



*My*   
daily telehealth

Telemedicine Manual

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## Welcome

We know that travelling abroad isn't just about discovering new places—it's about discovering who you really are. But when adventure meets the unexpected—like getting sick far from home—the last thing you need is the stress of navigating an unfamiliar healthcare system.

That's where we come in! With My Daily Telehealth<sup>1</sup> service, you have 24/7 access to professional medical advice—anytime, anywhere. Need a prescription? Feeling anxious? Got a weird rash? Text or video call a doctor anytime, anywhere—right from your dorm, in class, or on the go.

To get started, simply log in to our [dhig B2C Portal](#), which also offers:

- ✔ Secure access to all your insurance information
- ✔ Easy management of your policy details and documents
- ✔ Additional functionalities which will be unlocked in the coming period

This manual will help you navigate the dhig B2C Portal and make the most of your telemedicine benefits.

Let's get started!

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<sup>1</sup> This telemedicine service is included in your insurance coverage provided by daily health insurance group (dhig GmbH).

*Fast, private, hassle-free care— so you can stay focused on what truly matters.*



## When to Use Telemedicine

Telemedicine is for non-emergency health concerns—it allows you to speak or message a doctor about your symptoms—no clinic visit required. (If it's an emergency, always seek immediate medical help.)

Here's how telemedicine is typically used:

- Get quick advice on sudden illnesses like a cold, flu, or stomach-ache
- Track ongoing health concerns through follow-up consultations
- Ask about mental health issues such as anxiety, stress, or trouble sleeping
- Get help with skin issues like rashes, acne, or allergies
- Ask general health questions or clarify something you're unsure about

## Why is it Practical?

 Quick access to care - Connect with a doctor in just 3–5 minutes. No waiting rooms. No hold music.

 Trusted by users – Rated highly by real users (not just our moms).

 Efficient and effective – Most concerns are resolved in one consultation, 76% of cases don't need a follow-up.

## How does it work?

1. Register at our dhig B2C Portal
2. Launch the Telemedicine Service
3. Choose a Consultation Type
4. Tell Us What's Up
5. Hang Tight
6. Consult your Doctor
7. Get What You Need
8. Leave a Feedback
9. Follow the Doctor's Advice

## Register at our dhig B2C Portal

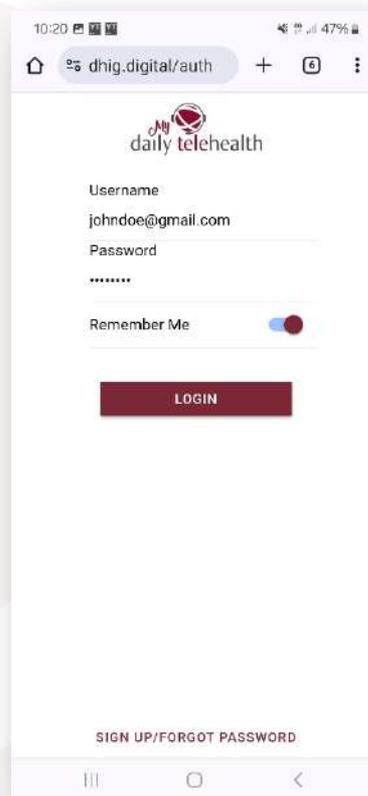
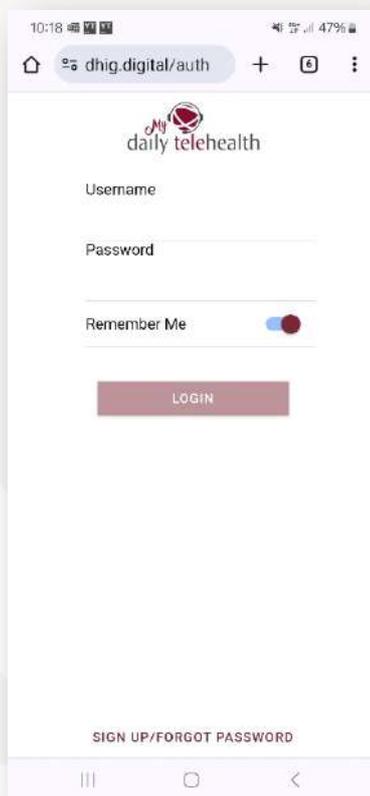
### Sign Up

The first step in accessing the portal is the sign-up process.

