



TECHNOLOGY FAILURE CONTINGENCY

What happens when a consultation is technically interrupted

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.

If a Session Disconnects

- The platform automatically attempts to reconnect the patient within 30 seconds. In most cases, this resolves the issue and the consultation continues without further action.
- If reconnection is not successful, the treating physician is required to call the patient directly on their registered mobile number within 2 minutes, to continue the consultation by phone or arrange next steps.
- If the session cannot be recovered by either method, the Facility should offer the patient a rescheduled appointment at no additional charge.

Guidance the Facility Should Give Patients Beforehand

- A stable internet connection with a minimum speed of 2 Mbps (5 Mbps recommended for the best video quality).
- Use of an up-to-date web browser on their phone, tablet, or computer - no app installation is required.
- Joining from a quiet, private location with good lighting, a few minutes before the scheduled time.
- Keeping their phone reachable on the number registered for the appointment, in case the physician needs to call.

If a Patient Reports a Technical Problem

Patients experiencing repeated disconnections or difficulty joining should be directed to the Facility in the first instance, or to Unitecare platform support at support@unite.care if the Facility cannot resolve the issue.

Medical Emergencies

This contingency process covers technical interruptions only. Physicians and Facility staff should ensure patients understand that a medical emergency during a session means ending the call and contacting 998 or 999 immediately - not waiting for reconnection or a callback.