

MEDICLINIC AT HOME

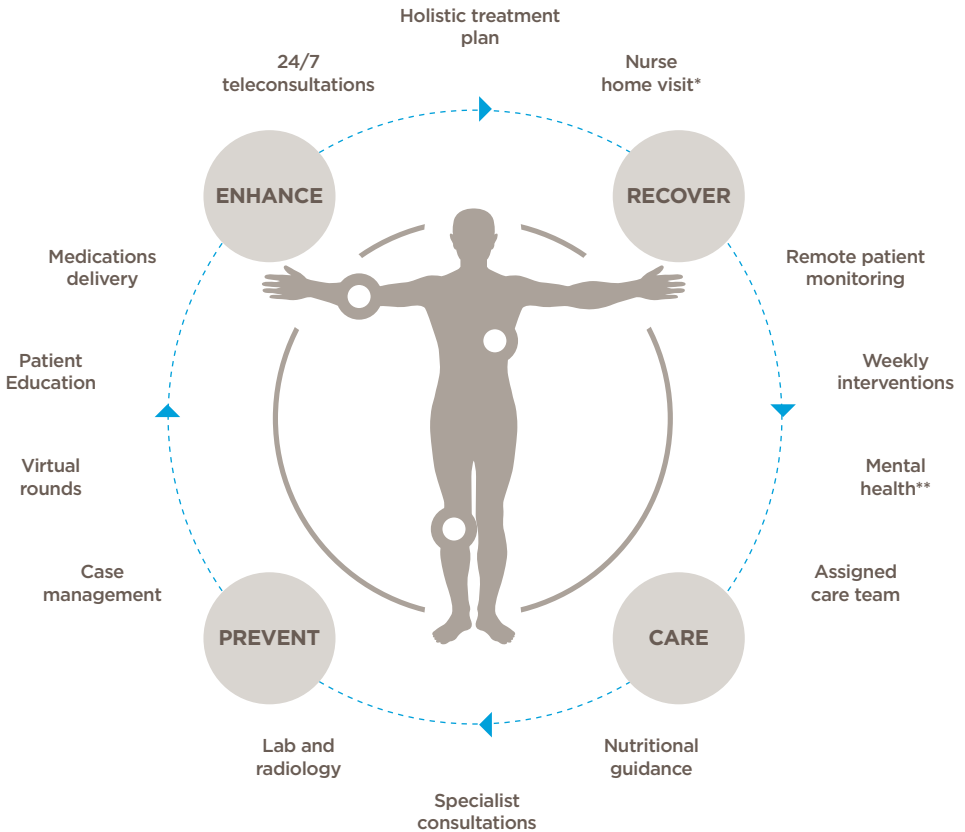
Hospital level care for chronic disease management
from the comfort of your home or workplace.



INTRODUCTION

Mediclinic at Home is a chronic disease management programme developed by Mediclinic which brings together the best of virtual and physical healthcare in a seamless manner to increase compliance with your treatment plan and provide you with integrated care from the comfort of your home or workplace.

Mediclinic at Home helps you to easily monitor and manage chronic conditions such as diabetes or hypertension and empowers you to take control of your health. You will always be connected to our clinical team, who monitor your health and provide you with support as needed to ensure better outcomes and wellbeing.



**This service is available for high risk patients only*

*** This service availability is dependent on insurance coverage or it could be billed directly to the patient*

SERVICES

Mediclinic offers a wide range of services for your condition, both virtually and physically, based on medical necessity, which includes but is not limited to:

- **HOLISTIC TREATMENT PLAN**
- **HEALTH COACHING**
- **PERIODIC SPECIALIST CONSULTATIONS**
- **NUTRITION AND EXERCISE GUIDANCE**
- **FAMILY MEDICINE TELECONSULTATIONS**
- **MEDICATION DELIVERY**
- **NURSE TELECONSULTATIONS**
- **LABORATORY AND RADIOLOGY**
- **REMOTE PATIENT MONITORING**
- **REFERRAL AND APPOINTMENT BOOKING**

