



PATIENT RIGHTS & COMPLAINTS

Rights patients have when using Unite TeleHealth, and how complaints are handled

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.

Patient Rights

- A patient may decline a teleconsultation at any time and request an in-person appointment instead, with no impact on the care they receive.
- A patient may decline audio recording of their session without affecting their ability to proceed with the consultation.
- A patient may request a copy of their own consultation records at any time.
- A patient will be referred for an in-person visit whenever their physician judges that their condition cannot be safely assessed over video.
- A patient's data will not be shared beyond what is described in the Privacy Notice without their explicit consent, except where required by law.

How Complaints Are Handled

Patients who are unhappy with any aspect of their teleconsultation - clinical care, the platform, or how their data was handled - have two channels available to them, and the Facility should ensure both are visible to patients:

1. The Facility Directly

Patients are directed to raise concerns with the Facility in the first instance, through the Facility's own patient complaints procedure. The Facility is responsible for acknowledging and responding to these complaints.

2. Dubai Health Authority

Where a patient is not satisfied with the Facility's response, or wishes to raise a concern directly with the regulator, they may contact DHA:

- Toll-free (24/7): 800 342 (800 DHA)
- Online: mc.dha.gov.ae
- Email: info@dha.gov.ae