different functionalities and also view your digital insurance card.

## Menu

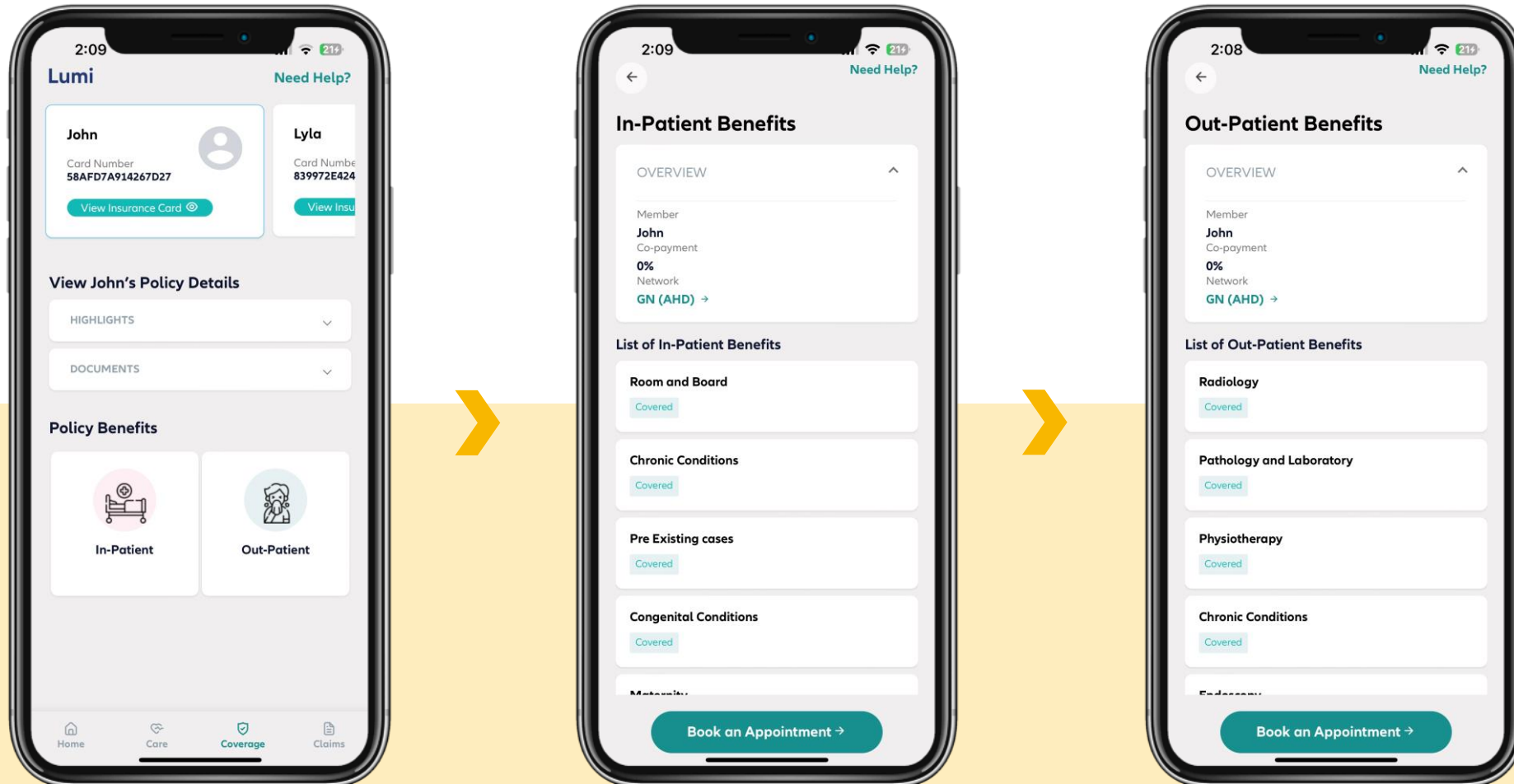
- Notifications
- My Documents
- Change language
- Legal information
- Log out



Click to view personal information and change account settings

# POLICY COVERAGE

You can access your insurer's details, select beneficiary and know your covered policy benefits. For family members above 18, you will need to request access to their account.

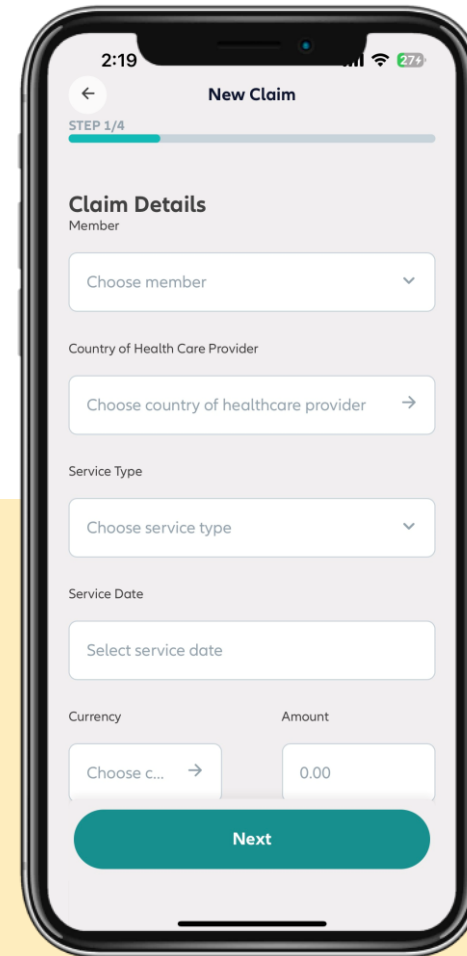
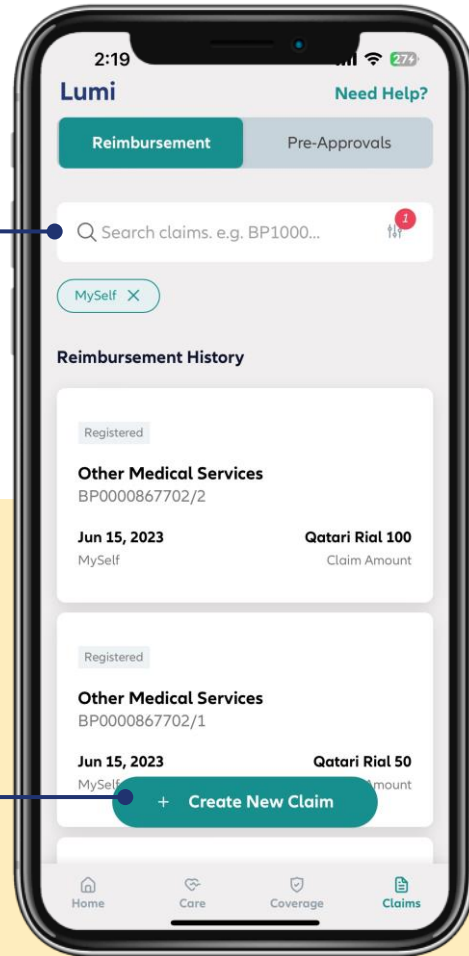


# CLAIMS SUBMISSION

Now you can submit and track your claims digitally. Make sure to take a photo of the claim form once signed and stamped by the doctor and clinic, photo of your medical results and the itemized medical invoice from the clinic. Get your claims reimbursed faster through the app.

