

## REGINA MARIA launches the Virtual Clinic

We want to ensure the possibility to continue accessing the medical services of REGINA MARIA Private Health Network for all our insured persons, even in the context generated by the Coronavirus pandemic. Therefore, **we launch the Virtual Clinic, a new service that offers insured person the opportunity to benefit from online medical consultations**, which can be accessed directly from their homes, throughout the entire state of emergency.

The Virtual Clinic facilitates your access to numerous medical specialties, such as internal medicine, gastroenterology, ENT, endocrinology, pediatrics, dermatology, psychology, pediatric psychiatry and nutrition counseling, while also covering a wide range of medical conditions.

The doctors will offer specialized consultations, recommendations for further investigations, but also for medication, if this is necessary, which will be found in the patient's electronic medical record.

You will be able to access the services of the Virtual Clinic directly from the "My Account" application, both from the browser of your computer or laptop, as well as from the mobile application. The discussion with the doctor will be facilitated by Microsoft Teams, program which you can download for free before starting your medical consultation.

**In summary, the main benefits of the REGINA MARIA Virtual Clinic are:**

- The consultation is saved in the electronic medical record from your account.
- The medical record will also contain the medication prescribed by the specialist and can be used as a prescription.
- Every day access to the medical file.

### **Using the Virtual Clinic in 5 easy steps:**

1. You register in "My Account", fill in the online appointment form with the doctor and specialty you want.
2. Shortly, you will be contacted by a REGINA MARIA representative to confirm the details of the consultation and its price, if the case. The cost of the online consultation is the same as in the case of an offline visit to the doctor and the chosen specialty, depending on the options of your medical insurance.
3. You will immediately receive an email with all the information, along with a link to access on the day you have scheduled the consultation.
4. You access the consultation online and at the end of the discussion the visit is saved in your electronic medical record, for which you have nonstop access.
5. If the service is not included in your medical insurance, a discount will be applied, and in the "My Account" app you will find the next day an invoice you can pay online.

### **Some things you need to consider:**

- Surgery, emergency and other investigations will continue to be performed in our medical centers (hospitals, clinics and laboratories). We make great efforts to protect the health of our patients and medical staff and to control the risk of infection through hygiene and disinfection measures, protective equipment for doctors and rigorous triage at the entrance to our medical centers.
- Before you start the online consultation, make sure you have downloaded the free Microsoft Teams application and that the microphone, speakers / speaker and camcorder work.

We want to add in the Virtual Clinic other options that will simplify the way you access the online medical services in the next period, so your feedback and suggestions help us. Our team of consultants is at your disposal.