



TruDoc 24x7

Doing The Right Thing.

FAQ

General FAQ

What is TruDoc 24x7?

TruDoc 24x7 is the first Population Health Management solution in the Middle East that combines next-generation telemedicine, telemonitoring and home health to provide you with immediate access to highly trained, DHA licensed doctors, psychologists and wellness experts for healthy, acute and chronic condition management and advice via voice/video calls.

We offer a unique healthcare experience, one with greater convenience and value to Oman Insurance Healthcare 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 Call Center through our toll-free number 800 TRUDOC (800 878362) to activate your membership.

What does the service cover?

You will have 24x7 access to reliable, convenient and cost effective care. Our 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. We also offer customized wellness programs that include nutrition, weight and stress management advice as well as wellness tips via our interactive mobile application.

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

- 24x7 access to our doctors, wellness and mental health experts
- Avoid unnecessary hospitalization and visits to the emergency room.
- Improve health outcome

Do my family members have access to this service?

If your family members are covered under the same insurance provider as you are, and 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.

Do you have specialist consultants?

We have full time, licensed General Practitioners and Family Medicine specialists experienced in all aspects of medicine.

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 your medical record without your consent, unless required by law.

Virtual Consultation FAQs

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 or call us on 800 878362.. We take our customer complaints seriously and will take necessary corrective actions, where required to improve our services.

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); these might include 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 deliver medication?

Yes, the medication can be delivered to your office location or home address, where applicable.

Does your doctor prescribe antibiotics over the phone?

Yes, we can prescribe antibiotics. However, certain laboratory tests might be required before medicine can be prescribed as per DHA Standards for Telehealth Services.

Can TruDoc 24x7 prescribe chronic medications through virtual consultation?

Yes, we can prescribe chronic condition medications. However, laboratory tests might be required 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.

Can you send me the prescription?

Yes, we can email you the prescription if requested. Alternatively, we will contact pharmacy closest to your location and provide the prescription along with the delivered medication.

Can you help me with referrals?

Yes, if your condition requires an intervention from a specialist then we will refer you to the nearest clinic or hospital within your insurance network and make the booking on your behalf.

Could you recommend me the name of the facility/hospital I could go to?

Of course, we can provide you with a list of the hospitals or clinics that are covered under your insurance network.

Does insurance cover the service?

Please check your table of benefits provided by your insurance provider/employer if this service is offered to you.

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 to go to the nearest hospital or preferred healthcare provider, or call **999**.

What if I have concerns regarding the credentials of a particular 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 professionals and are experienced in handling all types of medical problems. Feel free to ask the physician about their medical experience, education and licensing.

Mobile App FAQs

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 at feedback@trudoc24x7.com or 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.

What happens if my call gets disconnected?

If your call is disconnected for any technical reason, our team will call you back and reconnect you with the doctor. If for some reason that doesn't happen, please call us again, we're available 24x7.

What should I do if video call screen freezes during the call?

The probable reason of this could be a weak internet connection, which may be affected by any activity that may consume the bandwidth. Common causes could be following:

- Receiving a text message or a call. This will interrupt the video call you're having.
- Accepting a call will affect the video, while the audio may be working.
- Receiving notifications.
- Switching to another app during the video call.

If you encounter an issue not listed above, you can call 800 878 362 and explain the issue for a resolution.

What should I do if I can't hear or see the doctor?

Please check your microphone permissions, check your speakers' setting and make sure the volume is up and not set to mute. If nothing mentioned above works, you can call 800 878 362 and explain the issue.

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.