1. Visit the website at <https://dhig.digital>
2. Provide the necessary information requested
  - a. Insured ID

- b. Date of Birth
  - c. Email address
  - d. Phone number
3. A confirmation link will be sent to the email address provided. The link is valid for 60 minutes. **IMPORTANT:** If the link expires, you'll need to restart the sign-up process.
4. Click on the confirmation link provided in the email.
5. Create a new password.
6. Complete the registration by signing up.

To sign in later, simply enter your username (email address) and password. (Signing in means accessing an existing account that has already been set up.)



Forgot your password? No worries! Click on the Sign Up/Forgot Password button and re-do the sign-up process.

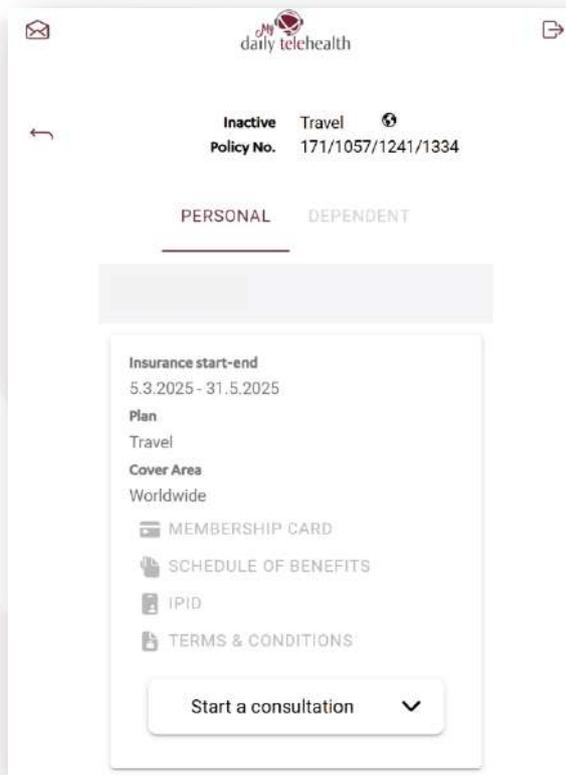
## Launch the Telemedicine Service

Click on “Start a consultation” button. In the menu choose your current location: US or Outside US. Based on your location, you will get the possibility to choose your preferred language.

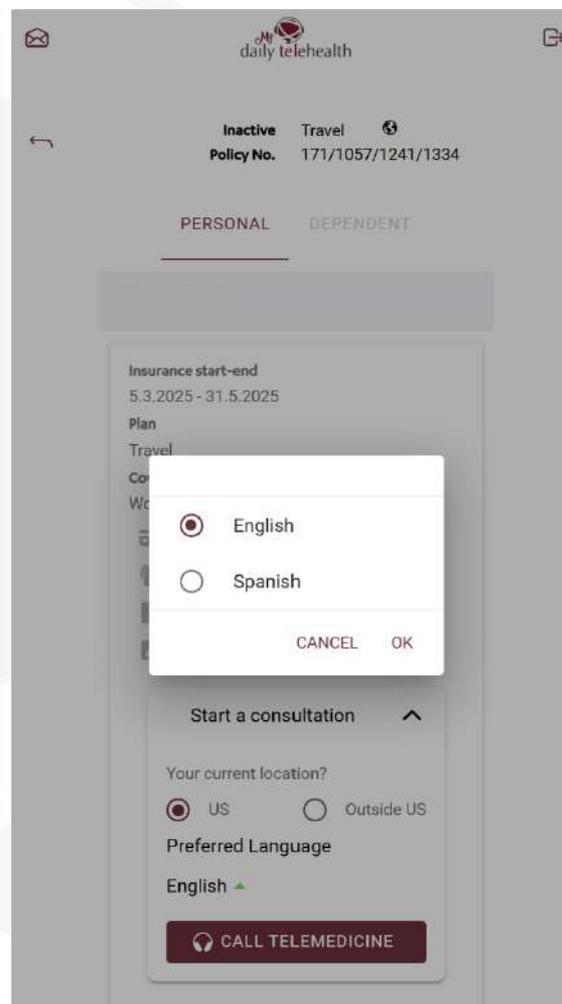
In the US, you can choose between English and Spanish.

