

# VIRTUAL CLINIC

ONLINE CONSULTATIONS, FROM YOUR HOME. ADVISED MEDICAL OPINIONS



REGINA MARIA  
REȚEAUA PRIVATĂ DE SĂNĂTATE



# What is REGINA MARIA Virtual Clinic?

We quickly responded to the context caused by the coronavirus pandemic and offered REGINA MARIA patients (subscribers or not) the opportunity to benefit from online consultations, conducted remotely, to receive the informed opinion of a specialist, from the comfort of their home

- #1** Online consultations with over 550 specialized doctors from REGINA MARIA Healthcare Network
- #2** Over 40 medical specialties, such as general medicine, internal and family medicine, cardiology, pediatrics, gastroenterology, ENT, endocrinology, dermatology, psychology, diabetes, nutrition and metabolic diseases. Even occupational health.
- #3** The Virtual Clinic offers you access to medical opinions, recommendations for additional investigations, interpretation of analyzes, diagnosis or the issuance of a prescription. These will be found in the medical record of each patient.



# How to access Regina Maria Virtual Clinic?

## You create an account or you log in

Log in to My REGINA MARIA Account (website or application) or create an account if you don't have one.

## Set an appointment

**#1.** Online, directly from My Account - click on "Online Appointment", choose your specialty, date, doctor and time interval and also online, by email, you will receive confirmation.

**#2.** Call in Contact Center - fill in the appointment request and a REGINA MARIA representative will call you to confirm the consultation data, the availability of the doctor and your online presence.



## Participate in the online consultation, live, with a specialist doctor

Following the confirmation, which you will receive in writing, by e-mail, you will be able to participate, during the chosen time interval, in the online consultation, through Microsoft Teams.

## Electronic medical file

You will find the result of your consultation later in your account in the Consultations section, in the electronic medical file, to which you have access 24/24, after the final validation of the account. Including medication recommendations, if needed.

## Check if there is an amount you have to pay

If the service is not included in your subscription, in My Account and in the Mobile Application you will see a remaining payment, which you can pay online, without going to the clinic. The invoice related to the consultation will appear in your account the next day.



# Steps for activating “My Account”

1. Date Personale

**Bine ai venit!**

Pentru a crea un cont nou, introdu datele tale in formularul de mai jos. Ulterior, te vom contacta telefonic, pentru a valida aceste date.

Nume de familie

Prenume

Cetatenie

CNP

Data nastere

Sex

Pasul urmatoare

1. The employee accesses “My Account” section in the top menu directly in the main page of REGINA MARIA website: <https://www.reginamaria.ro/>
2. Select „New account” <https://contulmeu.reginamaria.ro/>
3. Fill in the form with the personal data and click on the "Next step" button to set the password and create the account.
4. Receive an e-mail and an SMS and follow the instructions for account validation and the consent of the Consents for receiving marketing communications.
5. In order to have access to the medical file, make the final account validation.

At this moment the account is created and an appointment can be registered in the Virtual Clinic



## Online consultation benefits

- You can access the online consultation from home, without going to the clinic
- You can initiate the consultation both from my REGINA MARIA Account and from the mobile application
- You can ask questions about the symptoms that bother you
- It is available on your phone, tablet and computer
- Communicate quickly and safely with a specialist
- The consultation is saved in your medical history and you have access to the medical report at any time

## What symptoms and conditions does the Virtual Clinic cover

- Mild and moderate inflammation of the airways
- Difficulty breathing
- Sore throat
- Allergies
- Eczema, rash, changes in the skin
- Ear pain
- Chest pain
- Exhaustion and fatigue
- Vertigo or dizziness
- Abdominal cramps
- Control after the previous visit, interpretations, results of analyzes and investigations

\*This list is just for orientation, it includes a few examples of symptoms and conditions

