

How to use Online Consultation service



1. Call **Medic Call Center** at **011/2220575** and press Online Consultation button. The **Medic Call Center** will check your coverage and the availability of Online Consultation option according to the Medica Exelenta terms and conditions, and direct you to the relevant platform.



2. You will receive Online Consultation platform user instruction via email.



3. Insurance will cover the cost of Online Consultation service according to the terms and conditions.

Online Consultation service includes:



- a. Interpretation of lab and diagnostic test results
- b. Consultation regarding the continuation of therapy prescribed by a specialist
- c. Referral to additional diagnostics and further treatment
- d. Second medical opinion
- e. Nutrition advice from a specialist, only for diabetes and cancer diagnosis, if in line with the terms and conditions
- f. Psychiatric consultation and treatment , if the coverage is included
- g. Reproductive health exams (analysis of previous test results, reviewing medical history and referral to further treatment or diagnostics), if the coverage is included
- h. Consultations with doctors regarding family history, if the coverage is included



Need help using the Online Consultation service?
Call **Medic Call Center 011/2220575**