Search and filter claims history

Submit, view and track medical claims

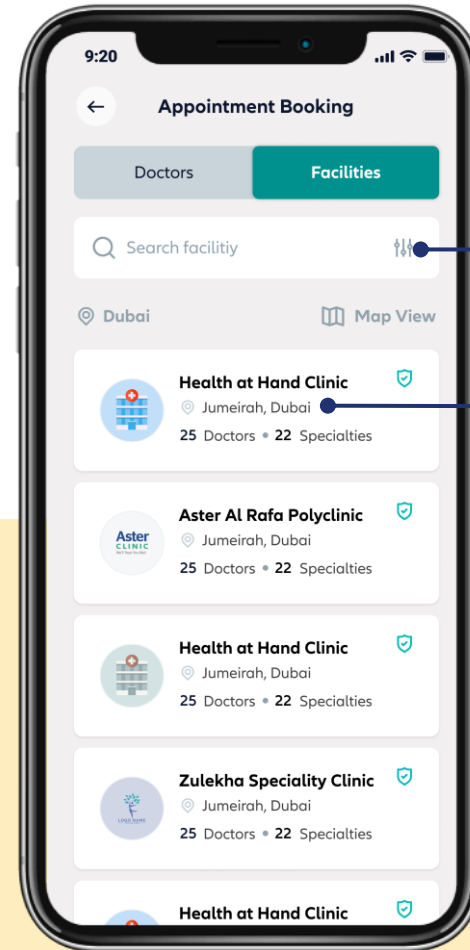
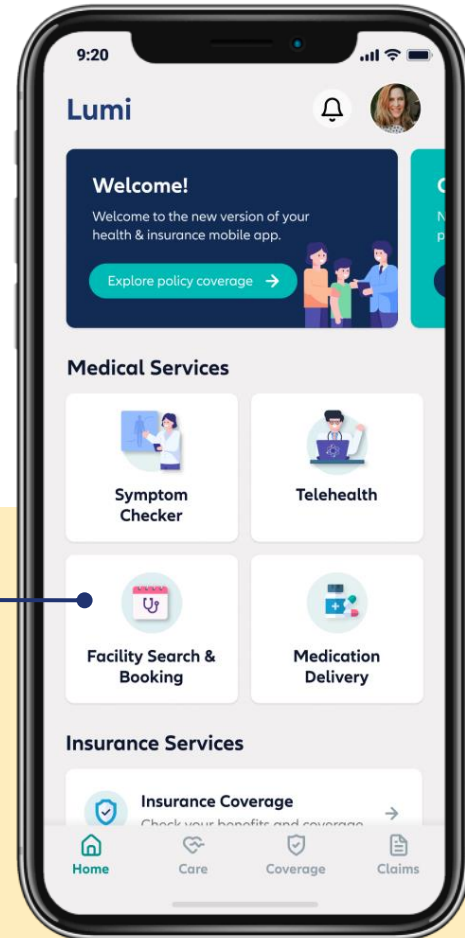


- Access your draft claims
- Select reimbursement payment method
- Receive claim submission confirmation

# PROVIDER NETWORK

Now you can search for a provider by type (hospital, clinic, pharmacy, laboratory) by country and by using advanced filters. You can also call, visit website, send email, and get direction to any selected provider.

Search for a provider



Use advanced filters

Visit website, call, send email, and get direction to any selected provider

# DIGITAL SERVICES

Healthcare at your fingertips



Symptom Checker



See A Doctor



Medical  
Facilities &  
Appointments

# SYMPTOM CHECKER

Our symptom checker developed with an active involvement of professional medics offers you a free and convenient way to analyze your symptoms. In just a few steps, this tool that is powered by artificial intelligence takes you through a series of questions, analyze your symptoms and provides you with information about possible conditions and recommended next steps.

Do you have a fever?

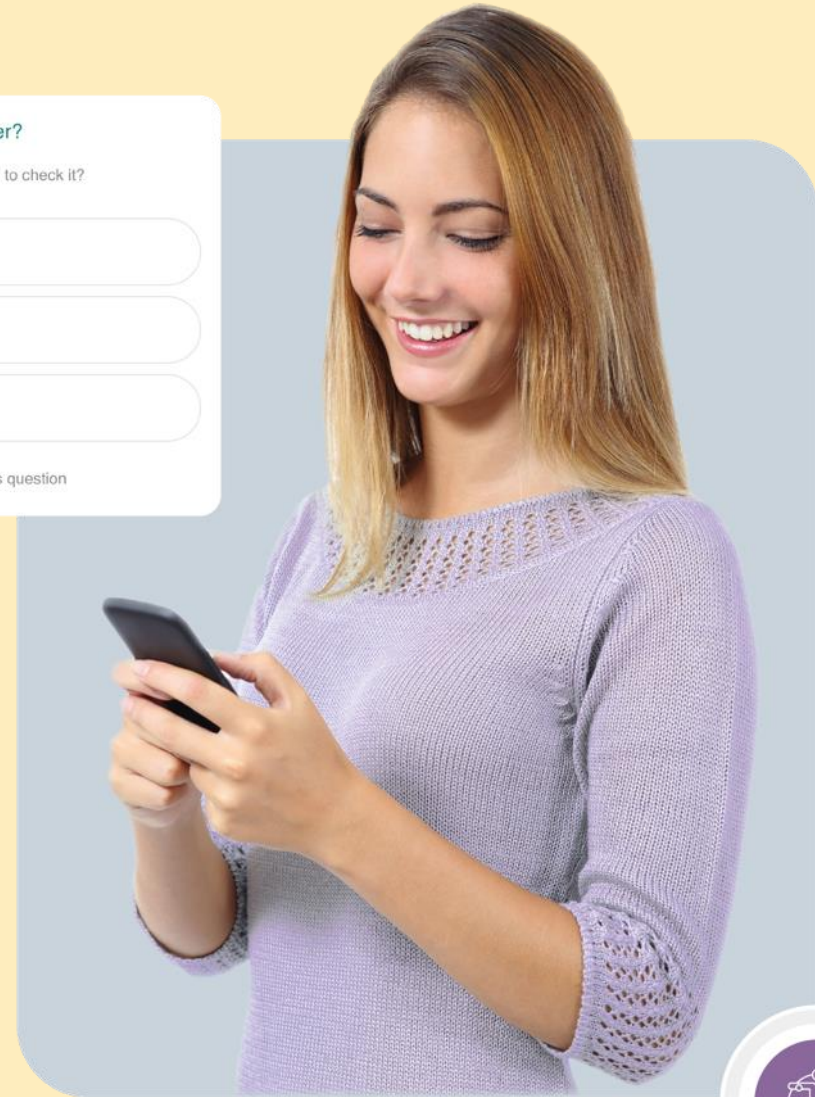
[How to check it?](#)

