



## TruDoc 24x7 FAQ



## GENERAL FAQ

### What is TruDoc 24x7?

TruDoc 24x7 offers a unique healthcare experience, one with greater convenience and value for members by enabling seamless 24x7 access to healthcare professionals and doctors anytime anywhere through our Mobile Application or by dialing the Toll-Free-Number 800 TRUDOC (878362)

### How can I register for TruDoc 24x7's services?

To activate TruDoc 24x7's services, please download the mobile application from Google Play Store or Apple App Store. If you have any questions regarding the registration process, you can always call our 24x7 toll-free number 800 TRUDOC (800 878362) and get the support to activate your membership.

### What are the benefits of getting my healthcare services through TruDoc 24x7?

With TruDoc, you have 24x7 access to reliable, convenient and cost-effective care. Our licensed doctors will help you manage your condition, issue prescriptions, provide lab tests and arrange medication delivery, where available. If your condition requires consultation by a doctor in person, we will refer you to the nearest facility within your network and book an appointment on your behalf. Our doctors & care coordinators speak 4 languages – English, Arabic, Hindi and Urdu. Our wellness experts can offer you customized wellness programs that include nutrition, weight and stress management advice, as well as wellness tips via our interactive mobile application. You can also avail the service of our psychologist if the service is offered to you. (Please check your table of benefits provided by your insurance provider/employer) Also, TruDoc is 100% FREE and covered by your Insurance.

### Can you prescribe medication over the phone?

Following the DHA telemedicine guidelines, our doctors can prescribe Over the Counter (OTC) Medication (medication that does not need prescription from a doctor) and Prescription Only Medication (medication that needs prescription from a doctor);

including antibiotics and chronic condition medications. However, certain laboratory tests might be required before medicine is prescribed as per DHA Standards for Telehealth Services.

### **Do you have specialist consultants?**

We have full time, licensed General Practitioners and Family Medicine specialists experienced in all aspects of medicine as well as Wellness Experts and Mental Health Specialists.

### **What happens if the diagnosis cannot be done over the phone, and I need to see a specialist?**

If an accurate diagnosis cannot be made over teleconsultation and/or if further investigations may be required, then the patient will be advised to consult the appropriate specialist. Our care coordinators can assist the member in booking an appointment at the nearest medical service provider (based on the vicinity/preference of the member)

### **Do you deliver medication?**

Yes, the medication can be delivered to your office location or home address, where available. Alternatively, we can contact the pharmacy closest to your location and provide the prescription.

### **Do you provide lab services?**

Yes, we provide basic diagnostic services at your home or office, where available and when prescribed by our doctors.

### **Can TruDoc 24x7 prescribe chronic medications through virtual consultation?**

Yes, we prescribe chronic condition medications. However, laboratory tests might be required, if latest lab reports are not available before certain medication can be prescribed as per DHA Standards for Telehealth Services. Prescribing medications shall be in accordance with UAE MOHAP drug list to protect the patients from any counterfeit or substandard medications. The physician shall not prescribe Narcotic, Controlled or Semi controlled medication through telehealth services.

## Do you have female and male doctors?

Yes, we have both male and female doctors depending upon the availability.

## Do you handle emergencies?

We do not handle emergencies. We recommend you go to the nearest hospital or preferred healthcare provider or call 998 for ambulance.

## How secure is my health record and my medical history?

Our systems comply with the latest HIPPA regulations. This means that no one, apart from you and the treating doctor will have access to your medical record without your consent, unless required by law.

## What is the average waiting time for a call?

If the call is not answered within 30 seconds, we will call you back within 30 minutes. If you do not receive a call from our side, please write to us on [feedback@trudoc24x7.com](mailto:feedback@trudoc24x7.com) or call us on 800 878362. We take our customer complaints seriously and take necessary corrective actions, where required to improve our services.

## What if I have concerns regarding the credentials of a doctor or if I am not satisfied with the doctor I spoke to?

If you are not satisfied, we are happy to connect you with another doctor on our panel. Our doctors are licensed and experienced in handling all types of medical problems. Feel free to ask the physician about their medical experience, education and licensing.

## Do my family members have access to this service?

If your family members are covered under the same insurance provider as you are, they are eligible to use TruDoc 24x7 services, they can access our services free of cost. If you are still unsure, please check your table of benefits or contact your HR/Insurance Manager.

## Does insurance cover this medical service I am looking for?

Please check the table of benefits provided by your insurance provider/employer to see if this service is offered to you. TruDoc will not be able to support you with this information.

## What is the difference between TruDoc and teleconsultation services offered by hospitals & clinics?

Once a member approaches TruDoc for an OP consultation, No Copay is to be paid by the member for OP consultation, whereas for Teleconsultation – the Copay is to be paid by the member. Since TruDoc doctors practice evidence-based medicine, applying international guidelines, they tend to control the dispensation of pharmacies to what is absolutely required and do not over prescribe medications & tests that are not related to your medical condition. Your policy may have additional Copay on OP Pharmacy items and a more rational dispensation of pharmacy items assists the members financially by lowering the absolute AED copay. Teleconsultation, since is a Corporate specific service, hence, the dispensation of medicines and tests are done keeping in view the best interest of their organization and not the members.

## MOBILE APP FAQ

### The App doesn't work.

- Check your Google Play Store or Apple App Store if you are using the last updated app version, if not, please update to the latest version.
- Try to uninstall and reinstall the app again.

### I can't find the App in my App store.

Please contact our 24x7 technical support team at 800 878362 or send us an email to support@trudoc24x7.com.

### Do I need an internet connection to use the TruDoc 24x7 mobile app?

Yes, in order to use all the features, you should connect to the internet via Wi-Fi or 4G.

## What if my connection is weak and I need to call a doctor?

Make sure you are not downloading or consuming data in the background or doing any activity that might affect your bandwidth. If you still have a weak connection, conduct a telephone call by calling 800 878 362 and speak to the doctor.

## Can I still use the app when I'm out of the country?

Yes, you can have a video consultation with a doctor free of cost via any internet connection. Or you can connect with our doctors by calling our international contact number at +971-4-372 0101. Please note that there will be international call charges applicable for members opting for a voice call.