



DOCTOR FOR EVERY CITIZEN

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

-  LOCATION
-  E-MAIL
-  TELEPHONE

TIMING

-  TIMINGS

FOR WHOM?

-  MEN
-  WOMEN
-  CHILDREN
-  SENIOR CITIZENS
-  PEOPLE OF DETERMINATION

INFORMATION RECEIVED BY

-  WEBSITE
-  SERVICE CENTRE
-  CALL CENTRE
-  DHA APP.

DOCTOR FOR EVERY CITIZEN

 **Contacts**

 800342

 To call from outside UAE
+971 4 219 8888

 24/7



Disclaimer: All data provided in this manual are for the purpose of information only; it is valid as of the latest date of update. Dubai Health Authority has the right to make any modification, revocation or addition to the mentioned in this guide, including, for example, waiting times, official working hours, financial fees and expenses at the hospitals and service centres mentioned in the manual are subject to change according to health status, events and official holidays. For more information, please call 800324.

CUSTOMER JOURNEY

Gathering information



Accessing "Doctor for Every Citizen" information

The patient can access DHA website or call 800DHA to get the needed information about the services provided and working hours.



Registering online



Downloading the App.

The patient first downloads the DHA Application through Google Play or Apple Store. The new users register on the App.



Booking an appointment



Contacting the call centre

The patient contacts the call centre on 800DHA to book an appointment. Then, the patient receives an SMS with the appointment booking details.



Signing-in to get the service



Signing-in

The patient should sign in 5 minutes before the appointment and press connect. The voice/video call will start with the physician.



Medical Test Results



Receiving the results

The patient can access the DHA App. to download the medical test results.



INDEX OF SERVICES

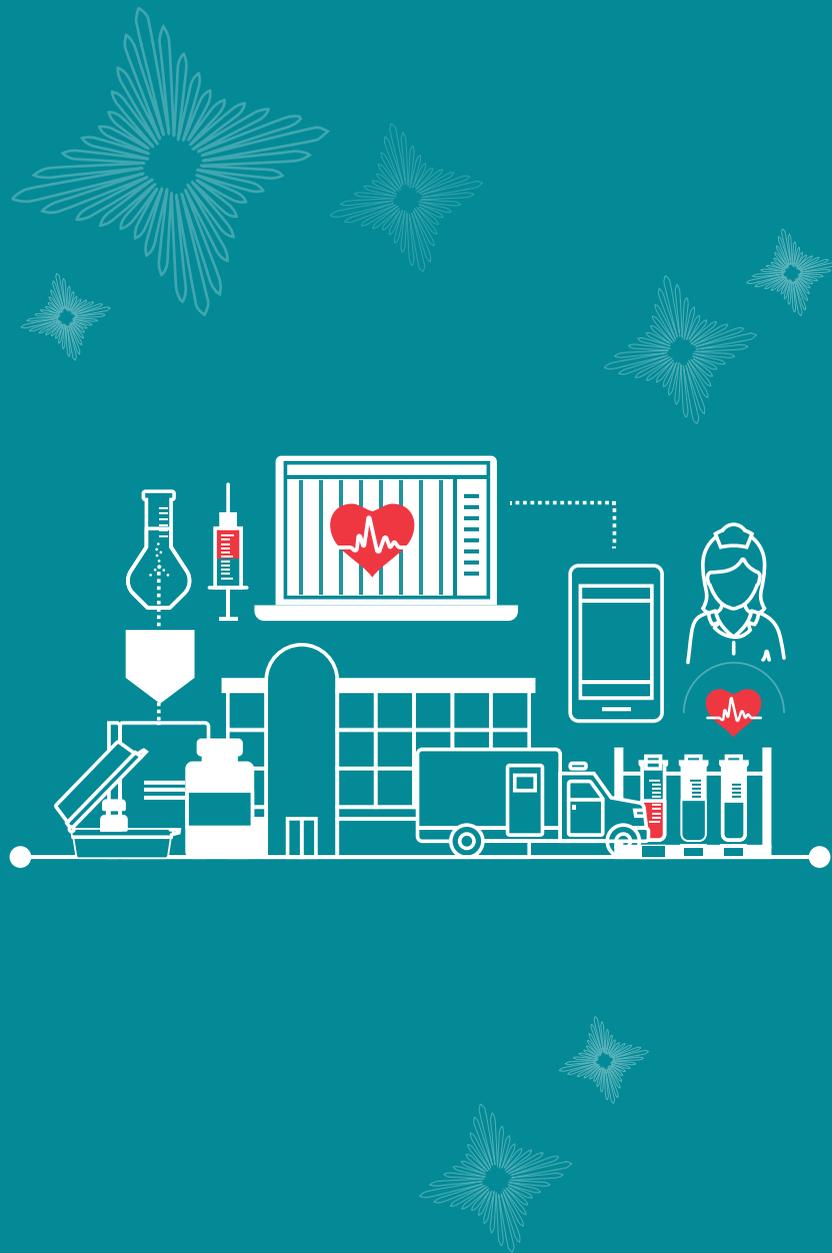
MEDICAL SERVICES

Family Medicine

Doctor for Every Citizen

FACILITY FAQ

Facility FAQ



MEDICAL SERVICES

Doctor for Every Citizen

This service enables all UAE citizens to receive a telemedicine consultation remotely by expert physicians via video/voice without the need to physically visit a health facility.