Outside of the US, you can choose between: English, Spanish, French, Arabic, Mandarin and Russian.

Then click “Call Telemedicine”.



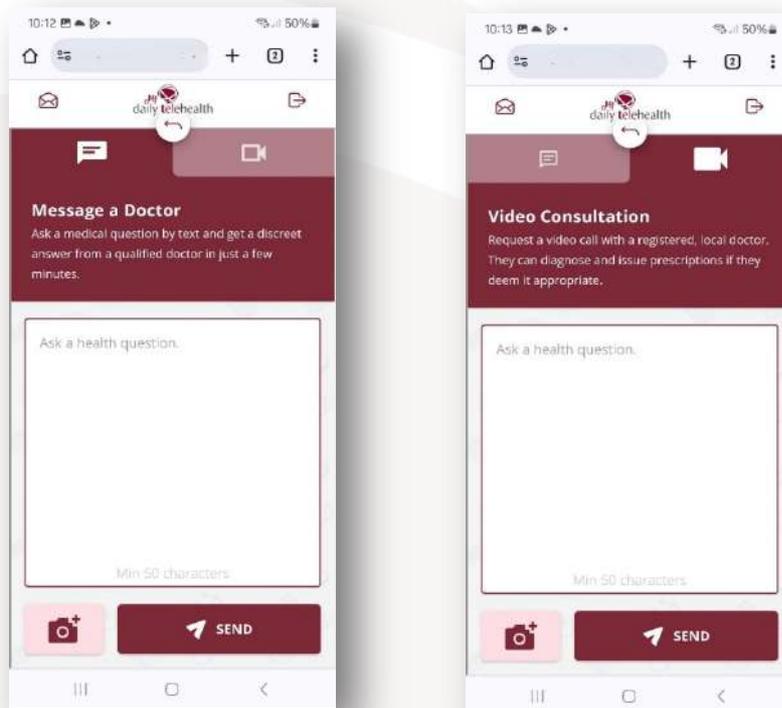
Launch My Daily Telehealth service



## Choose a consultation type

Video or chat?

- Text consultations are better if you need an answer to a general question about your health.
- Video consultations are recommended to have a more in-depth conversation with a doctor, and required if you need a prescription



## Tell Us What's Up

To ensure you receive the best possible care, follow these simple steps when describing your issue:

### Be Clear and Specific

Provide as much detail as possible about your symptoms, how long you've had them, and any relevant medical history. The clearer your description, the better our doctors can assist you.

### Use Simple and Direct Language

Avoid vague terms like "I don't feel well." Instead, describe your symptoms precisely: Do you have a fever? A sore throat? Headaches? The clearer you are, the easier it will be for doctors to assess your condition.

### Respect the Service

This telemedicine platform is for genuine medical concerns only. These licensed doctors dedicate their time to providing real healthcare support—please do not misuse the service for non-medical questions or casual chats.

