



PO Box: 120728, Al Kifaf Commercial Building, Opposite to Burjuman Center, Bur Dubai, UAE.

Dear Member

As you are aware that Outbreak of **COVID19 (Novel Coronavirus)** is underway which is gravest challenge faced by us into this new millennia. This is testing time for all of us & UAE government is trying hard to contain this deadly disease.

The drive of UAE government of **sterilization program** is especially commendable with mass disinfection taking place around each corner. This has pushed ourselves into a situation where all are confined into our Homes or has access for limited mobility.

Although the measures by UAE authorities are strict but we should all welcome such measures in one voice as they shall keep all of us safe from this virus infection.

Inayah TPA a fully owned subsidiary of National Life & General Insurance Company SAOG being serious player in partnering healthcare sector has understood its responsibility and we are fully functional **24 X 7** for providing services to our members into these dire times.

We understand that at this time any step outside can lead to an increased risk of infection for our esteemed members and thus we have partnered with our Network providers to start an innovative service of **TELECONSULTATION**.

Above service shall provide our members an online Audio/Video consultation with doctor/physician into our Network providers while sitting at home. There will be no requirement of visiting the premises of the healthcare care provider (Hospital/Clinic/Pharmacy) to take this consultation service.

This service is extended in the lines of recommendation of Health Authorities which has allowed this new service in UAE healthcare sector while maintaining standards of healthcare delivery. The service of **TELECONSULTATION** is readily available for you as soon as this circular reaches you.

Members can start taking the services as per the network eligibility mentioned into the attached list of *providers**. You can check our website to access the latest list of providers to access this new service as we shall be soon opening with more providers.

*** Network pharmacies are open for collecting medicines after Teleconsultation and there is no separate list and all existing pharmacies can be accessed.**



PO Box: 120728, Al Kifaf Commercial Building, Opposite to Burjuman Center, Bur Dubai, UAE.

HOW TO ACCESS THE SERVICE

Consultation

- Refer the list of providers attached and shortlist the providers with your network access.
- Network is mentioned on the front of your card.
- Call the provider on the number mentioned. Keep your Emirates ID and/or Insurance Card with you for verification)
- Call will be transferred to doctor or alternatively a call back may also be arranged subject to non-availability of the doctor.
- In case a video call is recommended by the doctor then a link shall be provided to you.

Pharmacy

- In case doctor recommend a medication then a prescription shall be generated.
- Prescription shall be used to take medicines at the pharmacy.

Laboratory test/sample collections**

- Laboratory Investigation recommended by a doctor.
- Staff of the health facility shall call you and arrange for a pickup of sample from home.
- A trained staff shall come to your home and collect sample.

***** The services are available with limited providers. Please check with provider for such services available in your area.***

Co-Payments/Co-Insurance

- This is out of pocket expenses as per the policy/plan of the member or for non-covered items and services.
- Member can pay the same through secured payment channels provided by the health facility.

We appreciate the support and co-operation provided by our all healthcare partners, sales partners and our members.

In case of any clarifications please feel free to call our 24 X 7 helpline **800462924**

We wish you all safety and health