For Whom?

UAE Nationals



Procedures and Steps

- Call DHA contact centre 800DHA to book an appointment
- Log in DHA App. before the appointment time
- Select “Doctor for Every Citizen”
- Press “connect” to start a video/voice call with the physician

Preparation Steps

- Download DHA App. from the Apple Store or Google Play
- Register in DHA App.
- Log in DHA App. 5 minutes before the appointment time and press “connect”
- Prepare the Emirates ID and health card for identification

Service Limitations

- UAE Nationals only

Notes

This service is provided to all customers in the event of an emergency or crisis or in the event of an epidemic.

Service Charges

FREE



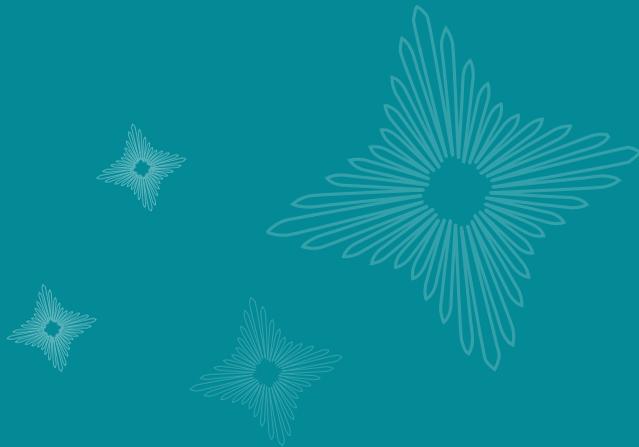
24/7

Documents Required

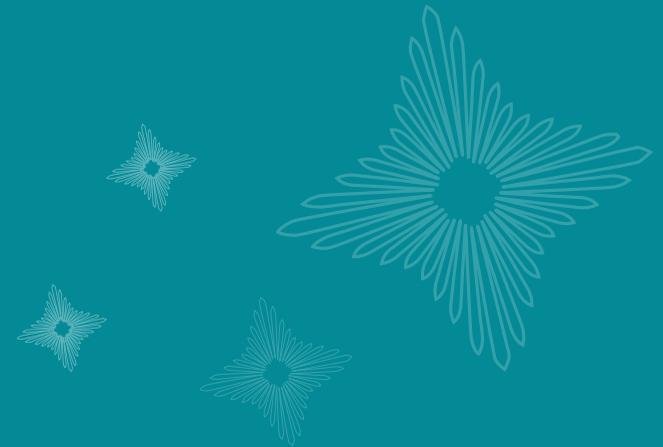
- Emirates ID
- Health card

Delivery Time

30 minutes



FACILITY FAQ





What is “Doctor For Every Citizen” initiative?

It is the fifth item in the 50-Year Charter issued by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai.

What does “Doctor For Every Citizen” initiative/service provide?

“Doctor For Every Citizen” initiative/service provides 24/7 medical consultations to UAE citizens by a group of doctors, specialists and specialist consultants, aiming to change the medical system to bring doctors closer, profound the concept and use the best medical minds to serve citizens.

What is the goal of “Doctor For Every Citizen” initiative/service?

Our goal is to reach the highest levels of virtual health communication for the Emirate of Dubai and all its citizens, which ensures the happiness and prosperity of the citizens and that they have access to health services from anywhere at all times.

Does “Doctor For Every Citizen” initiative include emergency cases and clinical examinations?

For your safety, please call 999 for emergencies.
In the case of a clinical examination, we can book another appointment for you.

Is the service only for citizens or is it available to all residents? Why the service is for citizens only? (If the caller is not a citizen)

Currently, the telemedicine consultation service - “Doctor For Every Citizen” - is provided to UAE Nationals only. As DHA care as well for everyone health, patients are invited to go to the nearest Primary Health Centre to get our services.

What happens if the caller is a citizen but does not have a health card or he/she is from another Emirate?

A temporary health card will be issue to help you getting the telemedicine consultation service. However, you cannot get a prescription or a referral to the specialist doctor through the temporary health number. You can get a health card by visiting the nearest DHA Primary Health Centre.

Are there specific working hours to access the service?

“Doctor For Every Citizen” initiative operates 24/7, and the telemedicine consultation appointment is booked on the nearest availability.

How can I use the service and make an appointment with a doctor? or How to get Telemedicine Counselling? How to get “Doctor For Every Citizen” service?

To use the service, you must first download the DHA application, and then register yourself so that you can make an appointment by contacting “Doctor For Every Citizen” contact centre.

What is the number for “Doctor For Every Citizen” contact centre?

Call 800342(DHA) and after hearing the options, you can click on the star to be directed to the contact centre to book an appointment.

Should I make an appointment with the doctor, or will the contact centre transfer the call directly to the doctor? Is it possible to speak directly to the doctor?