FEATURES:

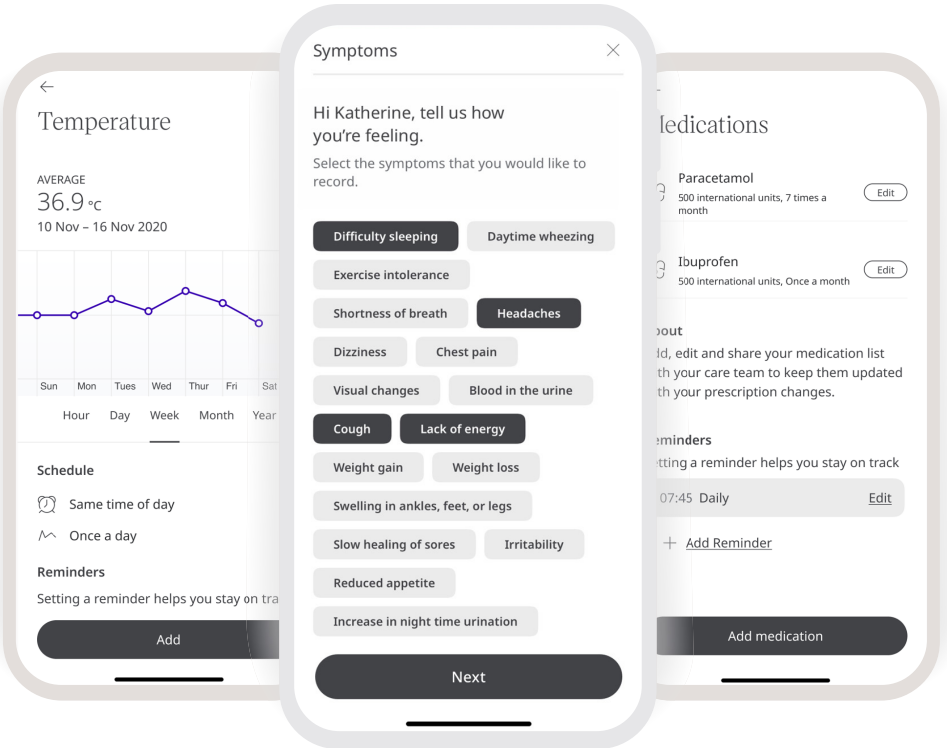
- Mobile app for logging of symptoms check and vital sign readings
- Doctor and nurse interventions for readings that are out of normal range and missed readings
- Scheduled doctor and nurse teleconsultation
- Health coaching
- Close coordination with your assigned primary care physician
- Connection with the right services at the right time
- Nurse home visits when needed
- Referral to your nearest Mediclinic facility

Note: the programme is not to be used for urgent care – please call 998 or visit your nearest emergency room should you require urgent medical attention.

HUMA

Huma is a Remote Patient Monitoring platform to support you in managing your chronic conditions and provides your care team with better data on your progression.

The information you provide via the app is private and secure, and is only sent to your care team, so they can better understand how you're doing.



**SCAN QR CODE TO
DOWNLOAD THE APP**

ACTIVITIES

Here's a list of the readings to manually input into the app along with the frequency:

- **Symptoms** – once a week
- **Temperature** – once a week
- **Resting heart rate** – once a week
- **Blood pressure** – advised by your care team
- **Blood glucose** – advised by your care team
- **Respiratory rate** - once a week
- **Peak flow** – once a week
- **Oxygen saturation** - once a week
- **Weight & BMI** – once a week
- **Questionnaire** – advised by your care team

If you want to learn more about your activities, please refer to your assigned care team.