Yes

No

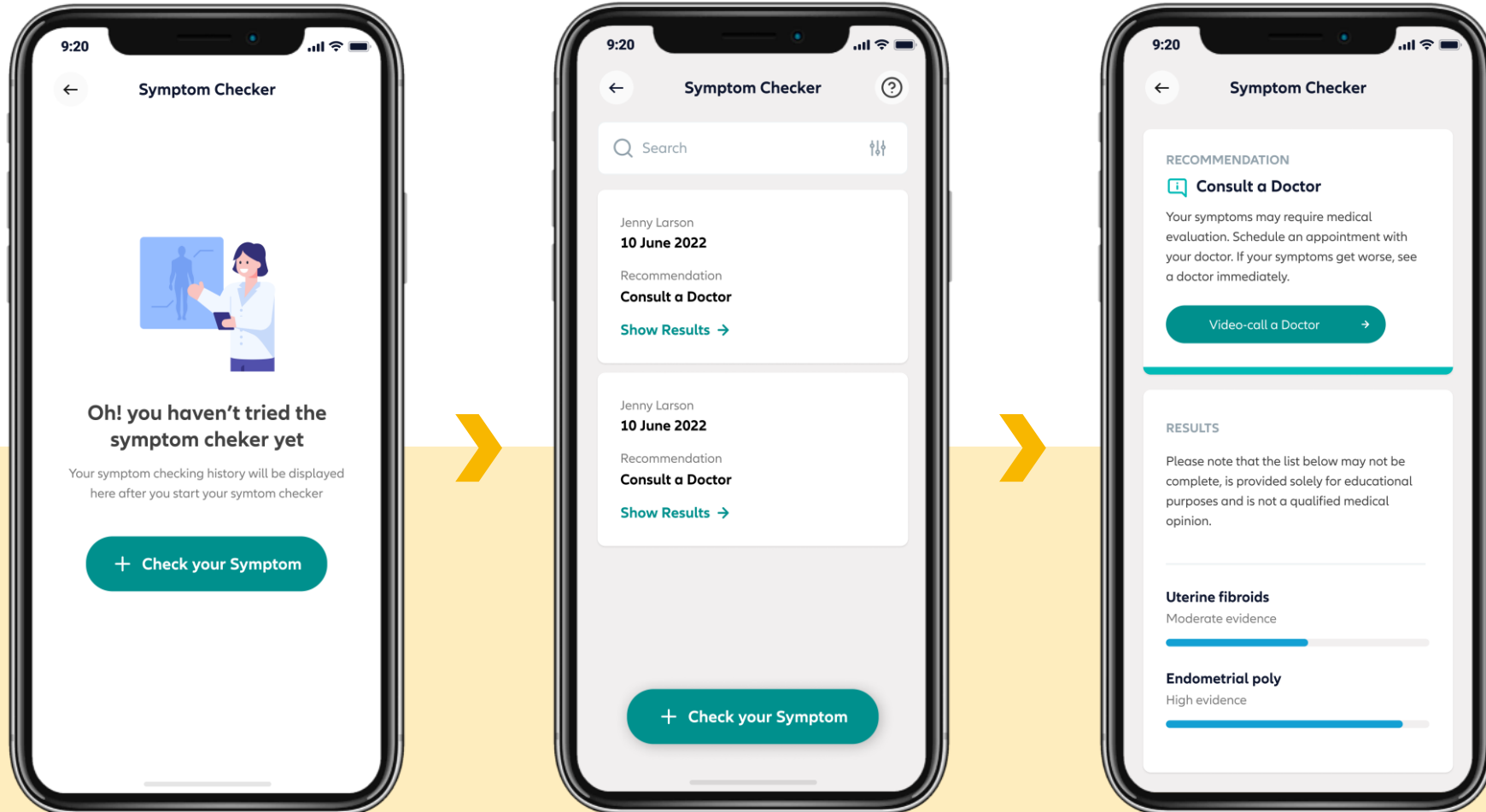
Don't know

[I do not understand this question](#)



# SYMPTOM CHECKER

Click on the Symptom Checker button on the home screen and follow the instructions. Simply answer a series of questions as accurately as possible and find out what could be causing your symptoms.





# TELEHEALTH

With our **co-pay free teleconsultation service** you can get medical advice through highly-qualified doctors via phone or video.

This **co-pay free teleconsultation service** allows to quickly and conveniently examine symptoms, provide diagnoses, treatment recommendations and advice on required medications.

All you have to do is schedule a call at your convenient time, and the doctor will call you back on the Lumi app via video call to address all your medical concerns.



# TELEHEALTH

Having a video call with a doctor is easy: Click “Telehealth” on the app home screen, select the beneficiary then follow the instructions. Enter your information and arrange a consultation.

## Watch our tutorial videos

1. [How to see a doctor](#)
2. [How to book a video consultation with a doctor](#)
3. [How to get your ePrescription](#)
4. [How to get an eReferral to see a specialist](#)
5. [How to get your Sick Leave certificate](#)



# MEDICAL FACILITIES & APPOINTMENTS

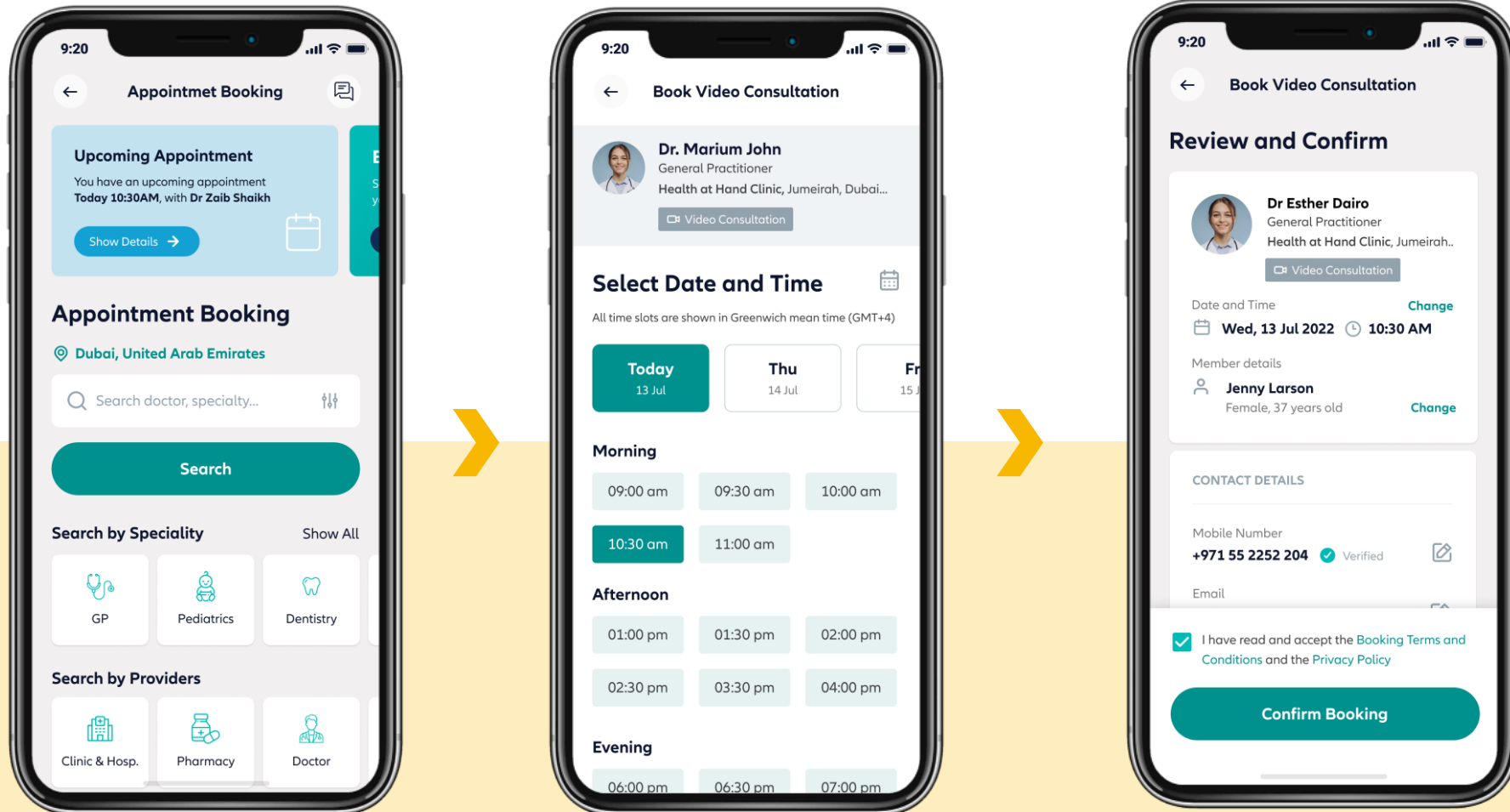
Lumi app enables you to search for medical facilities that are covered in your insurance plan. Browse through hospitals, clinics, pharmacies and laboratories easily.