You can contact directly with the doctor via video calls. To use this service, you may book a telemedicine consultation by calling 800DHA. Then download the smart application of DHA and get registered.

Where is “Doctor For Every Citizen” contact centre located?

“Doctor For Every Citizen” contact centre is located in DHA contact centre in Dubai. The doctors are available in Rashid Hospital in Dubai.

What are the fees or charges for the service, or for the medical consultation? how much should I pay?

The service is free of charge and does not require any fees.

Who are the doctors in “Doctor For Every Citizen” service?

The DHA works to provide the best minds and medical capabilities from all over the world to serve citizens, and all doctors are licensed and registered with DHA.

Do I have to attend in person to use the service?

“Doctor For Every Citizen” provides remote medical consultation via live video call without personal presence.

What is the confidentiality and privacy of the patient in “Doctor For Every Citizen” service?

Patient privacy is a priority of service delivery. The aim is to provide medical assistance and to identify and resolve the condition. The patient’s confidentiality and information is one of the most important codes of practice.

Doctor, where are you now?

We are, at this first stage, at a special location for “Doctor For Every Citizen” initiative at Rashid Hospital in Dubai, and in the near future we will be located in more than one place as we are dealing with modern technologies that can allow it.

Doctor, how many are you?

We are a large group of doctors and consultants working around the clock within this initiative.

What are your working hours?

We are available 24/7.

Doctor, can I come to visit you now?

We would have liked it but our role here is to provide consultation, and in case you need to see a doctor, please call back the contact centre 800343(DHA) and ask for an appointment.

Can I talk without revealing my face?

Certainly, we respect the privacy of every person. What matters is helping you, identify and resolve the condition.

I would like to reveal the place where I am experiencing the issue but I am afraid that the picture or video will remain.

Be assured that you are dealing with doctors working under the Dubai Health Authority and the patient’s confidentiality and information is one of these charters will be respected, whether through clinical examination or even remotely.

May I call again after taking the prescription?

Surely you can call at any time, we are here at your service 24/7.

Is it possible to put the call on hold to bring a file?

If it is for one minute, it is possible but if it is more you will be asked to call back in order to give the opportunity for the rest of the callers to be serviced.

Why is the service available only in Dubai?

This initiative was launched in the Emirate of Dubai by His Highness Sheikh Mohammed bin Rashid Al Maktoum as part of the 50-Year Charter and the authority responsible for its implementation is the Dubai Health Authority and we are at your service.

How can I call again and talk to you doctor?

When you are answered by the contact centre, please request an appointment with your name.

Why don't you have all the specialties?

This is only Phase one of the initiative and it includes specific specialties. During the next stages and gradually more specialties will be added.

Are the prescribed medicines available in all pharmacies?

We recommend you to contact the pharmacy before going to check the availability of medicines to avoid going to a pharmacy that does not have these medicines.

Where can I get the medicines?

You can collect the medicines from the nearest DHA Hospital or Primary Health Centre.

Can I do medical tests within this service?

You can get medical examinations if requested by your physician and you should have a valid health card.

Can I get sick leave?

Sick leave will not be given.

Will all types of medicines be dispensed within this smart consultation?

For your health, medicines can only be dispensed by prescription, but do not include antibiotics, chronic diseases and controlled medicines.

What is the minimum age of the patient for smart consultation?

Adults must be at least 18 years old. Telemedicine consultation can be provided to minors when they are with their guardian.

Is it possible to contact me again if needed?

This can be done at the request of the doctor.

What to do when smart counselling is not completed for some reason?

It will be considered incomplete and the patient can be contacted through the contact centre.

What happens if I call asking for a referral for a specialist (not activated yet)?

Depending on doctor’s referral, an appointment will be booked with a specialist. In case there is no appointment booked within two working days, as we care to assist as fast as possible, we may book you with the private sector. As a result, payment will be required along with insurance coverage (Co-payments) if applicable. We can’t refer you directly to a specialist because this service is for telemedicine consultations for citizens. In case of referrals needed, the doctor shall provide the referral.

What to do if I am facing an issue in downloading or installing the App.?

You must check your internet connection and your phone storage space. The installation and download is from the Apple store or Google Play directly.

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

You must check your internet connectivity. If the problem still persists, the network connectivity and internet connection for the doctors need to be checked.

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

You must check your internet connectivity. If the problem still persists, the network connectivity and internet connection for the doctors need to be checked.

What do I do if I can't link MRN due to technical issue?

If you get a message 'this health card is linked to another account' – you will have to logout (if you are logged-in using DHA Account and Dubai ID) and then log in with your own account.

How can I put a smart consultation appointment on the mobile calendar through the App?

By logging in to 'Patient Services' in the App. then 'Appointments' and click on 'Add to Calendar'.

How do I make smart consultation appointment if I do not have a phone number?

You can be added to one of your parents' accounts through Patient Services. Choose "add dependants" (active for video calls).

The internet is not working for me when I try to initiate the call?

Please connect to a Wifi if you are using mobile data.

The application states when I registered that the e-mail address is already registered.

You must be already registered in another service related to Dubai Health Authority. Please try to enter the same password. If you forgot, please press 'Forgot Password'.