


## FAQ's

### Shield Plan Virtual Consultation - myAster Application

- 1. What is the average waiting time for an on demand virtual consultation?**  
This is subject to available appointment slots.
- 2. Can I have access to GP consultant virtually?**  
Yes, you can schedule an appointment directly through the application.
- 3. What is the applicable co-pay for GP virtual consultant?**  
0% Co-pay on myAster application ONLY
- 4. What is the applicable co-pay for Specialist virtual consultant?**  
10% co-pay
- 5. Can I have access to specialist consultant virtually?**  
Yes, with referral from GP on the Shield Saver plan, however there is no requirement of a referral on the Shield Saver plus plan with the application 10% co-payment.
- 6. Can you prescribe medication through virtual consultation?**  
Yes this is possible after a virtual consultation with a doctor including antibiotics.
- 7. How can I have my medicine delivered at home?**  
Following to your consultation with Doctor, e-prescription is uploaded on myAster application, accordingly medicine will be delivered to your home.
- 8. What are the benefits of getting healthcare services through myAster app?**  
Cost effective, with 0% Copay for virtual GP consultation, Lab & Pharmacy at the convenience of your home. A one stop shop solution to fit your needs.
- 9. Do my Family members/dependents have access to virtual service?**  
If they are enrolled in the same policy, they are entitled for the virtual service.
- 10. What does the myAster app service provide?**  
Access booking of appointments/virtual consultation for GP's and Specialists. This service also provides you with Pharmacy & Lab tests at home.
- 11. How do I register on myAster? - QR code**  
Don't worry, it's a quick and easy process.  
  
To register on myAster, please [click myAster App](#)   
All you need to do is, enter your email address, UAE registered mobile number, date of birth, Emirates ID or medical insurance card number to register.
- 12. Will there be a virtual claims file when making a consultation using MyAster?**  
YES, claims file are registered.

13. Does GP / Specialist prescribe chronic medication through virtual consultation?

Yes this is possible, subject to applicable policy benefits.

14. Does myAster app have male and females' doctors?

You can choose your doctor from the MyAster application. Licensed doctors who are currently working at Aster Group of hospital & clinics. You can select your doctor by specialty and location.

15. Does myAster app handles emergencies?

In case of an emergency, we advise you go to the nearest hospital or preferred healthcare provider or call 999/998

16. Can I have a link to download myAster app?

You can download the app through: [Apple Appstore; myAster App](#)

OR Download the MyAster Application by scanning the QR code



17. Is internet required to use the myAster app?

Yes