

# Telemedicine service for Visa Platinum Business



# TELEMEDICINE

**Telemedicine services** - convenient and professional medical support in the form of online consultations by phone or through our usual mobile applications - messengers.

## Main advantages :

1. Time saving– get a tele-consultation regardless of your actual location, even when you're abroad
2. Convenient online-service - professional assistance from specialist physicians without visiting medical establishments.
3. Alternative medical opinion - obtain alternative opinion on illness and treatment scheme
4. Confidentiality – guaranteed confidentiality of information and personal data, you choose the place and time for online consultation with a doctor.



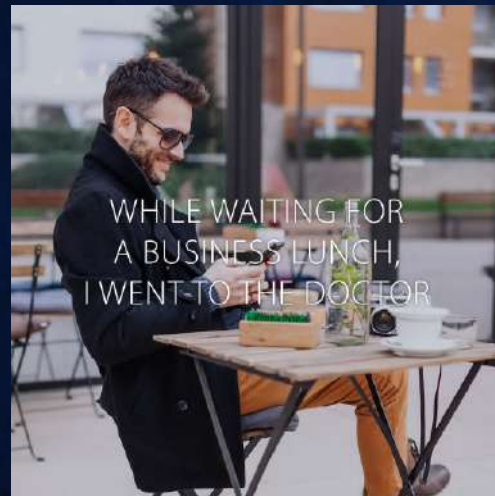
# TELEMEDICINE FOR VISA PLATINUM BUSINESS CARD HOLDERS INCLUDES:

1. Online family doctor and specialized doctors' consultations - \* 5 times per year.
2. Support from medical concierge in all health-related questions - 24/7 \*\* unlimited.

## TIME SAVING



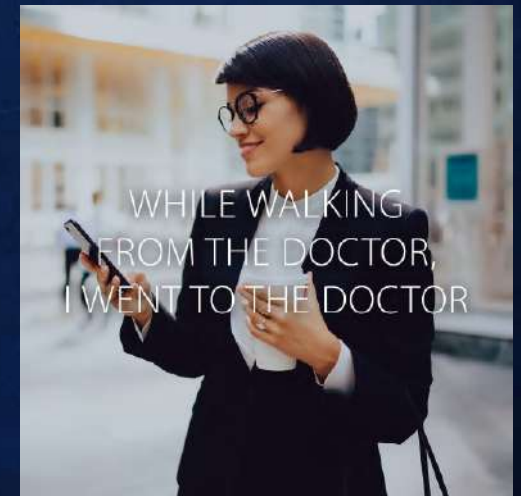
## CONVENIENT ONLINE SERVICE



## CONFIDENTIALITY



## ALTERNATIVE MEDICAL OPINION



\*therapist, pediatrician, urologist, ENT, gynecologist, surgeon, gastroenterologist, dermatologist, proctologist, traumatologist, infectious disease specialist, orthopedist, allergist, immunologist, neuropathologist.

\*\* search of different clinics and doctors for consultation in cases of outpatient treatment, preventive medical examination, vaccination, testing, etc., search for medicines with a possibility of address delivery (delivery and medicines are paid additionally), organizing transportation to medical establishment in case of hospitalization or organizing doctor's home visit

# How to use the Telemedicine service?

It is very simple :

