

# Individual medical care package Student

(with surcharges to optimise the package price)

Student life is intense. Studying, sometimes working, meeting with friends... This is the time when your life is gaining momentum. But do you remember to take care of your health right now? Your body is meant to serve you for many years and support you in achieving your goals. Therefore, let us take care of your health while you enjoy life.

Below you will find a detailed scope of the package and a description of how to use medical care at several thousand partner medical facilities.

This package is designed for people between the ages of 18-30.

# Package Scope:

## Flu Vaccination:

20% discount on medical facility price

The vaccination service includes: pre-vaccination consultation, cost of vaccine, injection

## Basic care of specialists:

no referrals, 6 visits per year, surcharge for each consultation PLN 19

Patients have direct (no referral from an internist) and access to physicians in the specialties listed below.

Scope of consultation/online consultation includes: history, physical examination, referral for diagnostic test in case of medical indications, diagnosis, treatment, indications for further specialist treatment

Scope of consultation/online consultation— 6 visits per year out of the total listed, surcharge for each consultation, PLN 19:

- internal medicine consultation
- consultation in family medicine
- surgical consultation
- dermatology consultation
- endocrinology consultation
- gynecology consultation
- cardiology consultation
- ENT consultation
- neurology consultation
- ophthalmology consultation
- orthopedic consultation

Online consultation is a fully-fledged medical advice without the need for a visit to the clinic, used to: obtain preventive advice, interpret test results, order a prescription to continue treatment, obtain recommendations for tests or medical consultation, information on drug dosage, current monitoring of patient's condition, obtain information on further treatment process.

## Basic laboratory and diagnostic tests:

free and unlimited

Free and unlimited diagnostic tests ordered by the doctor of a Medical Center or POLMED Medical Partner in the field:

Laboratory tests:

- OB
- blood count with smear (white blood cells with complete differentiation, red blood cells, platelets, hematocrit)
- general urine examination
- glucose
- total cholesterol (TC)
- HDL cholesterol (HDL-C)
- HDL cholesterol (LDL-C)
- triglycerides (TG)

Diagnostic testing:

- gynecological cytology
- resting ECG

Diagnostic testing with a surcharge of PLN 19:

- chest X-ray
- abdominal ultrasound

## Outpatient treatments:

consistent with medical consultations

Services in the form of procedures that may be performed by a physician or nurse practitioner during a physician consultation appropriate to the procedure or after a physician consultation in an outpatient setting. The range of outpatient consultations depends on the range of specialist consultations which the Patient is entitled to under the subscription.

### Note:

The procedures listed are performed as part of a complementary consultation when available at the facility. Medical supplies and materials such as traditional plaster, bandages, i.v., syringes, cotton balls, plasters, needles, disinfectants, sutures and surgical threads used for the above mentioned procedures, **are free of charge.**

#### Outpatient procedures

##### ENT procedures:

insertion and removal of anterior nasal tamponade, blowing out (catheterization) of the trumpet ear; coagulation of nasal septal vessels; removal of foreign body from nose, ear; insertion/replacement of other ENT dressing; insertion/replacement/removal of siphon; ear/nose rinsing; indirect laryngoscopy; swab/cultures testing; application and removal of sutures after ENT procedures performed at the Contractor's own centres; removal of sutures after ENT procedures performed outside the Contractor's own centres - case qualification after doctor's assessment; intranasal administration of nasal mucosal decongestant drug

#### Outpatient procedures

##### Ophthalmological examination:

examination of fundus, measurement of intraocular pressure, removal of foreign bodies from the eye, examination of visual acuity, visual field, spatial vision, subconjunctival injection, autorefractometer examination, injection of medicine into conjunctival sac, rinsing of conjunctival sac, gonioscopy, smear/extraction collection, adaptation to darkness, selection of glasses

#### Outpatient procedures

##### Dermatological procedures:

dermatoscopy; swabbing/sampling

#### Outpatient procedures

##### Gynecological procedures:

cytology collection

## Nursing Services:

available at the facility

The nursing staff provides the following services available at the medical facility:

Subcutaneous injection (patient's medication); intramuscular injection (patient's medication); intravenous injection (patient's medication); IV drip infusion (patient's medication); simple dressing; blood pressure measurement; intradermal tests; height and weight measurement

## Discount for other medical services available at POLMED Medical Centers

# -15%

# Patient information:

## Accessibility Standards:

- ✓ access to an internist/family doctor/pediatrician within 24 business hours at the latest
- ✓ access to a specialist - up to 5 working days
- ✓ access to diagnostics (ultrasound, X-ray, ECG) - up to 5 working days
- ✓ access to other diagnostics (such as MRI, tomography, mammography, endoscopy, EEG) - up to 15 working days

### Note:

deadlines are subject to change in situations beyond POLMED's reasonable and economically justifiable control.

## Making and canceling appointments:

### ✓ CONCIERGE care (58 355 77 19)

A special helpline providing quick contact with a consultant, dedicated to serving patients who have private POLMED Medical Care Packages.

### ✓ POLMED Telephone Patient Service Center (TCOP) (58 775 95 99)

Nationwide booking of services (consultation, diagnostics) available to the Patient 24 hours a day, 7 days a week. The reservation covers both POLMED's own Medical Centers and Medical Partners' facilities throughout Poland. The patient reports that they need/want to use the service. TCOP consultant searches for and arranges with the patient for a convenient appointment time and place. You can also cancel your appointment through TCOP.

### ✓ Automated Consultant (available under TCOP)

Nationwide registration through POLMED's automated consultant. When calling 58 775 95 99, simply dial **[5]** Self-Consultant and then enter your PESEL number, name, city and preferred medical specialty. A consultant will call you back with an appointment suggestion. With the help of an auto-consultant, you can also place a prescription order for your ongoing medications.

### ✓ Cancelling appointments

A simple way to cancel appointments. Simply call 58 775 95 99, select the asterisk [\*], enter your information and your appointment time. The consultant will quickly cancel the appointment for the patient.

### ✓ SMS appointment reminder message

In the case of an appointment at POLMED Medical Center, an autoconsultant calls at least two days before the appointment date and can be used to confirm or cancel the appointment. In the case of an appointment at a Medical Partner facility, on the day before or the day of service, the Patient will receive a text message reminder of the upcoming consultation/diagnostic date.

### ✓ SMS message with a code - authorisation of a visit to a Medical Partner

A day before the visit, in the form of an SMS we send you a CODE which entitles you to receive a consultation/diagnosis at POLMED Medical Partner's facility.

### ✓ ePOLMED – online clinic on your phone:

- access to e-prescriptions and teleconsultations,
- ability to schedule and cancel appointments,
- quick access to multiple specialists in one place,
- test results and medical records always at your fingertips.

The application is available free of charge on the App Store and Google Play.

## POLMED Patient Portal

Setting up an account in POLMED Patient Portal enables easy use of medical subscriptions in POLMED. The following functionality is available in the Portal:

- ✓ verifying the scope of the medical package
- ✓ checking test results
- ✓ view of visit history and medical records
- ✓ making or cancelling appointments (e-booking) in POLMED Medical Centers
- ✓ ordering prescriptions for permanent medication
- ✓ sending referrals for tests and requesting medical diagnostics
- ✓ sending medical documentation from visits and examinations outside of our own POLMED Medical Centers.

### The following are automatically available in the Patient Portal:

- ✓ results of tests performed in POLMED Medical Centers and Diagnostyka collection points (also archived),
- ✓ documentation from visits to POLMED Medical Centres and teleconsultations (only from the date of authorization - archival documents can be printed at the reception of any POLMED Medical Centre).

Documentation of visits to POLMED Medical Partners can be implemented in the POLMED Patient Portal and on its basis the patient can use e.g. Online consultation or order prescription for permanent medicines.

Due to the safety of medical data, access to test results and medical records requires confirmation of Patient's identity - the so-called **access authorization**.

### Authorization process can be performed:

- remotely, using myID service,
- at the reception desk of any POLMED Medical Center.

## Advisor Contact (Contracts and Formal Matters):

 **+48 607 812 959**

Available from Monday to Friday, between **7.00 AM and 6.00 PM**.