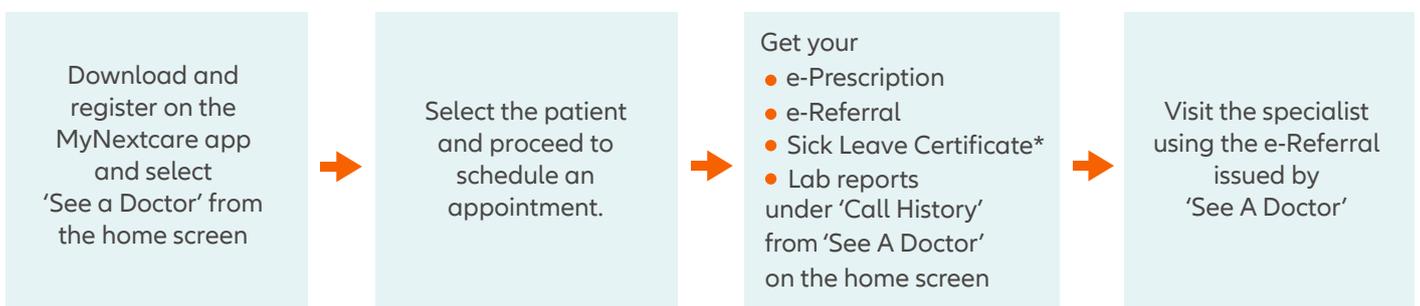# CONNECTED HEALTH
USER GUIDE

What is Connected Health?

Connected Health offers instant and convenient access to highly qualified doctors with a click of a button from anywhere through the MyNextcare app. The service is designed to empower you to take an informed decision regarding your health and treatment journey, while guiding you to the right healthcare provider.

How do I access the service?

| Download and register on the MyNextcare app and select 'See a Doctor' from the home screen | → | Select the patient and proceed to schedule an appointment. | → | Get your
• e-Prescription
• e-Referral
• Sick Leave Certificate*
• Lab reports under 'Call History' from 'See A Doctor' on the home screen | → | Visit the specialist using the e-Referral issued by 'See A Doctor' |

* Sick Leave Certificate can be issued for Dubai members only.

You can also access the teleconsultation service by calling the support line to schedule an appointment to speak to a doctor on +971 4 517 7325.

If you have had your consultation by phone, you will receive an SMS after your consultation with a link to your e-referral, prescription, or any other documents issued for your case.

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

Exceptions

You do not need an e-referral in the following circumstances:

• Children under the age of 13

• Pregnancy follow up visits

• Ongoing cancer treatment

• Ophthalmology

• Optical (if covered by your policy)

• Dental (if covered by your policy)

• Outside the UAE (if covered by your policy)

• You have a valid e-referral number for the specialist you need to visit

After you receive your 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 are unsure which clinic or hospital to visit, you can check on the MyNextcare app under 'Medical Facilities & Appointments' to book an appointment.

Scan QR code to download the 'MyNextcare' app

Download on the App Store | **GET IT ON Google Play** | **EXPLORE IT ON AppGallery**

nextcare