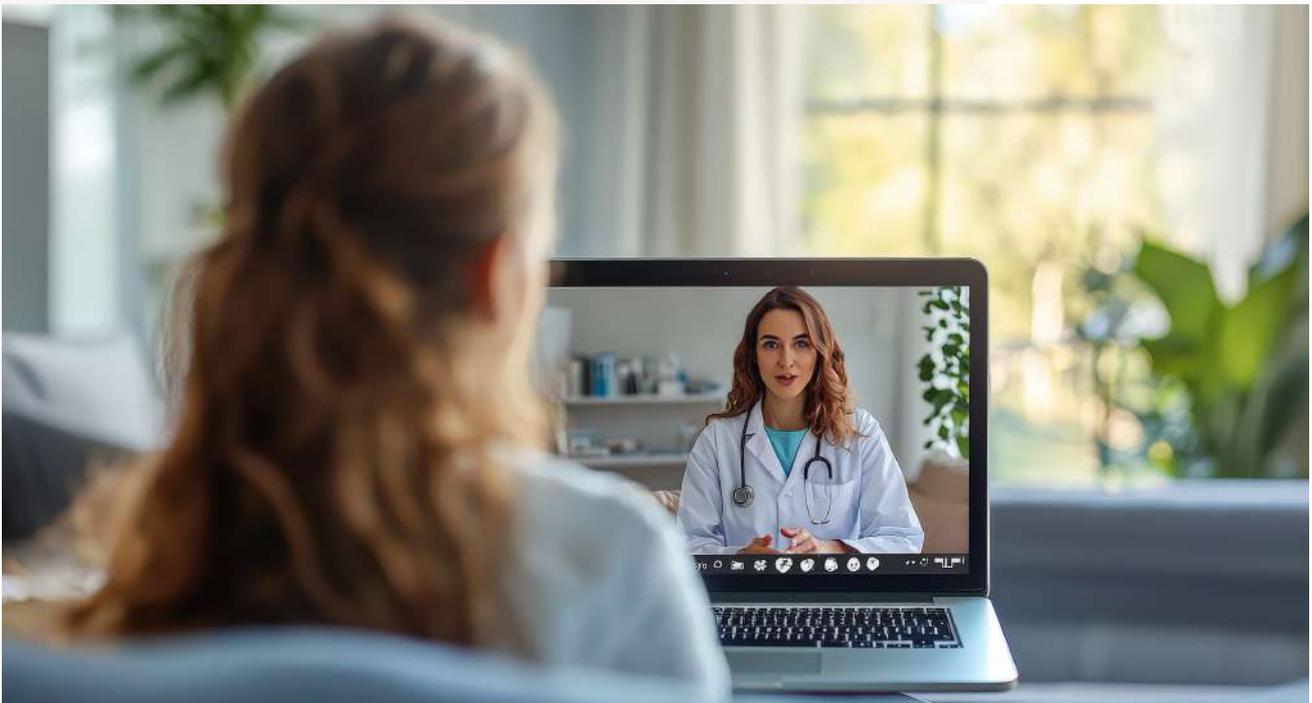
**Important:** If you are experiencing a medical emergency, such as severe pain, difficulty breathing, or signs of a serious condition, seek immediate in-person medical assistance instead of using telemedicine.

## Hang Tight

You will be matched with a suitable doctor who can best address your concern. This usually takes just 3-5 minutes. While you wait, make sure you:

-  Keep your phone or device nearby – The doctor may need to ask follow-up questions.
-  Check your internet connection – A stable connection ensures a smooth consultation.
-  Have any relevant details ready – If you're taking medication or have a medical history related to your concern, it's helpful to mention it.

## The Doctor Will See You Now



It's time for your consultation! You're now connected with a real, licensed doctor who will provide expert medical advice tailored to your concern.

- Be Open & Honest – Share all relevant symptoms and details to help the doctor understand your situation.
- Ask Questions – If something isn't clear, don't hesitate to ask for clarification.
- Follow Recommendations – The doctor may provide guidance on treatment, lifestyle changes, or suggest an in-person visit if necessary.

## Get What You Need – Prescriptions & Reports Made Easy

After your consultation, you'll receive a medical summary and, if necessary, a prescription—all accessible online.