Doctors also provide their availability so you can book appointments on the spot directly and eliminate the hassle of calling the clinic. Booking an appointment has never been easier. Instant confirmation when you select your slot.



# MEDICAL FACILITIES & APPOINTMENTS

When you click on “Medical Facilities & Appointments” on the home screen, you will be able to search for doctors by specialty and also access their schedule. This allows you to book directly with the doctor of your choice.



# MEDICATION DELIVERY

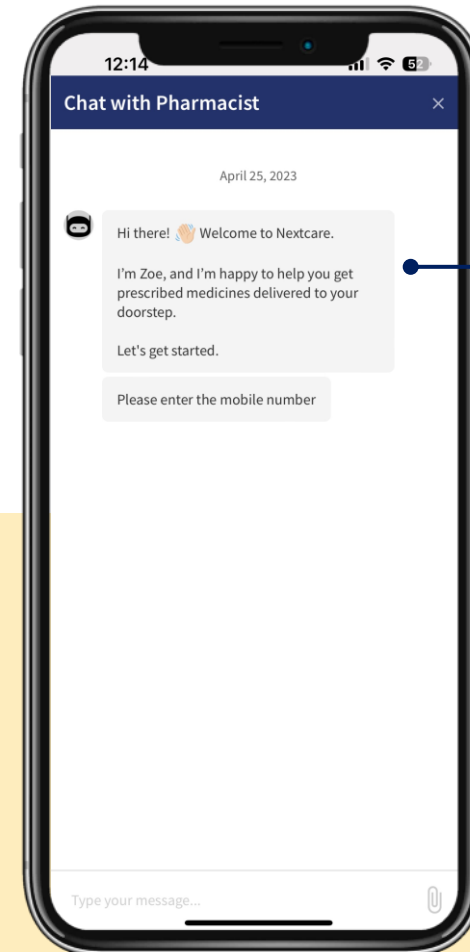
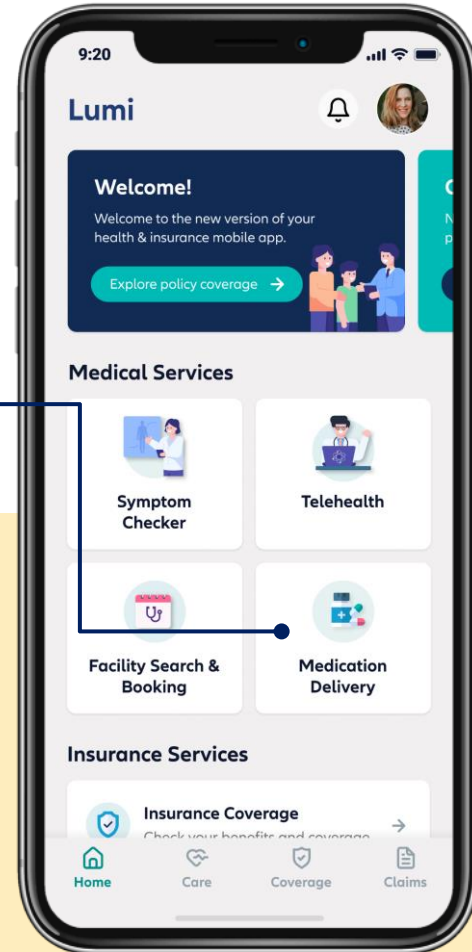
Medication delivery is a convenient service for insured members, allowing them to order medicine online from the comfort of their own home. Members with chronic conditions can refill their prescriptions without the need to go to the doctor every month.



# MEDICATION DELIVERY

You can get their prescription delivered to them by clicking on “Medication Delivery” from the home screen and follow along the chat with the Virtual Assistant.

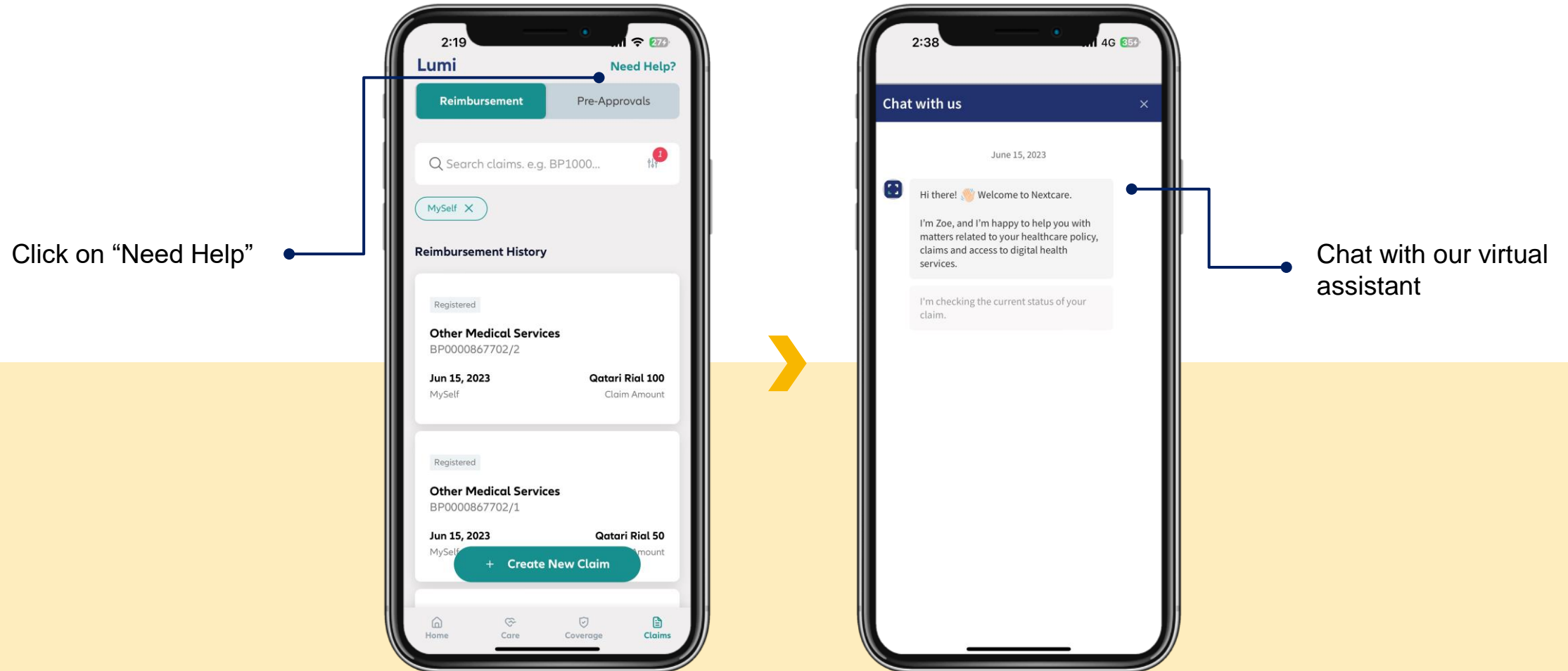
Click on “Medication Delivery” from the Home screen



Chat with our virtual assistant

# CONTACT US

You can communicate with us easily by clicking on “Send Inquiry” found on the home screen.



# Telehealth



# TELEHEALTH PROVIDER: health at hand



- Founded in 2016, **first telehealth platform licensed by the Dubai Health Authority.**
- Members can **see highly qualified doctors** via **video consultations** while at home, the office or when travelling.
- Independent from any Healthcare facility with doctors located in Dubai, UAE.

# Telehealth

- Secure, contactless video consultation service with prescriptions, medication advice, lab test requests, and specialist referrals, with highly qualified doctors.

