



SERVICE DESCRIPTION

What Unite TeleHealth teleconsultation is, and its scope and limitations

This document explains how Unitecare Software Solutions FZE (“Unitecare”) handles patient data on the Unite TeleHealth platform. This document is meant for the Facility’s own reference and for use in its own patient-facing materials.

What Teleconsultation Is

A teleconsultation is a real-time, encrypted video and audio appointment between a patient and a DHA-licensed physician at the Facility, conducted over the internet using a standard mobile phone, laptop, or tablet. No app download is required — patients join through a secure link sent to them before their appointment.

What It Covers

- General medical consultations and follow-up reviews.
- Clinical assessment based on the patient's reported symptoms, history, and visual examination where possible over video.
- Diagnosis, treatment advice, and prescriptions, subject to the limitations below.
- Referral to in-person care where the treating physician determines it is needed.

What It Does Not Cover

- Emergency care of any kind. Patients experiencing a medical emergency should be directed to call 998 or 999 immediately, not attempt or continue a teleconsultation.
- Conditions that require a physical examination, diagnostic imaging, or in-person testing to safely assess. The treating physician refers the patient for an in-person visit where this applies.
- Prescription of narcotic, controlled, or semi-controlled medications.
- Sick leave beyond three (3) days per teleconsultation.
- In-person, home-visit, or physical clinic services of any kind.

Who Delivers the Service

Every teleconsultation is delivered by a physician licensed by the Dubai Health Authority (DHA), whose licence number is verified and recorded against the appointment by the platform before the consultation begins. The Facility remains responsible for ensuring only currently licensed physicians are enabled on the platform.