** The medical devices needed to take the readings can be purchased from Mediclinic if the patient does not own a trusted device.*

How the Huma app can help you and your care team

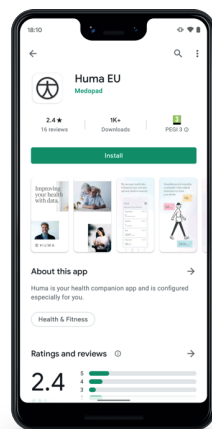
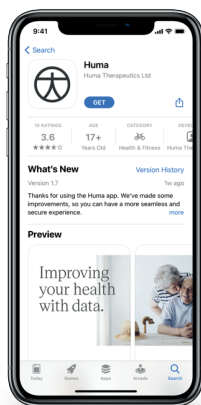
Huma has worked together with your Mediclinic care team to develop the app specifically for you so you can track and better understand your health.

Appropriate use of the app allows your care team to make informed decisions about your care, so you can avoid unnecessary hospital or clinic visits. Your care team will be able to engage with you virtually and physically when necessary, and continue to monitor you at home if your health data suggests that you don't need further support.

HOW TO DOWNLOAD THE HUMA APP

1. Download the app

Search “Huma” on your App Store and download the app. If you have an Android phone download from Google Play Store and if you have an Apple iPhone download from the App Store.



2. Activate your account

Launch the app and click “Create your account.” You will then need to enter the eight-digit activation code received from your care team. This will be sent to you via email or text message.

Do not share your unique activation code.

3. Turn on push notifications

Please ensure you register with your full name when signing up. In your settings, allow the app to send you notifications, and allow it access to your phone's microphone and camera.

4. Complete your profile

After completing the initial questionnaire, log into the app, go to your profile and enter your date of birth, gender and Emirates ID number (if you know it). Remember to then click the “Save” button in the top right corner. You're now ready to use the app.

MEDICLINIC AT HOME BENEFITS

- **Early intervention:** intervening with your clinical readings to prevent any complications
- **Convenience:** receiving care from the comfort of your home or workplace
- **Improved and expanded access:** access to healthcare services through primary care physicians and providing remote comprehensive services
- **Patient satisfaction:** enhancing compliance to your care plan with regular follow ups
- **Better disease management and control:** for better health outcomes and compliance
- **Quality care:** utilising Mediclinic's experienced care team as your point of access to the health system following international best practices
- **Self-management:** empowering you to increase your self-awareness about your readings' reference range and self-manage your chronic condition through a holistic approach (including diet and exercise)

MEDICLINIC AT HOME PROGRAMME SERVICE OFFERING:

Mediclinic at Home creates value by building healthcare relationships between the patient and the care team through proper management and timely follow ups.

Patients will have a dedicated care team committed to ensuring their needs are fulfilled. Our care team will look after patients' comfort and perform tasks such as virtual nursing rounds, teleconsultations, appointment bookings and follow-ups. The care team will ensure that patients are well trained on using the medical devices and Huma app to enter their vital signs and symptoms. All the patients' medications and necessary equipment are arranged by Mediclinic's care team in agreement with the patients' insurance and provided at home.



Our care team will monitor vitals and symptoms and intervene when necessary. Reminders will be set within the app to input readings and symptoms.

FAQS

- **Q: Is my insurance paying for this service?**
- **A:** It depends on your insurance coverage. There are some services that would require a co-payment and other services which might not be covered under your insurance policy.
- **Q: Will any payments have to be made at a later date?**
- **A:** Co-insurance/deductible may be applicable as per your policy at a later stage.
- **Q: For how long will I be enrolled in this programme?**
- **A:** This new programme is available only to select insured members for a duration of around six months in order to trial the service and gather user feedback regarding any improvements. After this duration, your insurance company will inform you about continuation and next steps.
- **Q: What is the Home Nurse Visit policy for this programme?**
- **A:** We offer nurse home visits based on the care plan as advised by your treating physician for your condition based on medical necessity.
- **Q: Do you offer medication home delivery services?**
- **A:** Yes, we prescribe medications within your treatment plan and arrange to deliver them to you.
- **Q: What should I do if the app is not working?**
- **A:** Please call us on **800 2022** so we can help you.