## KEY BENEFITS



Consultations 7 days a week



Full access to medical reports



Confidential and secure



Lab test collection at home



No co-pay or deductible on teleconsultation



Access to Chronic Care Program



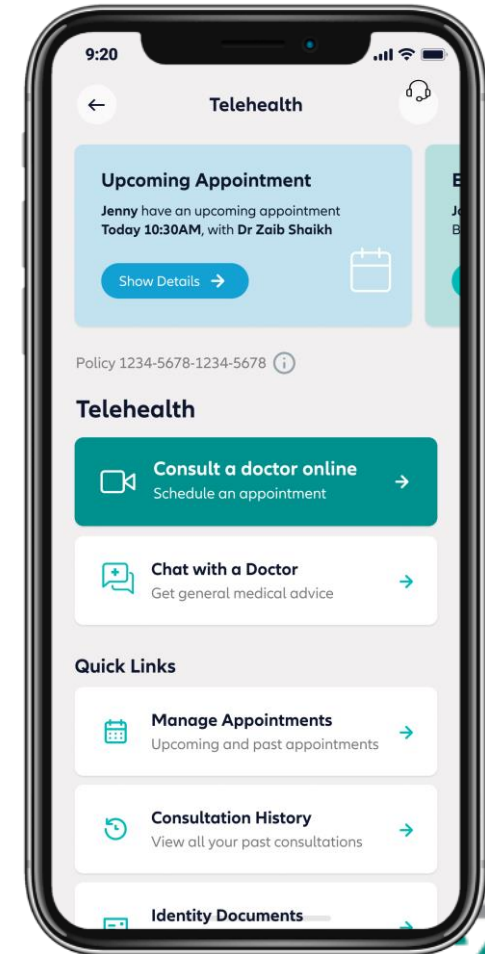
Get a sick leave certificate issued



Prescriptions for medications with delivery

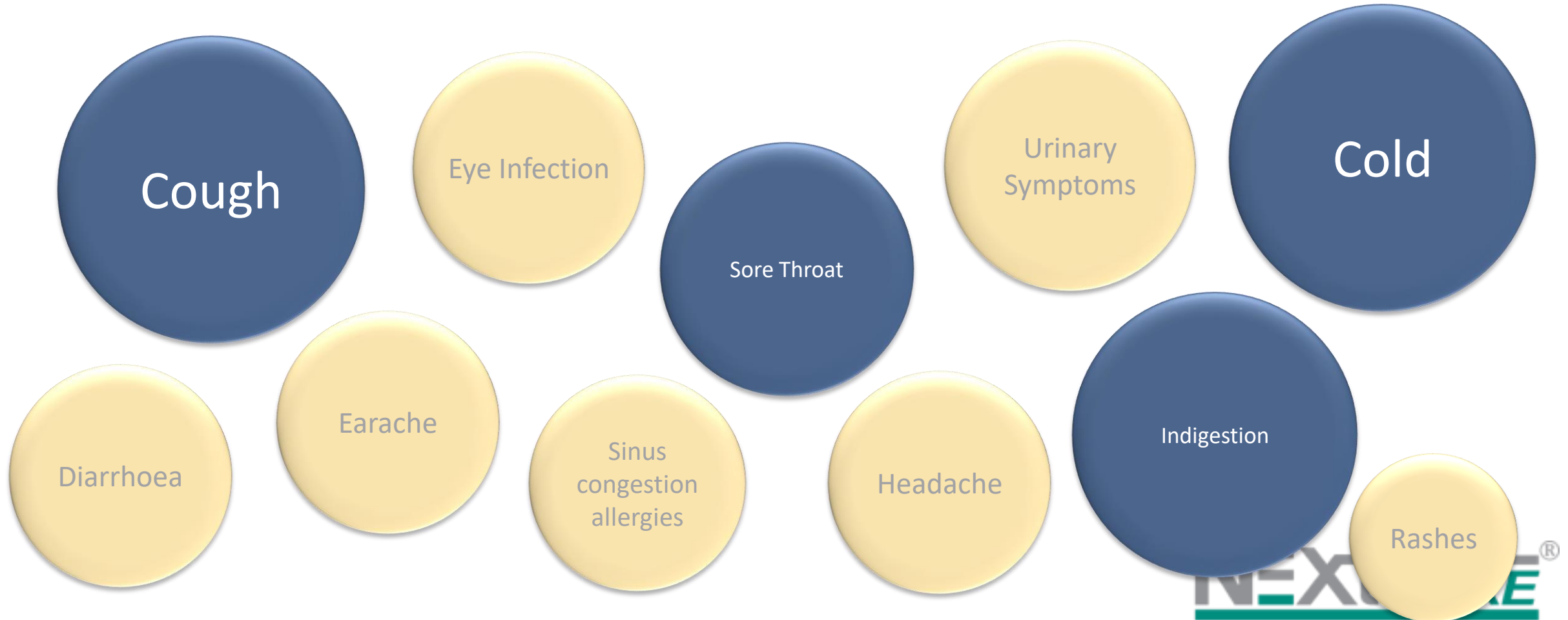


Access from anywhere, even when travelling



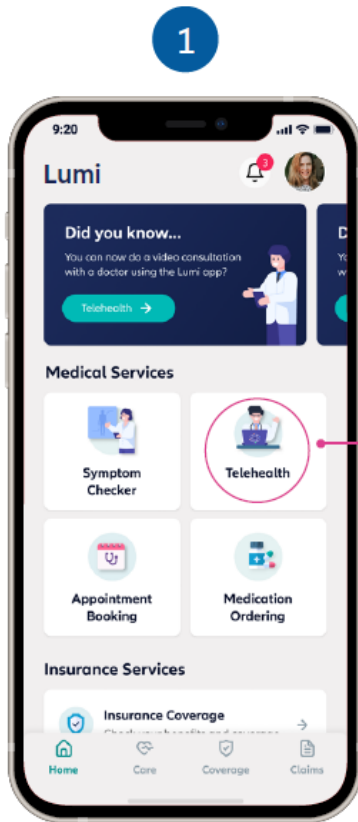
# WHEN TO USE TELEHEALTH

Health at Hand doctors can give you medical advice, recommend treatments for non-emergency medical conditions such as:

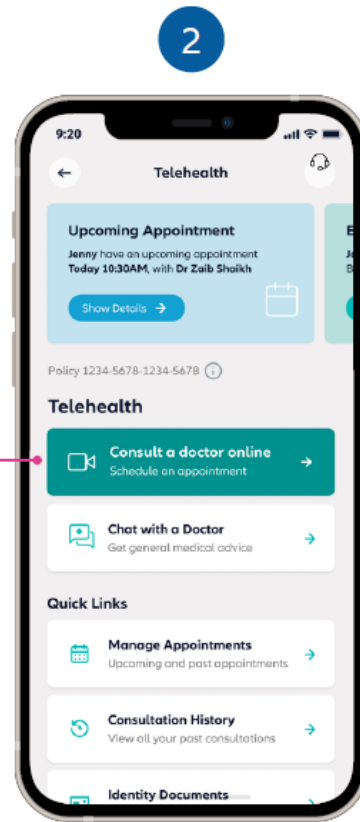


These symptoms account for over 80% of patient visits to hospitals or clinics.

