



# 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.

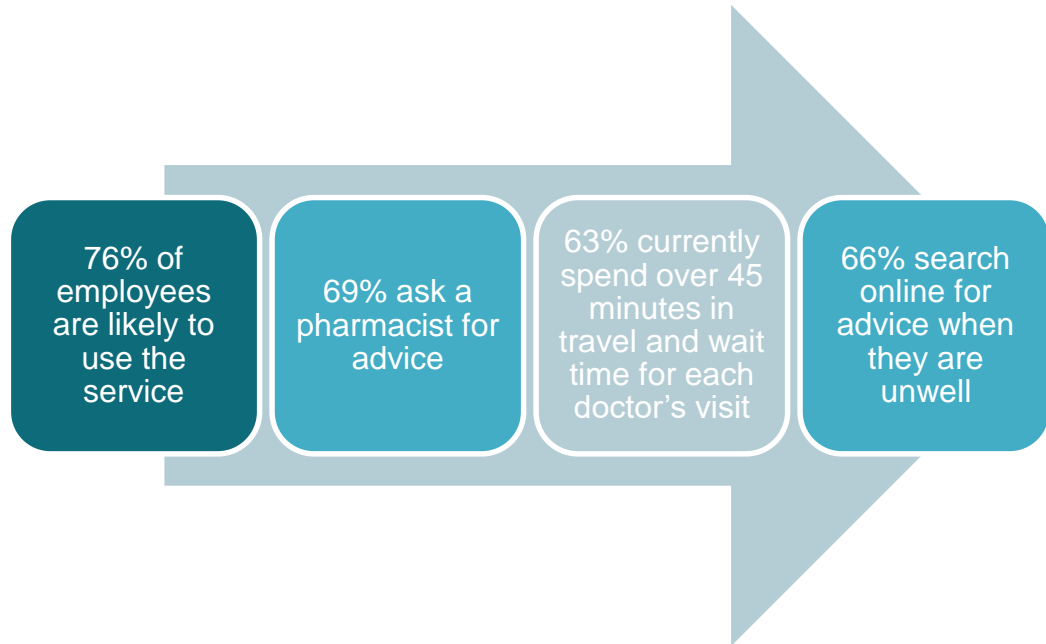
# WHAT IS TELEHEALTH

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**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



# HEALTH AT HAND DOCTORS

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- ✓ 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



Dr. Ruhil Badiani  
Family Medicine Consultant



Dr. Rami Said  
General Practitioner



Dr. Zaib Shaikh  
General Practitioner



Dr. Esther Dairo  
General Practitioner

# 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.



Available on Android and iOS

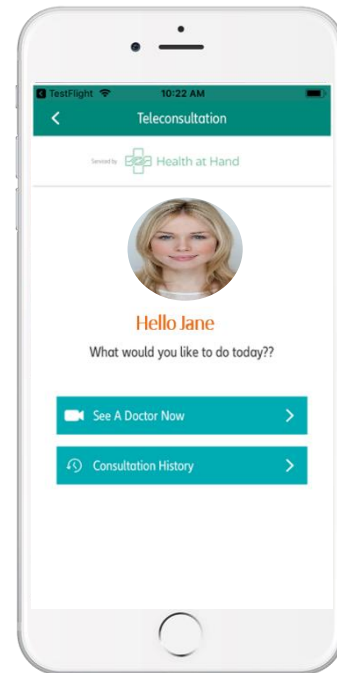
## SIMPLE, FAST AND CONVENIENT

- 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.

\*\* 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.



