

EASY ACCESS TO OUR DIGITAL HEALTH SERVICES

ACCESS HEALTHCARE WHEREVER YOU ARE

Nextcare provides you with a seamless healthcare experience when you register on the Lumi app and ensure your healthcare journey is tailored to you.





Digital Insurance Card

View and download your digital insurance card as follows:



Lumi app

Policy Coverage Information

Access information about your policy coverage as follows:



Lumi app



Virtual Assistant



WhatsApp



Facebook Messenger

Reach out on WhatsApp on the below numbers:

- GCC (except KSA) +971 56 344 8951
- Lebanon +961 81 504 015
- Qatar +974 5506 6687

Symptom Checker

The symptom checker helps you identify the cause of your symptoms and provides you with the next steps in your treatment journey. In just 3 minutes, the symptom checker analyzes your input and offers suggestions, ensuring you get access to the appropriate care you need. Access the service as follows:



Lumi app





Search for a Medical Provider

Look for a doctor, hospital or pharmacy near you and book an appointment directly. You can also quick search by specialty. Access the service as follows:



Lumi app



Nextcare website



Virtual Assistant

Appointment Booking

Book an appointment with a doctor based on availability at the time convenient to you. Access the service as follows:



Lumi app



Nextcare website

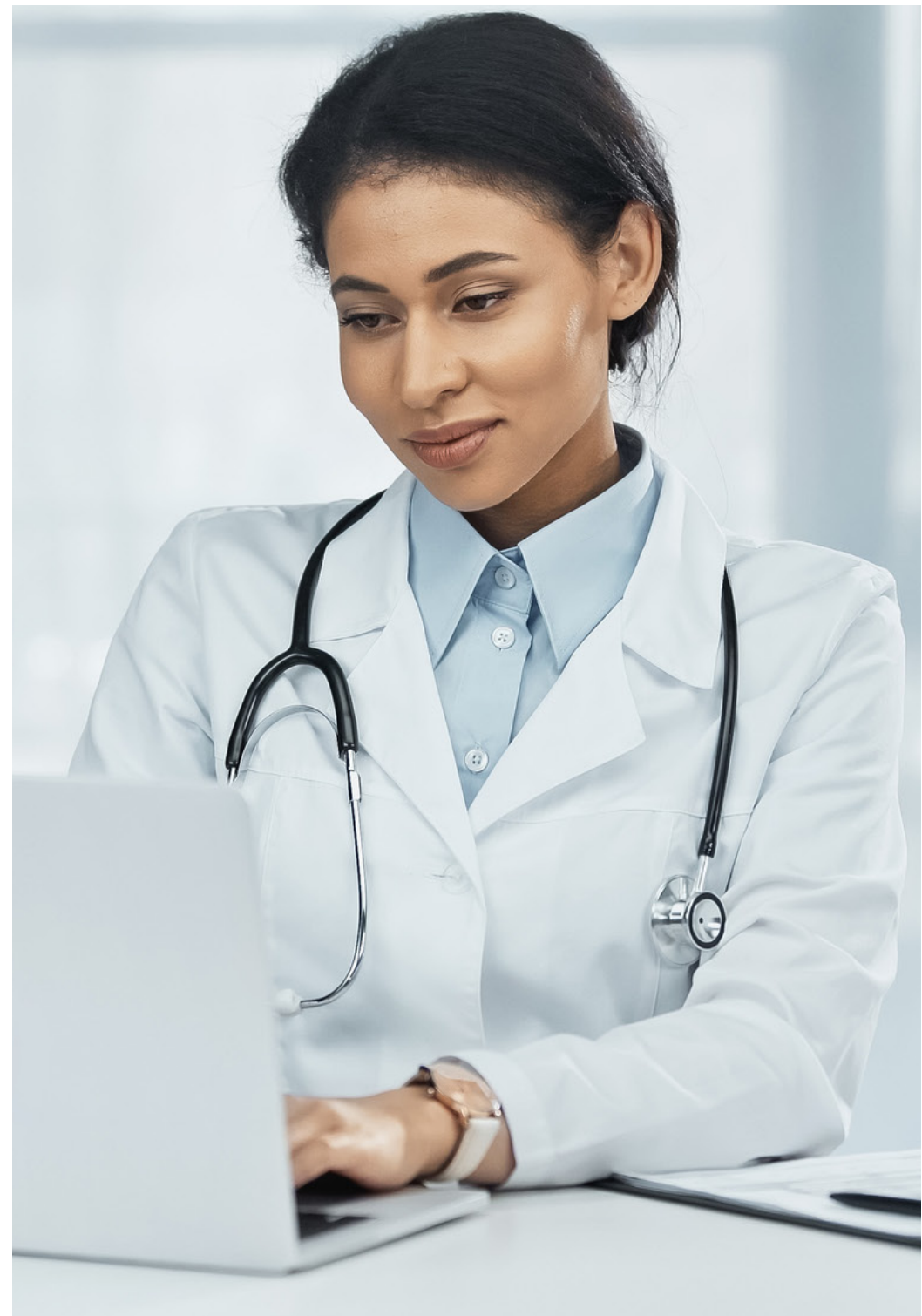
Telehealth

A video consultation is just a few clicks away, enabling you to see a certified doctor from the comfort of your home. Access the service as follows:



Lumi app

For insurance plans with “Connected Health” coverage, members in the UAE are required to use this service to request a referral number before visiting a specialist in person. Alternatively, they could call +971 4 517 7325 between 7am-11pm from Sunday to Friday, or between 9am-6pm on Saturdays.





Zoe, Virtual Assistant

Start a live chat with Zoe, our virtual assistant who can answer all of your questions related to your insurance, claims management and the available services. Zoe can be accessed by using the below:



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