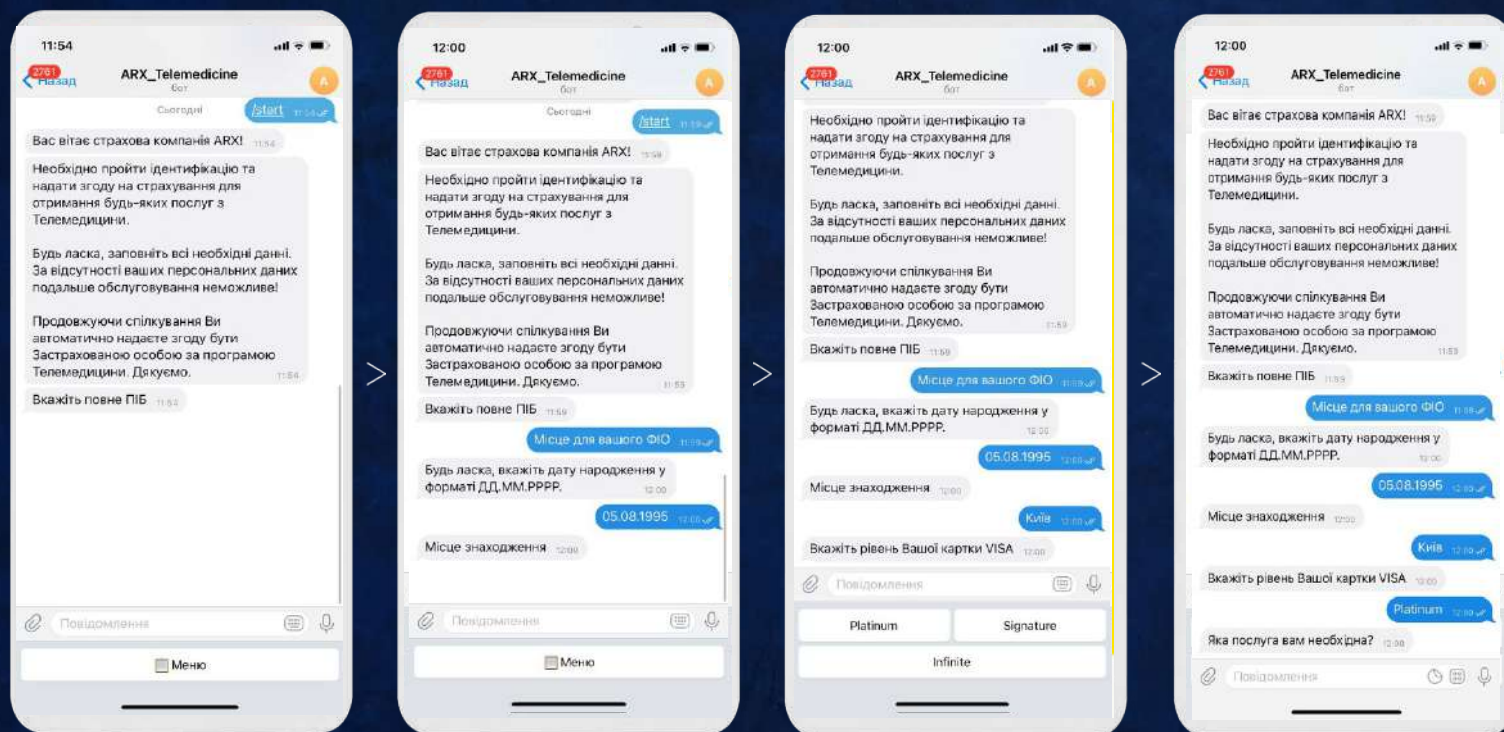
1. Go to the chatbot RaiffeisenBusiness and click "Telemedicine".
2. Then you need to choose the service you would like to use - "Telemedicine consultation" or "Medical concierge".
3. Go to the menu of the service you need.
4. After reading the information about the service, click on the "Check service availability" button. If the limit for using the service is exhausted - then the client's path will be blocked.
5. If the service is available - you will have a button "Order service". When you click this button, the service will be used automatically and it is non-refundable. Do not click on the button if you do not plan to order the service.
6. Go to the chat of the insurance company to further order the service.



# How to use the Telemedicine service?

## In the chat bot of the ARX insurance company

1. Go through identification at the first contacting with insurance company.
2. By submitting your data and continuing the dialogue, you automatically provide your consent to the insurance.
3. Describe the reason for the appeal or complaint.
4. Get an online consultation / service organization with a specialized doctor.



**Thank you!**

**VISA**