

What is Telehealth?

Telehealth is the distribution of health-related services and information via electronic information and telecommunication technologies. It allows long-distance patient and clinician contact, care, advice, reminders, education, intervention, monitoring, and remote admissions.



Why should I call a telehealth provider?

Considering the current coronavirus (COVID-19) situation, if you or your child are not feeling well and you are covered under MetLife medical policy, you can have access to quick, convenient, and confidential medical advice over the phone without having to go to the hospital for an initial consultation.

MetLife is closely working with providers to ensure accessibility to telehealth services through our network base.

In the UAE, telehealth is provided through three channels:

1. Independent telehealth providers.
2. Healthcare providers, such as hospitals and private clinics, who provide these services for their patients, by connecting them directly with healthcare experts.
3. Governments who provide telehealth services to specific segments of the community, or for specific reasons (i.e.: the UAE government has set up a hotline for medical questions related to coronavirus (COVID-19)).

What telehealth services does MetLife offer today?

- TruDoc 24x7: If your employer has selected TruDoc 24x7 as a benefit under the MetLife plan, you can learn more about these services below.
- A list of the healthcare providers that have confirmed telehealth services are listed below, and MetLife is contracted to provide these services with these providers. Contact your provider to find out if these services can be provided to you.

Hospital Name	Contact Details	Telehealth	Video Call	Medicine Delivery	Medicine Refill	Sample Collection
Prime Clinics	04-7070777	✓		✓		
Health Hub Clinics	800 2344	✓	✓	✓	✓	
Unicare	04-3529292	✓		✓	✓	
GHI Group of Clinics	Amber Rigga Clinic 04-2309100	✓		✓	✓	
	Dr. Joseph Karama Clinic 04-3378828					

Hospital Name	Contact Details	Telehealth	Video Call	Medicine Delivery	Medicine Refill	Sample Collection
GHI Group of Clinics	Dr Joseph Qusais Clinic 04-2636767	✓		✓	✓	
	Al Noor Deira Clinic 04-2233324					
	Al Noor Satwa Clinic 04-3498100					
Prime Hospital	04-7070777	✓		✓		
Emirates Specialty	04-2484500	✓	✓	✓		
Burjeel Hospital AUH	800-55	✓		✓	✓	
Al Zahra Hospital Dubai	04-3786666	✓		✓		
Kings College Hospital Dubai	04-5199999 04-2477777	✓		✓		✓
Aster Hospital, Bur Dubai	04 4400500	✓		✓		✓
Aster Hospital, Al Qusais	04 4400500	✓		✓		✓
Anglo- Arabian Healthcare	Amina Hospital 06 7114444	✓	✓	✓	✓	✓
	Amina Medical Center 06 7114444					
	Sharjah Corniche Hospital 06 7114444					
	Ibin Sina Medical Center 06 7114444					
	Doctors Medical Center 06 7114444					
International Modern Hospital, Dubai	04 4063000	✓		✓	✓	
Neuro Spinal Hospital, Dubai	04 3420000 04 3157700	✓			✓	

What is TruDoc 24x7?

TruDoc 24x7, combines next-generation telemedicine, telemonitoring and home health to provide you with immediate access to highly trained, licensed doctors and wellness experts for healthy, acute and chronic condition management and advice via voice/video calls, live chat as well as on-site doctor visits and clinics. You can talk to our full-time doctors and wellness experts from anywhere in the world, whether you are at home, at the office, on a business trip or on vacation.

TruDoc 24x7 provides consumers with a true 24x7 population health management solution.

Am I eligible for TruDoc 24x7 services?

Being a MetLife member does not automatically make you eligible for TruDoc 24x7, this is an option that is electively chosen by your employer. The member needs to check with their HR or Admin department for eligibility. However, if a member is eligible, they can follow these simple steps to start enjoying TruDoc 24x7 services right away.

How to download and use the TruDoc 24x7 mobile application?

Download the app on the [App Store](#) or [Google Play](#) or contact **800 878 362 (TRUDOC)** for assistance.



- **Step 1** - On the application:
 - ⇒ Enter your mobile number and a verification code will be sent to you by SMS
 - ⇒ Enter the verification code received
 - ⇒ Add email and password and accept terms and conditions
- **Step 2** - Select “provided by my payer”
- **Step 3** - Enter Emirates ID & Date of Birth and **click** “Continue” and start using the application

What if I don't have TruDoc 24x7? Am I eligible for telehealth services through the MetLife network of providers?

Currently, our network provider(s) are equipped and licensed by the regulator to provide telehealth services to our members. The network and access will be based on the network type/category. Please check your network type on your membership card.

What are the UAE coronavirus (COVID-19) government hotlines?

- UAE citizens and residents have access to government hotlines related to coronavirus (COVID-19), provided at the numbers below:
 - a. Istijaba – Department of Health: **8001717**
 - b. Ministry of Health and Prevention: **80011111**
 - c. Dubai Health Authority: **800342**

How do telehealth consultations work?

Please note the below process is for illustration purposes only. Some providers' processes can and may differ from the below.

- The member to call the dedicated contact number to schedule a telehealth appointment.
- During the call, the member needs to have their Emirates ID and insurance policy details on hand for eligibility validation.
- The member's consent is required in order to proceed with the service.
- The member explains the reason for the call, and is accordingly allocated to a healthcare professional.
- The member is given an appointment, whereby they must make the payment (patient share) prior to the appointment.
- If a prescription is required, an electronic one will be issued accordingly via SMS.
- The pharmacy will contact the member, confirming dispatch options.
- The Pharmacy payment (patient share) will be collected at time of delivery.
- All services are subject to policy terms, conditions and limits.

How do I pay for the telehealth consultation?

Once a member calls the respective telehealth network provider and accepts to proceed with a consultation, the provider will give two payment options.

1. A payment link will be sent, and the member can pay online, or
2. Payment can be collected in cash at the time of medication delivery.

The member's payment is based on your plan type, and this could be either cost share or deductible subject to policy terms conditions and limits.