### Getting Your Prescription

#### ◆ In Europe

Your doctor will issue a prescription, which you can download directly from the telemedicine service along with your consultation report. Simply take the prescription to any pharmacy to purchase your medication.

#### ◆ In the USA

At the end of your consultation, the doctor will confirm your location and send your prescription electronically to the nearest CVS pharmacy. You'll be notified when it's ready for pickup—no paperwork needed!

💡 Important: You are responsible for covering the cost of your medication. If your insurance covers it, you may request reimbursement as per your policy.

## Rate Your Experience

Your feedback matters! Once your consultation is complete, please take a moment to rate your experience (1-5 stars)

### ★ Why Your Feedback is Important

- ◆ Helps us improve and enhance the telemedicine experience.
- ◆ Ensures we maintain high-quality care and support.
- ◆ Allows doctors to receive valuable input on their service.

## Follow the Doctor's Orders & Feel Better Soon!

Your doctor has provided expert advice—now it's time to take the next steps toward recovery.

- Follow the prescribed treatment – Take medications as directed and adhere to any lifestyle recommendations.
- Monitor your symptoms – Keep track of any changes and seek further medical attention if needed.
- Rest & take care of yourself – A little self-care goes a long way in helping you heal.

## Support needed?

If you have any questions or need assistance, reach out to our team:

- ✉ Email us at [enroll@dhig.net](mailto:enroll@dhig.net)
- ✉ Or click on the envelope icon and submit your question.



## How to Nail your Telemedicine Appointment

### Before Your Call

- ✓ Find a Quiet Space – Pick a private spot with good lighting and a stable internet connection.
- ✓ Know Your Story – Have your medical history (including allergies, medications, and past conditions) ready.
- ✓ List Your Symptoms – Write down what's wrong, when it started, and any questions for the doctor.
- ✓ Test Your Tech – Make sure your phone/laptop camera and mic are working.

### During your appointment

- 🗣️ Communicate Clearly – Explain your symptoms and mention any recent travel, stress, or lifestyle changes.
- ❓ Ask Questions – Clarify anything you don't understand about your diagnosis or treatment.
- 📝 Take Notes – Write down key points, including prescribed medications, follow-up steps, and recommendations.
- 🔒 Privacy – Keep your conversation confidential by using headphones if needed.

### After the Appointment

- 💊 Follow Instructions – Take medications as prescribed and follow any lifestyle recommendations.
- 📄 Save Your Records – Keep a copy of the doctor's notes, prescriptions, and follow-up instructions.
- 📅 Schedule Follow-Ups – If necessary, book another telemedicine appointment.

## Telemedicine FAQ

### **What is telemedicine, and how does it work?**

Telemedicine allows you to consult with a doctor online without needing to visit a clinic or hospital. You can get medical advice, diagnoses, and even prescriptions — all from your phone or laptop.

### **What kind of medical services can I get with telemedicine?**

You can access:

- General medical advice
- Mental health support
- Prescriptions (if needed)

### **How much does it cost?**

It's already included in your health insurance – no extra charge!

### **How do I book a telemedicine appointment?**

Just log into the dhig B2C portal <https://dhig.digital/>. Once you're signed up, you'll get direct access to telemedicine services where you can book appointments in a few clicks.

### **Is telemedicine available 24/7?**

Yes – anytime, anywhere!

### **Is my consultation private and secure?**

Absolutely! All consultations follow GDPR regulations to keep your data safe and confidential.

### **What happens if I submit a medical question, then I log out of telemedicine and return after some time?**

If you log out and return within 2 hours, your case will remain open, allowing you to continue where you left off.

If more than 2 hours pass, the system will close your existing case, and you'll need to initiate a new one.

### **Can I get prescriptions through telemedicine?**

Yes, doctors can issue prescriptions if necessary.

### **Do I need to download an app?**

Nope! You can access everything directly through the dhig B2C Portal on your browser.

