Teleconsultation Services

Provided by:

Health at Hand
HEALTHCARE AT YOUR FINGERTIPS

We are launching the teleconsultation service provided by Health at Hand. This service helps your members connect to a highly qualified doctor within minutes, wherever they are.
**WHAT IS TELEHEALTH**

**Telehealth** is the distribution of health-related services and information via electronic information and telecommunication technologies.

World Health Organization, July 2018

Consumer research in the UAE shows:

- 76% of employees are likely to use the service.
- 69% ask a pharmacist for advice.
- 63% currently spend over 45 minutes in travel and wait time for each doctor’s visit.
- 66% search online for advice when they are unwell.

Health at Hand UAE Telehealth report | Q12018
HEALTH AT HAND DOCTORS

✓ Health at Hand doctors are supported and monitored by rigorous internal Quality Assurance and Quality Improvement standards

✓ Health at Hand doctors are DHA licensed and have completed a comprehensive accreditation process including training in video consultation

✓ Health at Hand doctors are all Family Medical Consultants or General Practitioners and are amongst the highest qualified in the country

✓ Health at Hand doctors have extensive experience in telehealth
TELECONSULTATION A NEW PATIENT EXPERIENCE

Teleconsultation service offering on-demand video consultations, connecting patients* with Health at Hand doctors within minutes, making it the most convenient way to see a highly qualified doctor.

** Sat - Thu 6am-10pm (GST) Fridays: 9am-6pm (GST)

***As per regulator’s list of approved medications for teleconsultation. Acceptance of prescription for drugs outside UAE is subject to local country regulations.

SIMPLE, FAST AND CONVENIENT

- Video consultations, 7 days a week **
- e-Prescription for medications*** and lab tests
- Full access to personalized Doctor’s Reports, allowing the member to manage past consultation reports
- Medicine delivery (only in Dubai)
- English and Arabic speaking doctors

* Activation for eligible members with no copay or deductible.

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WHY USE TELECONSULATION

When you’re feeling sick, which one would you rather use?

TELECONSULATION

• See a doctor from the comfort of your own home
• Save time, quick and convenient
• Can be used anywhere in the world with internet connection
• Your prescription delivered to your doorstep

Provided by: Health at Hand

DOCTOR’S CLINIC

• Find a clinic, call to check for doctor availability and possibly get an appointment
• Leave the house, get stuck in traffic and sit in the waiting room
• Stuck in a foreign country and making international calls to your insurer to see who will cover you
• Find closest pharmacy to get your prescription, which is sometimes out of stock
CUSTOMER JOURNEY

Teleconsultation
See A Doctor Now
Consent
Medical Questions
Call
Doctor’s Report

Click on “See a doctor now” icon
Select Patient
Select the beneficiary
Consent
Give consent
Medical Questions
Fill out medical questions
Call
Begin Video consultation
Doctor’s Report
Receive medical report with doctor’s advice and prescription, post call
WHEN TO USE TELECONSULTATION

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

- Cough
- Eye Infection
- Sore Throat
- Sinus Congestion Allergies
- Earache
- Diarrhea
- Headache
- Urinary symptoms
- Indigestion
- Cold
- Rashes

These symptoms account for over 80% of all visits to an outpatient clinic.
PROMISING FIRST RESULTS

1 year pilot with Teleconsultation service on premium policies showed:

• Utilization rate has been increasing regularly as more communication on the service was made to reach now 1.9% on annualized basis

• 89% of all cases managed through Video-consultation were resolved, with no subsequent visit in the network

• 55% of calls required prescriptions

• Out of 16% referred to the network, 55% did not go to a subsequent visit in the network

• Teleconsultation has proven during the pilot to enable some cost savings achievement of 86% for those cases

• Patient satisfaction was high with
  Average doctor rating: 4.9
  Average call rating: 4.8

Top 10 pathologies diagnosed

• Acute upper respiratory infection, unspecified
• Acute nasopharyngitis [common cold]
• Acute gastroenteritis
• Dehydration
• Low back pain
• Rash and other nonspecific skin eruption
• Acute pharyngitis, unspecified
• Metatarsalgia, unspecified foot
• Unspecified abdominal pain
• Eczematous dermatitis of right eye, unspecified eyelid
COMPLIANCE

- Dubai Health Authority
  - Health at Hand is fully licensed by the Dubai Health Authority and compliant with all DHA regulations related to Telehealth services and outpatient clinics
  - DHA regulation supersedes any conflict with other regulations

- GDPR (General Data Protection Regulations)
  - Data protection guidelines in place
  - Appropriate consent required from the member
  - Process of notification of a personal data breach to the supervisory authority

- HIPAA (Health Insurance Portability and Accountability Act)
  - Security standards for the protection of electronic protected health information
  - Privacy of individually identifiable health information
  - Notification in case of any breach