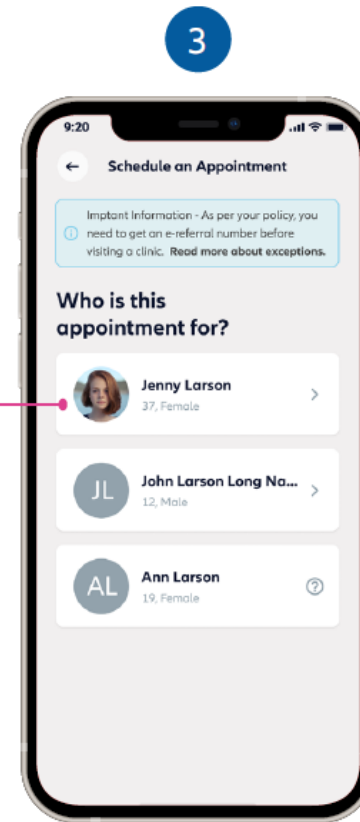
# Telehealth: booking an appointment



1 Click the 'Telehealth' button on the homescreen.

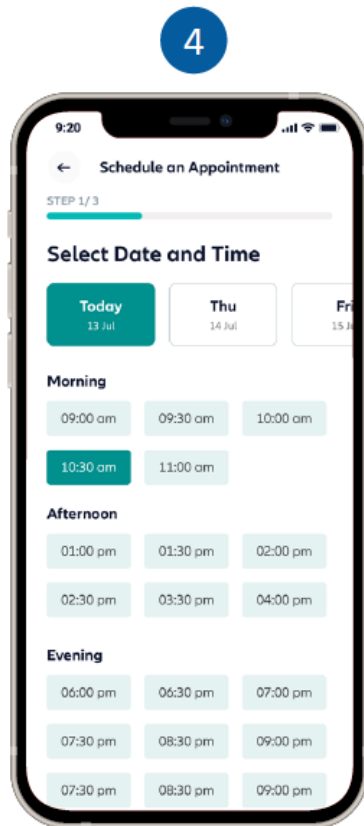


2 Click on 'Consult a doctor online' to schedule an appointment.

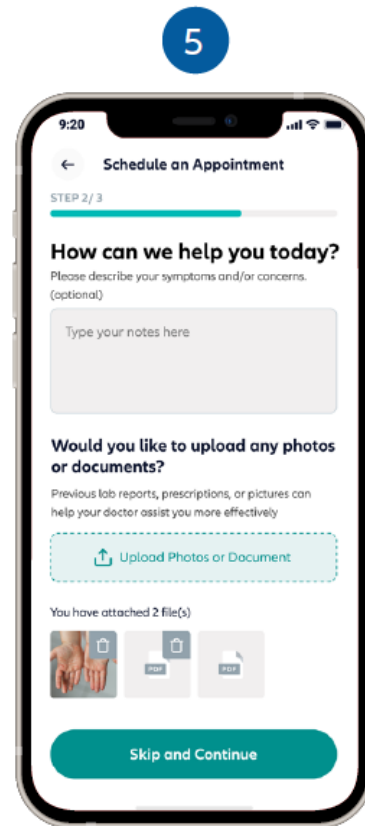


3 Select the member's name from the list.

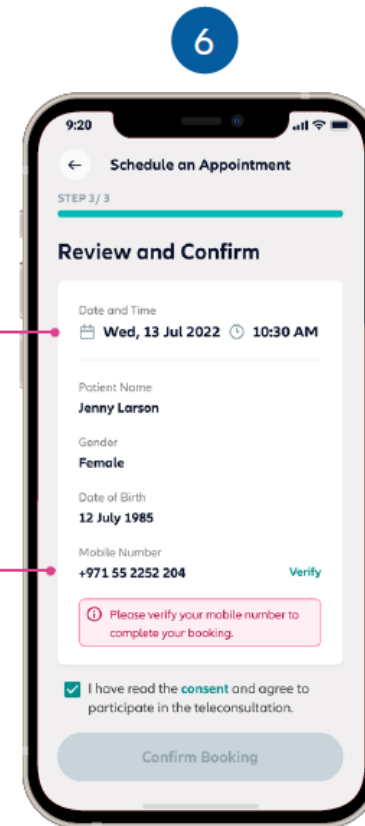
# Telehealth: booking an appointment



Select your preferred date and time.



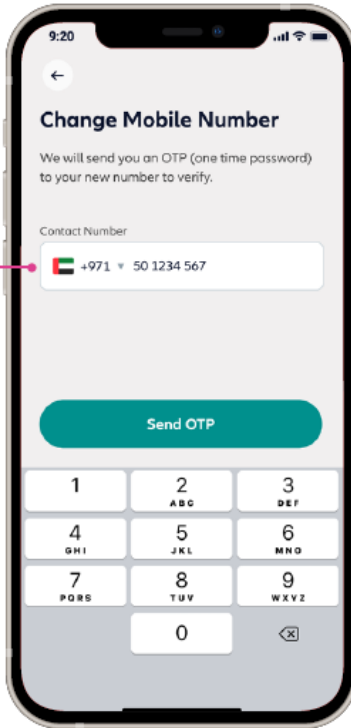
Upload previous reports or test results related to the consultation. (optional).



Review and confirm the date and time.

# Telehealth: booking an appointment

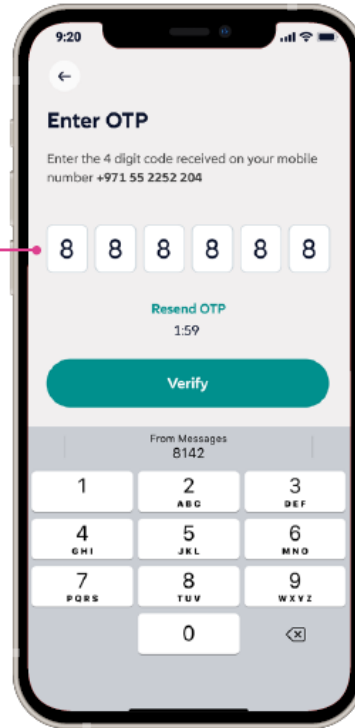
7



Enter the mobile number to receive an OTP.

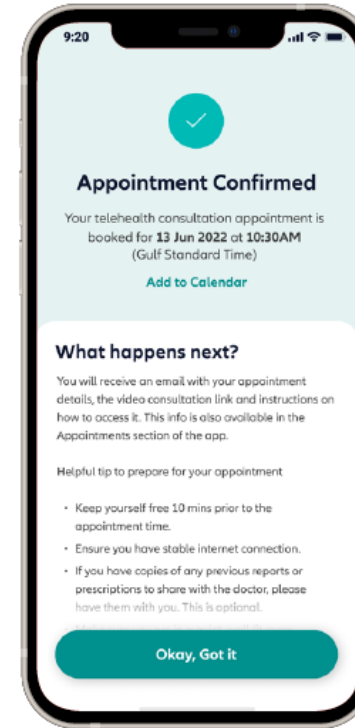
Note: You can also change the country and enter the number.

8



Enter the OTP to verify the mobile number and then click on Confirm Booking.

9

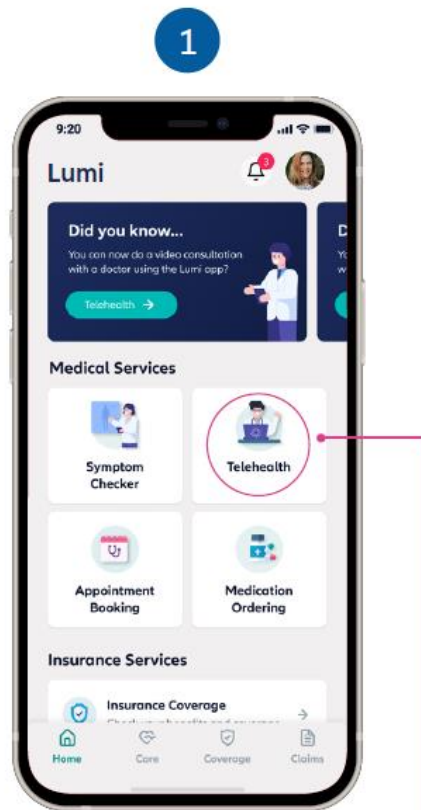


Your appointment is confirmed. Check email for instructions to join the online consultation.



