

IIZI Travel

Telemedicine service Overview and user guide
1 January 2023



Definitions

Telemedicine service – the use of information and communication technology opportunities in the provision of healthcare services when the parties to the process are physically separated (i.e. not in the same place at the same time and can communicate by means of telecommunication).

MinuDoc – health consultation platform where clients can get answers to their health questions from a doctor or health professional via video consultation. Only licenced or certified healthcare and health professionals provide services on the MinuDoc platform.

MinuDoc doctor – a licensed or certified healthcare and health professional providing services on the MinuDoc platform.

Online symptom checker – a tool and aid in making decisions designed to give evidence-based feedback on the nature of a potential health problem based on the symptoms described.

Overview of telemedicine

1. Online symptoms checker

The online symptom checker is a solution based on artificial intelligence (AI) developed by the manufacturer, and has gained international recognition and is in use in several European countries. The service can be used 24/7 both online (<https://www.minudoc.ee/broneering/kohe/iizi>) and through the MinuDoc app.

This service is not designed to be a replacement for a doctor and if you need urgent help, be sure to speak to a doctor to find the best treatment for you.

2. Telephone and video consultations with a doctor 7 days a week

Family and non-specialised medical services are available every day from 9:00-20:00 in MinuDoc.

General practitioners and non-specialised physicians help with medical consultations, prescriptions and opening medical records.

Video consultations can be carried out either by booking in advance to see a particular doctor or on-demand, in which case the consultation is carried out by a general practitioner or non-specialised physician on duty at the time. This is a remote consultation service approved by the Estonian Health Board and the Estonian Health Insurance Fund.

Use [MinuDoc](#) if you are experiencing:

- Respiratory and ear-nose-throat problems: sore throat, cough, rhinitis, earache, colds
- Digestive disorders: nausea, vomiting, constipation or diarrhoea, abdominal pain, bloating, heartburn
- Acute or tolerable back pain, pain in limbs, headache, other pain
- Urinary disorders and other urinary tract problems
- Skin conditions (rash, skin inflammation)
- Fever
- Eye infection

- Allergy symptoms
- Heart palpitations, chest pain (provided there is no intense chest pain, difficulty breathing, loss of consciousness, manifest weakness)
- Sudden flare-up of a previously diagnosed chronic condition – for example, hypertension, diabetes, asthma, thyroid or other organ dysfunction, when you need counselling or to have your treatment adjusted.
- You would like advice on the use of over-the-counter and prescription medicinal products.

We do not recommend using [MinuDoc](#) with any of the following complaints:

These conditions likely call for urgent intervention or hospital care – we recommend that you call the emergency number used in the country where you are staying and contact the medical partner indicated on your travel insurance certificate.

- Major new traumas with or without wounds, fractures
- Sustained bleeding
- Manifested breathing difficulties, shortness of breath, severe chest pain.
- Strong or unbearable, long-lasting headache, abdominal pain (also in pregnant women)
- Sudden loss of vision, hearing, balance or consciousness
- Sudden weakness or numbness in limbs
- More serious injuries resulting from a fall, electric shock or accident
- Heat arrhythmia accompanied by severe weakness, dizziness, loss of consciousness
- Poisoning by chemicals, medicines
- Cramps
- Psychiatric diseases and conditions where the person may pose a threat to themselves or others.

3. Issuing prescriptions

All visits in the MinuDoc environment are personalised and the doctor has the right to prescribe medicinal products if it is medically indicated.

Doctors on MinuDoc do not prescribe medicinal products containing psychotropic and narcotic substances (including sleeping pills, tranquilisers, antidepressants).

Doctors providing telemedicine services may issue prescriptions for a maximum of three months, depending on the nature of the condition or disorder.

4. Issuing certificates for sick leave

If indicated, and at the doctor's discretion, a video consultation can also be used to obtain a certificate for sick leave or a certificate for care leave. As a rule, the service assumes that a certificate for sick leave should be opened by the person's own general practitioner, but if the GP is not available, it is possible to book a video appointment with a doctor on MinuDoc who will provide consultation and, if possible, carry out an examination remotely, to decide on the necessity of opening a certificate for sick leave.

5. Visitation reminders

The client will receive an SMS reminder one hour before the consultation if a video consultation has been agreed. For an agreed video consultation, the consulting doctor may also contact the patient by other

means – for example, by phone if they can see that the patient is having problems with their Internet connection, or if the patient forgot to log on to the platform on time.

6. Overview of medical history for Patient Portal

Upon every counselling session, the doctor also documents the visit and sends records to the health information system. This will ensure that the patient's treatment history is recorded in the Patient Portal and is also visible to the patient's own doctor.

Using telemedicine

80% of first-time appointments can be handled through telemedicine to save you time and allow you to communicate with the doctor in your native language, wherever you are and at a time that suits you best.

The indemnity limit for telemedicine services applies only to bookings made for an insured person during the insurance period.

You can find an appointment seven days a week from 8-20. Start using telemedicine [HERE!](#)

- Authenticate
- With IIZI travel insurance, you can use the services marked with 'IIZI package' within the agreed limit:

✓ IIZI paketus

- Select the desired activity
 - 1) immediately talk to your general practitioner
 - 2) or book an appointment to see one of the doctors available. If want to book an appointment for a child or a third person, tick the appropriate box and fill in their name and ID fields:

<input checked="" type="checkbox"/> Broneerin lapsele või kolmandale isikule ⓘ	Ees- ja perekonnanimi *	Isikukood *
	<input type="text"/>	<input type="text"/>

- Check the size of your unused IIZI limit

Valitud teenus	Broneeringu ülevaade								
<p>ENG EST RUS</p> <p>✓ IIZI paketus</p>	<p>Teenus: Videokõne</p> <p>Kuupäev: Kolmapäev, 30 nov 2022</p> <p>Kellaeg: 12:15 - 12:30 (15 min)</p>								
	<table><tr><td>Sinu koostööaeg</td><td>0.00€</td></tr><tr><td>Kasutamata IIZI limit</td><td>95€</td></tr><tr><td>KOKKU</td><td>25€</td></tr><tr><td>Aega jäänud</td><td>14:16</td></tr></table>	Sinu koostööaeg	0.00€	Kasutamata IIZI limit	95€	KOKKU	25€	Aega jäänud	14:16
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Kasutamata IIZI limit	95€								
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Aega jäänud	14:16								

and pay for the booking by clicking the 'Pay with IIZI limit button':

Tagasi	Maksa IIZI kontoga
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If your unused IIZI limit is smaller than the amount needed for the booking, you must pay the missing amount out of your own means.

- After paying for your booking, you will receive a written guide by e-mail to help you prepare for the consultation.