

Frequently Asked Questions

What to expect from Health at Hand



1. What are Health at Hand opening hours?

The service is available 7 days a week from Saturday to Thursday from 6am to 10pm (GST) and Friday from 9am to 6pm (GST).

2. Can the doctor give me a prescription?

Your doctor can recommend over-the-counter medications which will be listed in your Doctor's Report. The doctor can also submit an e-prescription for over-the-counter medication in UAE only. An e-prescription number will be mentioned on your report, which you will be able to take to a pharmacy for easy fulfilment.

3. Is the Health at Hand service really accessible from anywhere?

Yes. Health at Hand is great when you're traveling for vacation or work, however, prescriptions are only available in the U.A.E. The patient will be informed by the Doctor.

4. Who are the doctors? What is Health at Hand?

Health at Hand is a polyclinic licenced by the Dubai Health Authority to provide telehealth. Health at Hand services are provided by Health at Hand doctors.

5. How can I be sure Health at Hand doctors are qualified and recommended?

Health at Hand's doctor accreditation standards are the highest in the industry, including detailed background checks on doctor's medical qualifications and malpractice insurance.

6. Can I choose my doctor?

It is not possible to specify which doctor you see. All doctors providing healthcare services via Health at Hand are highly qualified to deal with your issues. All doctors go through a rigorous application process and receive training in conducting video consultations to a high standard.

7. What are the average waiting times?

The majority of calls are answered within 5 minutes of starting the call set up.

8. What type of medicines can I be prescribed?

Our doctors are able to prescribe a broad range of over-the-counter medication. Examples include:

- Oral contraceptives
- Anti-migraine medications such as Sumatriptan
- Cough syrups such as Sinecod, Actifed etc.

- Arthritis medications such as Arcoxia and Celebrex
- Medications to treat abdominal pain such as Buscopan, Motilium, Ranid and Scopinal

9. How secure is Health at Hand?

Your data is in safe hands. Every measure are taken to ensure user records are secure and remain confidential. Health at Hand abides by HIPAA standards, the most respected global standard for protecting sensitive user data, and the solution is GDPR compliant.

10. I have a complex medical history. How can I be sure the doctor is fully informed if I have never seen him or her before?

When you sign up for the app, you are able to provide details about your medical history. This is saved within the My Health profile page on the app. Your doctor will review your profile before each call.

11. Can I follow up with the doctor after the consultation by phone, email or messaging?

If you need further advice you can start a new consultation and you will be paired with the first doctor available, who will be able to access your previous consultation history, providing seamless care.

12. Are video consultations recorded?

No, video consultations are not recorded. They are not saved on any server, nor will they be accessible at any time in the future.

13. Can a Health at Hand doctor really properly conduct an examination and make a diagnosis only using video?

Yes, video consultations are normal face-to-face doctor evaluations, despite being remote. Our research shows looking and listening are the two most common skills used by doctors during diagnosis. During a video consultation, your doctor will ask you the same questions you are used to answering in the clinic. The doctor may use the camera to look closely, and you are able to upload photos to support diagnosis when you set up your call.

14. Health at Hand is not working, what can I do?

Common troubleshooting tips for app difficulties include restarting your device, or removing and then reinstalling the app. Our support team is able to help resolve technical issues between 6am and 10pm (GST). Please email support@myhealthathand.com or call +971 (0) 55 637 1615.

In case of emergency

15. When should I go straight to the emergency room?

Emergency situations should always be handled by hospital emergency rooms. If you are experiencing any loss of consciousness, severe bleeding, chest pains, difficulty breathing, seizures, loss of feeling in one side of the body, a broken bone or have swallowed a poisonous substance we recommend you go straight to an emergency room. If you are unsure, your doctor will tell you during the call if you need immediate emergency assistance.

If you are experiencing any of the following we recommend you seek immediate emergency care:

- Heavy bleeding
- Potential broken bones
- Significant head injury
- Significant abdominal pain
- Shortness of breath
- Suspected stroke
- Very high fever in babies or children
- Chest pains
- Pregnancy related concerns



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