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# WHY USE TELECONSULTATION

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



## TELECONSULTATION

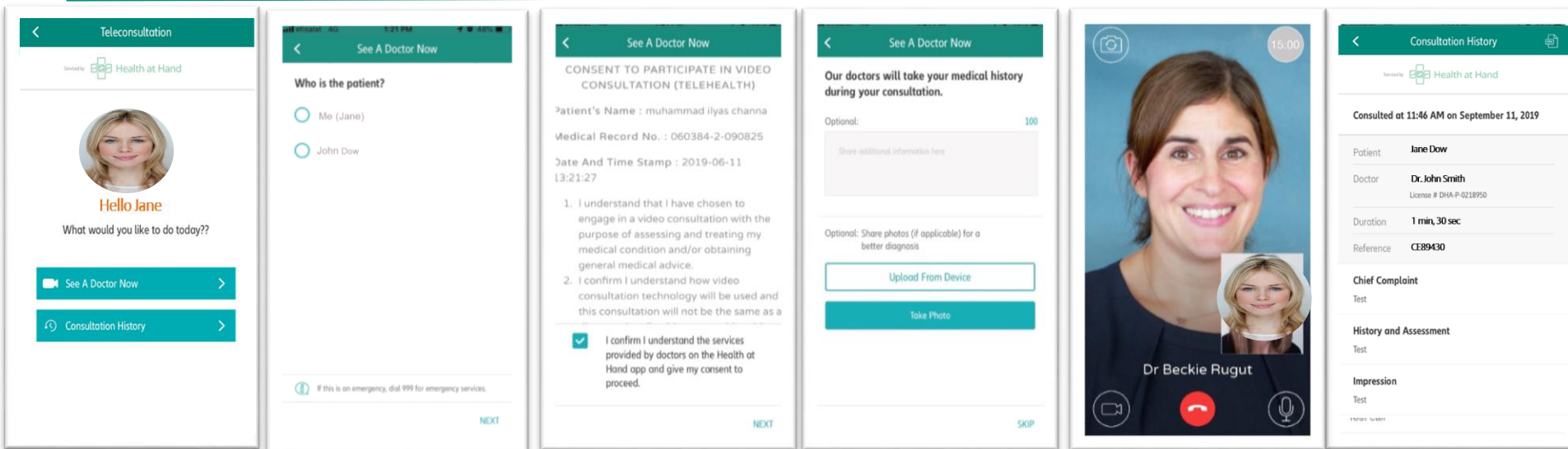
- See a doctor from the comfort of your own home
- Save time, quick and convenient
- Can be used anywhere in the world with internet connection
- Your prescription delivered to your doorstep



## 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



## Home

## Select Patient

## Consent

## Medical Questions

## Call

## Doctor's Report

Click on "See a doctor now" icon

Select the beneficiary

Give consent

Fill out medical questions

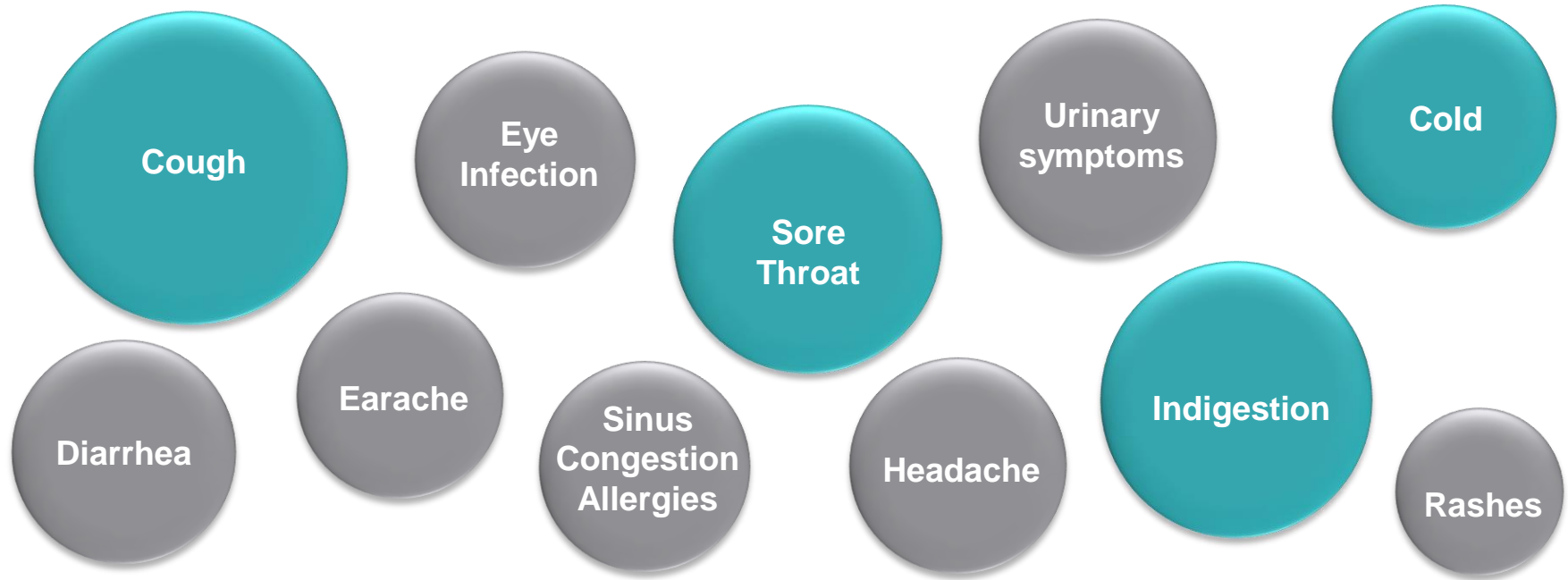
Begin Video consultation

Receive medical report with doctor's advice and prescription, post call

# WHEN TO USE TELECONSULTATION

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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 all visits to an outpatient clinic



# PROMISING FIRST RESULTS

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## 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

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## ✓ **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



# THANK YOU

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