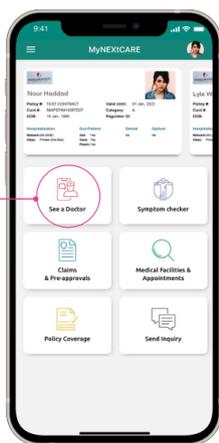


OPTION 1

Using the MyNextcare app

1



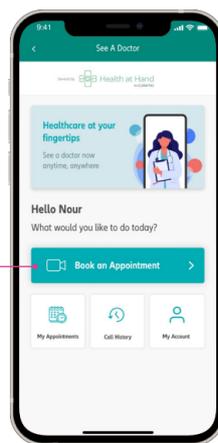
Click the 'See a Doctor' button on the homescreen.

2



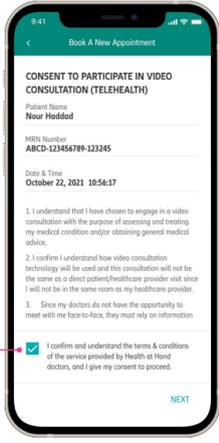
Select the patient from the list of family members.

3



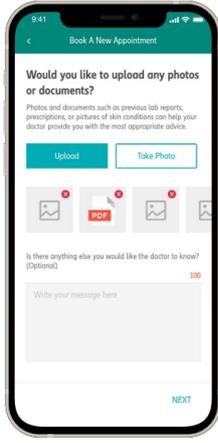
Click on 'Book an Appointment'.

4



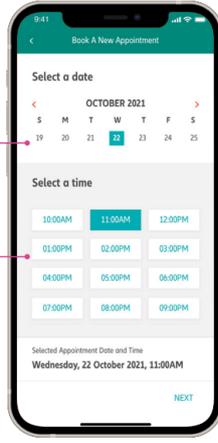
Read the consent and click the checkbox to confirm and continue.

5



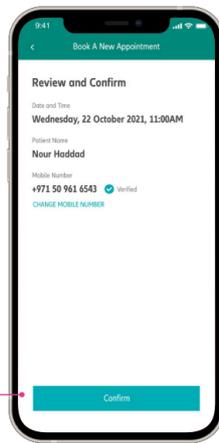
Upload photos and documents related to your consultation.

6



Select your preferred date and time.

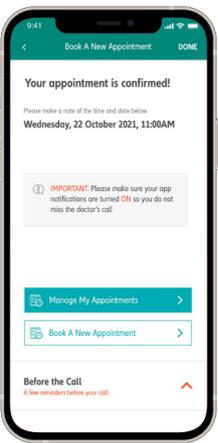
7



Review and confirm your booking.

Note: You may be asked to verify your mobile number prior to receiving a confirmation.

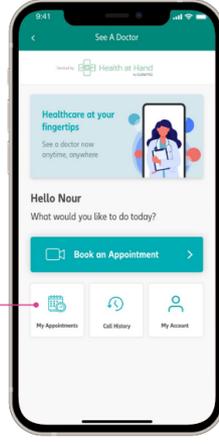
8



Your appointment is now confirmed.

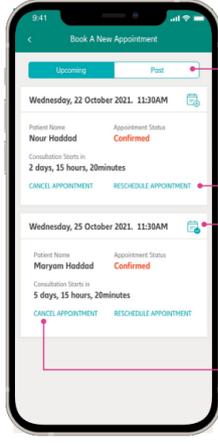
HOW TO MANAGE YOUR APPOINTMENT

9



Click on 'My Appointments' from the teleconsultation homescreen.

10



You can view the list of upcoming and past appointments.

Click on 'Past' tab to see the list of your past appointments.

Click on 'Reschedule Appointment' to change the appointment date and time.

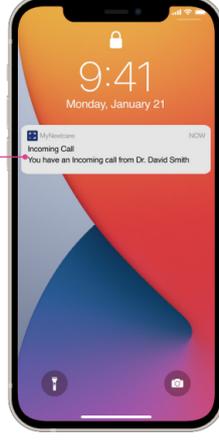
Click on 'Calendar' icon to add a reminder to your phone calendar.

Click on 'Cancel Appointment' to cancel the appointment.

HOW TO RECEIVE YOUR INCOMING CALL

You will get a notification for the incoming video call from the doctor through the app. Please ensure your notifications are turned on for the MyNextcare app.

1



Click on the notification to view the incoming call screen.

2



Click the 'Accept' button to connect to the doctor.

3



Your video consultation will begin.

OPTION 2

Schedule a call to speak to a doctor by phone

1



Call +971 4 517 7325

You can call the above number and enter your Emirates ID number to verify your identity.

2



Schedule a Call

You can schedule the appointment for your preferred date and time.

3



Receive a call from the teleconsultation doctor

The doctor will call you at your chosen appointment time.