



08th April 2020

Ref: **TELEHEALTH SERVICES- NGI HEALTHNET & SMS Eligibility for HealthNet**

Dear Esteemed Clients,

In the context of COVID-19 environment, we support our providers who have implemented Telehealth Services aimed at addressing the COVID-19 crises and to stop its spread in the country. Hospitals and Clinics are allowed to perform telehealth services as mandated by Dubai Health Authority. We have attached the list of facilities who are already performing the service with their contact numbers and we are continuously updating the same.

The facilities will perform initial consultation and follow up (Prescription refill without consultation appointments for patients eligible in their facility through telehealth Services, and will arrange for home delivery of medications (Optional) as well as laboratories if needed (Optional).

Kindly note that under the current circumstances many members who are visiting various healthcare facilities; may not have access to their Health insurance cards.

Therefore, as part of NGI's innovative approach we are able to validate the eligibility of our members; in order to utilize the services without any unnecessary interruptions.

All you need to do is - SMS your EID (Emirates Identification) Number to 2346 and you will instantly receive an SMS confirmation of your membership details.

This option; now available to our customers will effectively mean that you do not need to show a physical card to the provider anymore.

We are proud to be the first amongst our Industry to introduce this simple to use facility for our customers ease and satisfaction.

Everything will be handled accordingly to ease the process for our dear clients.

Stay Home, Stay Safe.

NGI Management