Managed with Care

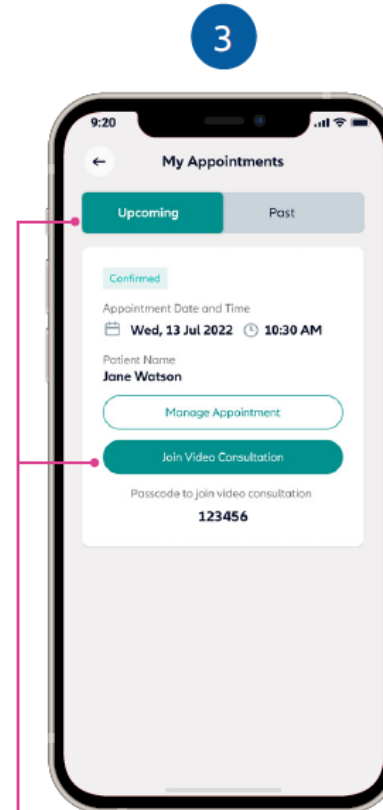
# Telehealth: joining your appointment



Click the '**Telehealth**' button on the homescreen.

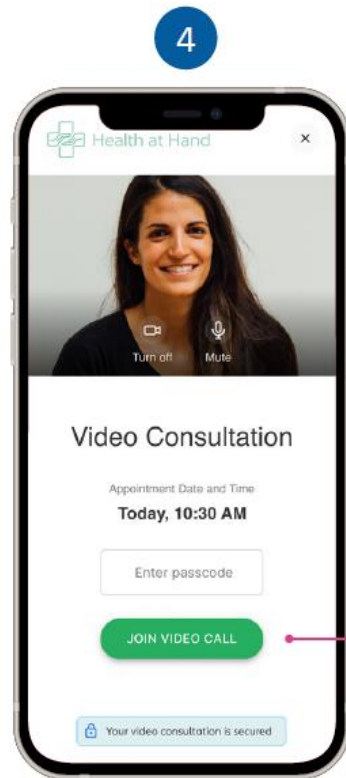


Click on '**Manage Appointments**' to schedule an appointment.

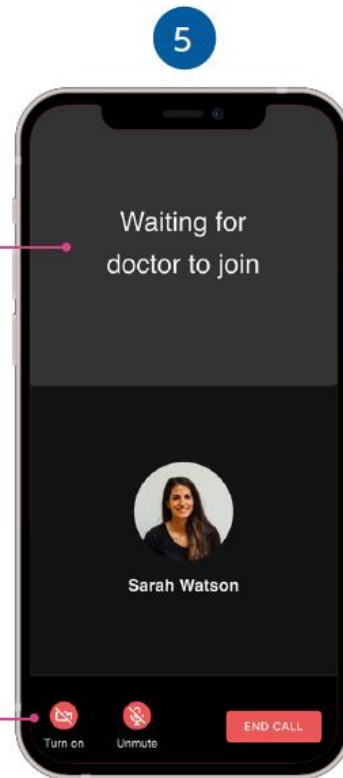


Select the '**Upcoming**' tab and click on '**Join Video Consultation**'.

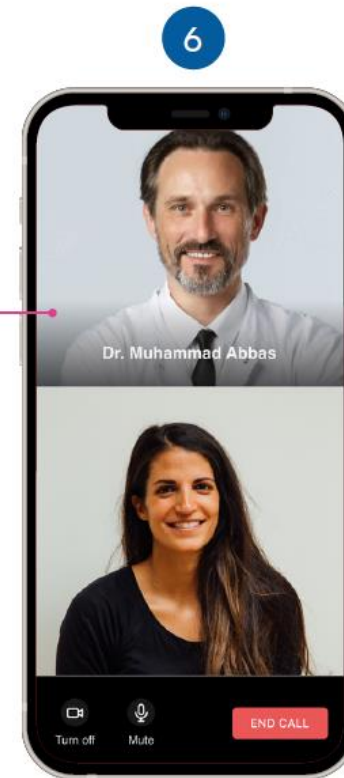
# Telehealth: joining your appointment



The video consultation link will open. Click on 'Join Video Call'.

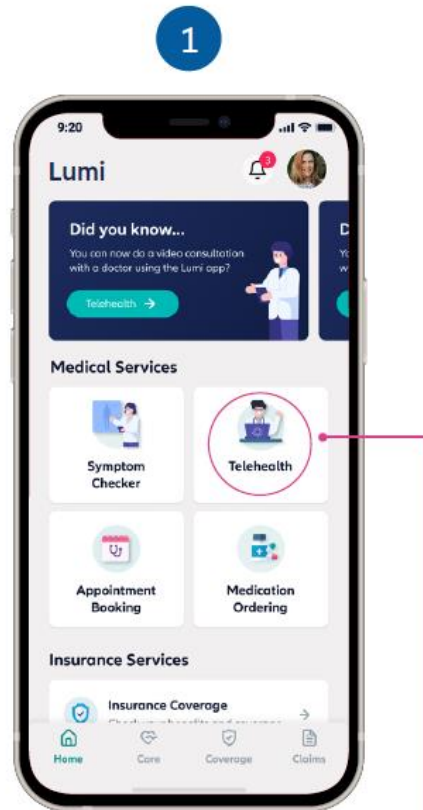


Wait for the doctor to let you into the virtual consultation room.

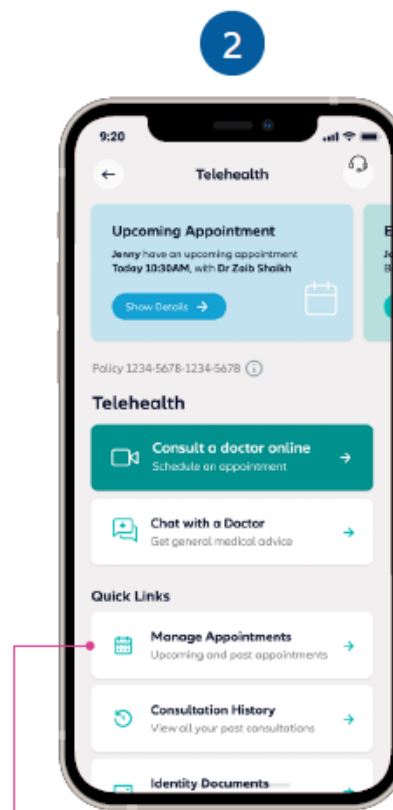


Once the doctor has let you in, the consultation begins. When the consultation is done click on 'End Call'.

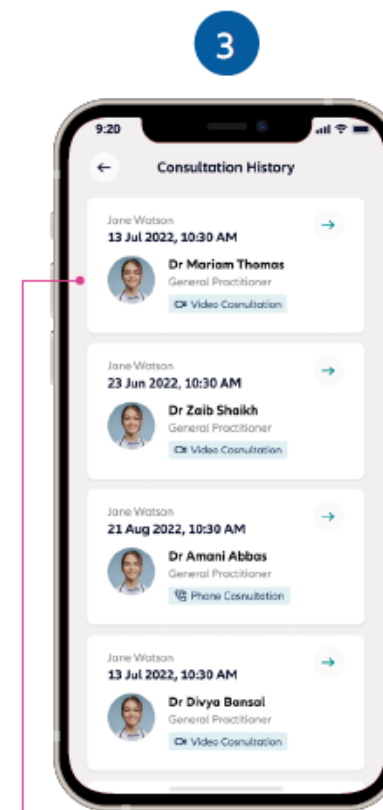
# Telehealth: VIEWING your reports



Click the 'Telehealth' button on the homescreen.

