



## Healthcare from your home

Cure has implemented telemedicine, or virtual appointments, to reduce the risk of potential viral transmission between healthy and infected patients at our facilities. This is done by using a web-based platform. Now you can have a consultation with our clinicians from the comfort of your own home.

### To access telemedicine

You can access this service by taking an appointment on the DOH Remotecare App. We can guide you by calling 024100900. During this time, we are open from 9am – 6pm from Saturday until Thursday (time may change).

### The Specialties/complaints that are under the telemedicine Service at Cure

Most chronic conditions and prescription refills under the following specialties: Cardiology, Endocrinology, Neurology, Pulmonology, Orthopedic, Urology, Family Medicine, ENT, Obstetrics and Gynecology, Dermatology, and Psychiatry. The consultation will last approximately 10 minutes.

### What you will need

- A working tablet or smart phone; with a front camera.
- A fully charged device, or access to power.
- An internet connection.
- A well-lit space so the doctor / nurse can see you.
- A quiet space to reduce distractions.
- Headphones that connect to your device for clear audio and to protect your privacy.

### Join a teleconsultation with your clinician from your mobile phone or tablet

1. Download the DOH Remotecare APP
2. "Sign up", if this is the first time, fill out all the required details (you will need your UAE ID and insurance policy number).
3. Once done, you can login to the app.
4. Enter the symptoms then press next
5. Select your gender, age then you have to fill the detail of symptoms which will end up in appointments module
6. Appointment module you will need to select the facility/centers names as follows: Advanced Cure Diagnostic Center (Main), or Branch 1 or Branch 2, then select the doctor then select the appointment date & time and Click "Submit"
7. Please make sure you are logged in to Remotecare App 5 minutes prior to your appointment
8. You will receive a call on your mobile from our doctor, click "Answer"
9. Remote care App Video call will start.