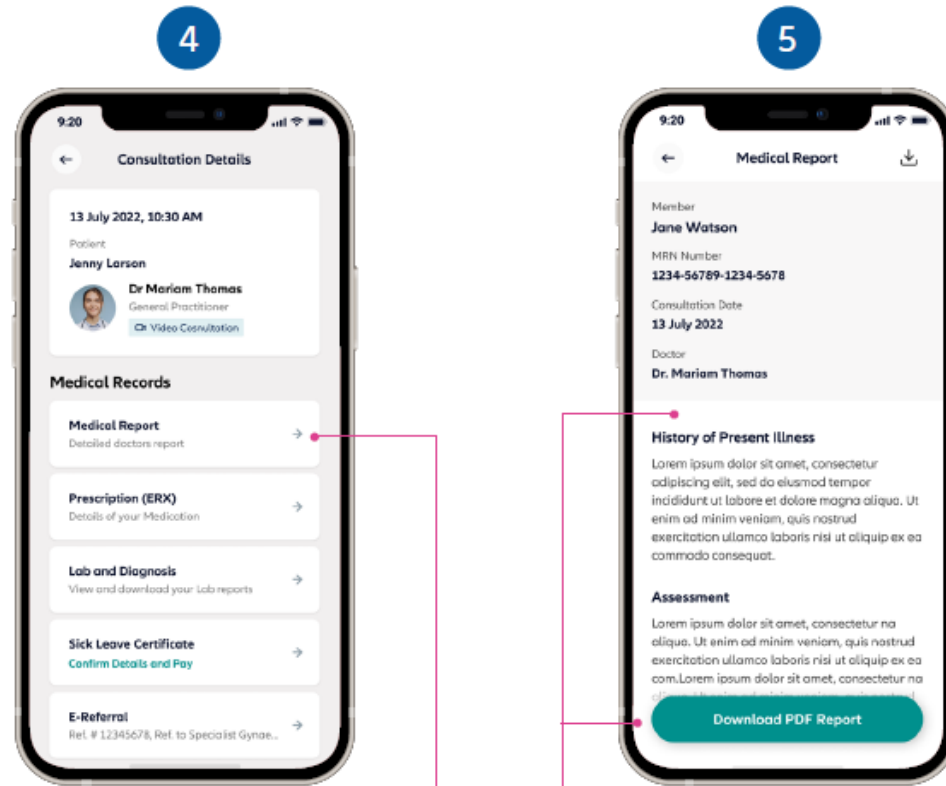


Click on 'Consultation History' to access your reports.



Tap on the date and time of your consultation from the list.

# Telehealth: VIEWING your reports



Select 'Medical Report' from the list of available reports.

View your detailed medical report. You can also download and share the report.

## Chronic care program - BY HEALTH AT HAND

“

*A concierge service that makes life easier while empowering members to take control of their health\**

*\*Program is available to all members living with any condition requiring frequent medical monitoring, regular lab tests, medication refills, etc.*

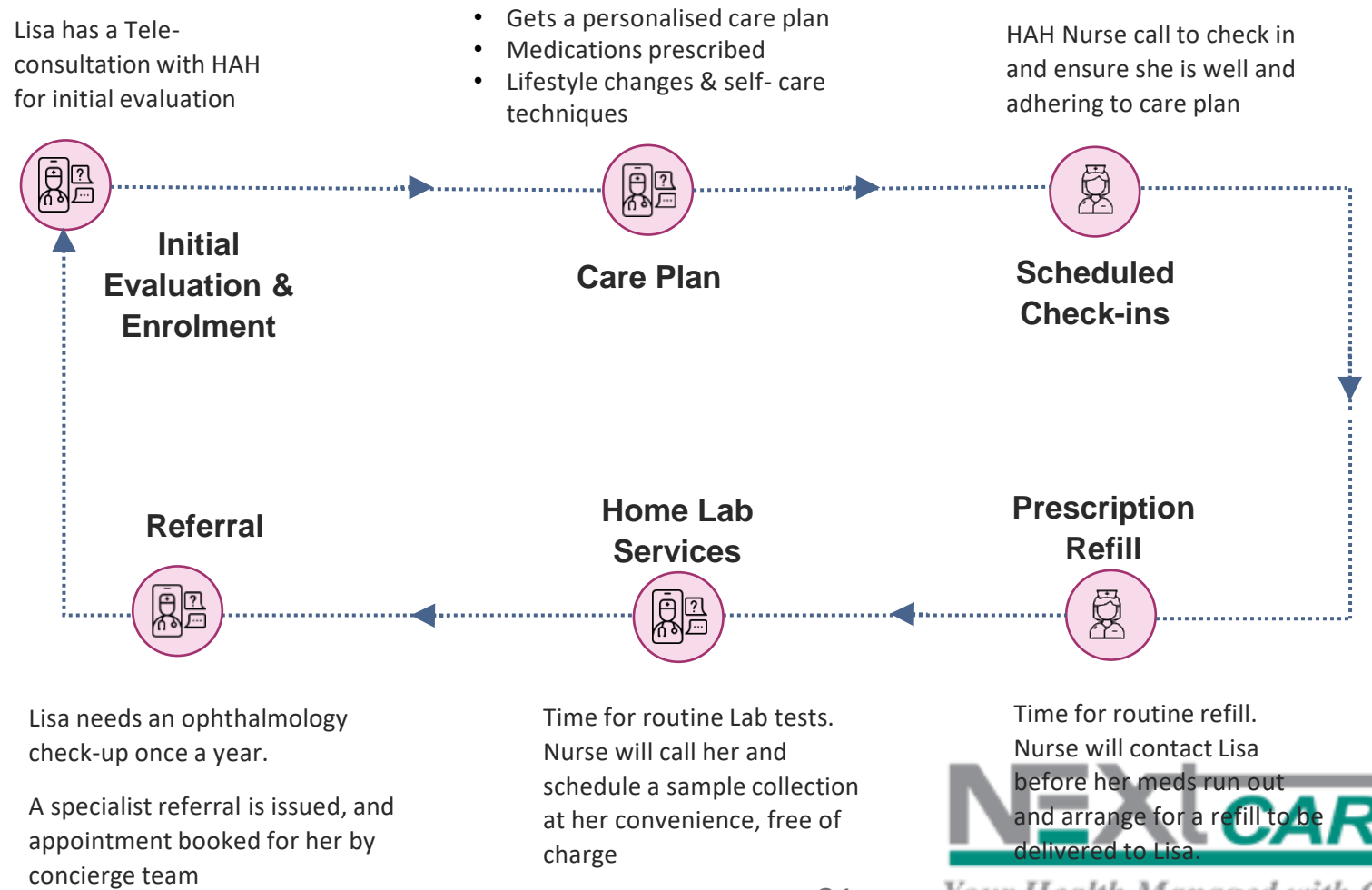


**NEXTCARE**<sup>®</sup>  
Your Health Managed with Care

# Chronic care program: YOUR journey



Lisa is **43** years old and lives with **Hypertension**



# Chronic care program: features



Tailored Care Plan



Regular Tele-consultations



Nurse Check-ins



Diet and Lifestyle Advice



Patient Education



Lab & Radiology



Specialist Referrals



Medication Refills



Medication Delivery



Appointment booking  
concierge team

# Chronic care program: BENEFITS



## Stay in control

- Prevent progression of condition
- Avoid long term complications
- Medication guidance
- Exercise & Diet Advice



## Continue with normal life

- More energy
- Less pain & fatigue
- Increase physical activity
- Remain independent
- Less disability



## Manage emotional changes

- Eliminate anxiety
- Elevate mood
- Avoid feeling isolated

# Chronic care program: how to enrol

Contact Health at Hand:



WhatsApp us on **+971 4 517 7325**



Call us on **+971 4 517 7325**



Email to **support@myhealthathand.com**

# THANK YOU

CONTACT US:

