

How to use LUX MED services effectively?

IHS Global
(S&P Global)

2024

**GRUPA
LUXMED** 
Jesteśmy częścią Bupa



Scope of the offer

	Comfort Package	Senior Jodła Package
Nationwide online booking system	•	•
24h medical hotline	•	•
Complex specialists consultations	•	•
Basic medical care specialists + on-duty specialists	•	•
Psychologist (including sexologist/andrologist) and Psychiatrist	3 visits per year	
Professor's consultations with a referral	•	
Complex diagnostic tests	•	
Extended diagnostic tests		•
Home visits	•	
Consultation outpatient procedures	•	•
Skin allergy tests	•	
Pregnancy care	•	

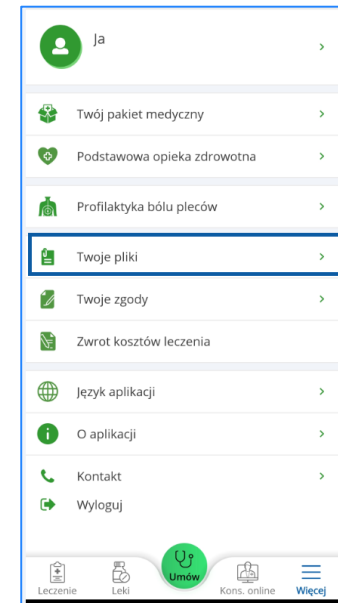
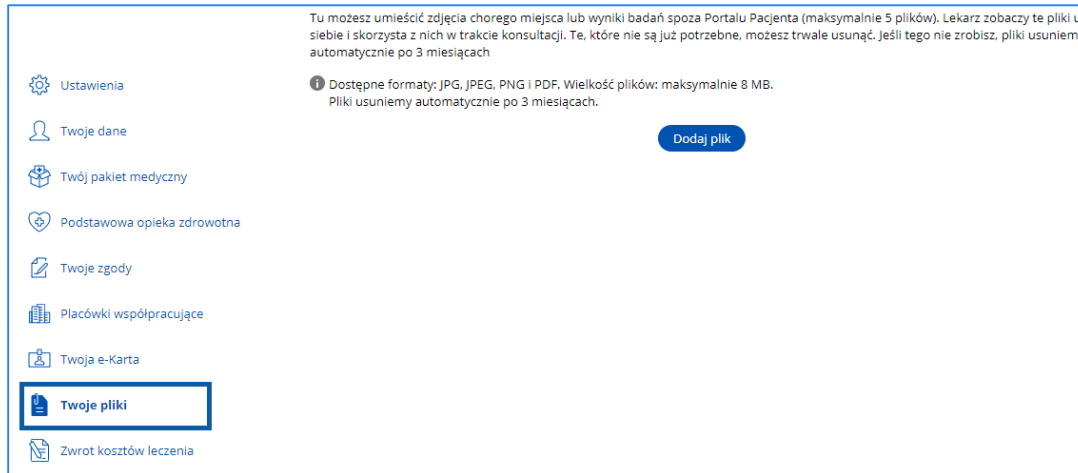
Scope of the offer

Flu vaccinations/tetanus vaccine	•	
Flu vaccinations along with qualification		•
Ambulance intervention – entitled employees only	•	
Non-consultation outpatient procedures	•	
Rehabilitation	•	
Prophylactic health check-up (“Healthy Woman” “Healthy Man”)	<u>once a year</u>	
Dental prophylaxis	<u>once a year</u>	
Conservative dentistry	•	
Second Medical Opinion – Best Doctors	•	
Reimbursement “Freedom of Treatment”	•	
10% LUX MED Group discount	•	•
10% discount for hospital procedures, in LUX MED hospital		•
10% special discount for medical services offered by Carolina Medical Center		•

New services in the subscription:

Acceptance of referrals from outside the LUX MED network

- service that eliminates the need to make an appointment with a LUX MED network doctor to "prescribe" a referral issued outside the LUX MED network
- delivering the referral to LUX MED - either through the reception desk or the recommended online path consisting of uploading a scan of the referral to the Patient Portal, in the "Your files" section (possible from both the web and mobile versions of the Patient Portal)



New services in the subscription:

Dietician consultations:

The service allows the Patient to receive 3 dietitian consultations during the 12-month contract period, including an interview, dietary recommendations (without individual diet arrangement) at outpatient Medical Facilities designated by LUX MED.

For:

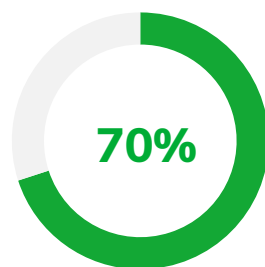
- Patients over 18 years of age. - Non-referral visits
- Patients under 18 years of age. - visits require a referral from a Physician of an outpatient medical facility designated by LUX MED.

Freedom of treatment

We know that it is important for patients to have the freedom to choose where they receive treatment!

We are constantly expanding the network of LUX MED facilities, but we are aware that a patient may prefer to visit another location that is closer to home or when they want to continue treatment with their favorite doctor.

That's why we provide the opportunity to receive medical care outside our network, for which we will reimburse part of the cost.



reimbursement

650 zł

Total per quarter
per person



Freedom of treatment

How to get the reimbursement?

1. Before you use a medical service outside LUX MED facilities:

Read the Reimbursement Terms and Conditions.

2. Use the health service and make the payment.

3. Get a VAT invoice or a named bill for services rendered and ensure that it includes the specification of services rendered necessary for reimbursement.

7. You have 3 months from the date of service to submit the Refund Application.

You will receive your refund within 30 days.

6. Send the completed application

together with documents confirming the costs incurred to the following address:
LUX MED Sp. z o.o., ul. Iłżecka 24 F, 02-135 Warszawa with a note: **Refund**

5. Fill out the Reimbursement Application.

4. Download the Reimbursement Application. You can find the application on our website www.luxmed.pl or from your Employer.

When you need a doctor's appointment - select the appropriate option in the Portal – online consultations

Individual medical advice online! Wherever you are, without the necessity to book an appointment at the facility.

Online consultations with:



Doctors
(pediatricians, GP's
and other)



**Nurses and
midwives**



Physical therapists

Benefits for our Patients:

- Online consultations available from 7 a.m. till midnight, 7 days a week
- Consultations available regardless of where the Patient is, even from abroad when you're on holidays or a work trip
- No need to pre-book! Shorter waiting time for consultation compared to traditional appointments
- Technological advantages: e-Referrals, e-Prescriptions, photo upload, video connection

Doctors and midwives are available 7 days a week from 07:00-24:00. You can check the schedules on the Patient Portal under the "Online Consultations" tab.

When you need a doctor's appointment - select the appropriate option in the Portal

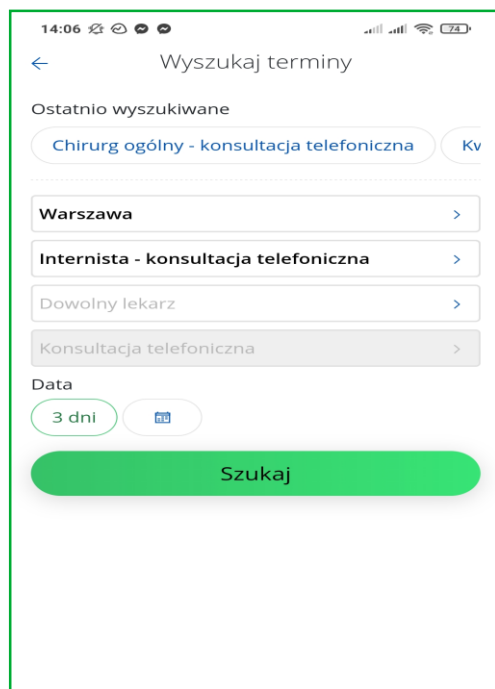


Need a scheduled phone consultation?

A scheduled telephone consultation can be carried out regardless of where you live.

That's why you now have access to telephone consultations with doctors from all over the country!

Select the "telephone consultation" option when searching the Portal.



14:06 Wyszukaj terminy

Ostatnio wyszukiwane

Chirurg ogólny - konsultacja telefoniczna Kv

Warszawa >

Internista - konsultacja telefoniczna >

Dowolny lekarz >

Konsultacja telefoniczna >

Data

3 dni

Szukaj



14:07 Wybierz lub wpisz miasto

Szukaj...

Aleksandrów Łódzki

Białystok

Bielsk Podlaski

Bielsko-Biała

Bydgoszcz

Częstochowa

Dębica

Elbląg

Gorzów Wielkopolski

Inowrocław

Kalisz

Katowice - Gliwice - Tychy

Kłobuck

Konin

When you need a doctor's appointment - select the appropriate option in the Portal

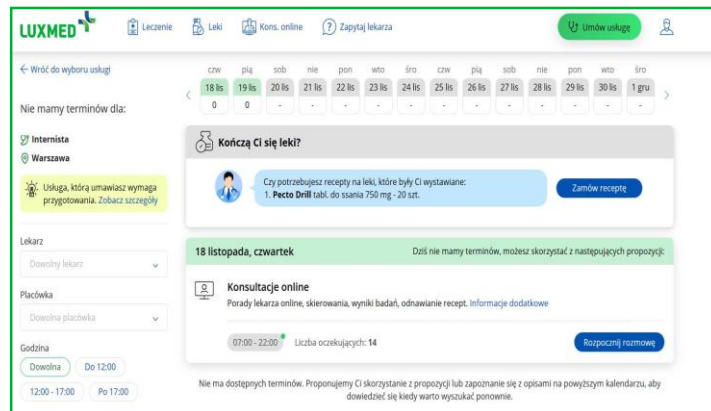


Need a scheduled inpatient consultation at a Lux Med facility?

We recommend performing search attempts at least every 15 minutes.

Often in about 1 h from the first search you can get up to several proposals for released dates.

To book an appointment at a cooperating facility, contact the clinic directly or ask for assistance on the Infoline.



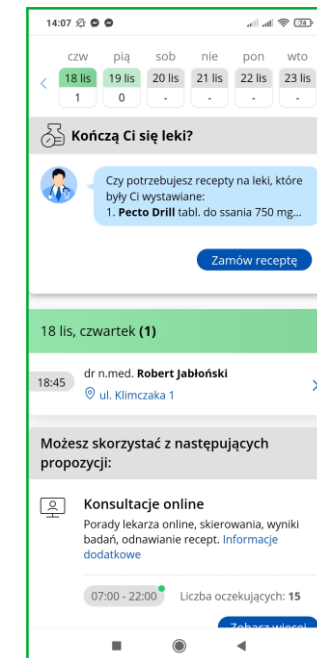
On the left side, we see no search results for the appointment.

Remember that no matter where you are you can get medical advice using:

- Phone consultations,
- Online consultations on the Portal,
- „Ask the doctor” option on the Portal if you have already had an appointment within the specialty

And if the reason for the visit is **to obtain/renew a Prescription** – use the „renewal of Prescription” option on the Portal.

On the right we see a search after a few minutes and a free slots available.



When you need a doctor's appointment - select the appropriate option in the Portal



In need of an urgent medical advice?

Remember to call Urgent Medical Assistance
24/7 at 22 322 9999.

- **Obtain medical assistance by telephone from a nurse or physician**

If a Patient needs emergency medical advice. If a visit at a facility is required, the Patient will be referred to the nearest On-Duty Facility

- **Call an ambulance**

A Patient can call an ambulance in the event of life-threatening situations, injury or fainting

- **Arrange a house call**

When the Patient or his or her child is unable to go to the facility on his/her own



EMERGENCY
MEDICAL ASSISTANCE



When you need a doctor's appointment - select the appropriate option in the Portal

IF THERE IS NO AVAILABILITY ON THE PORTAL:

- Contact the Infoline to inform about the lack of free appointments at Lux Med facilities during your search, or ask for information about the possibility of using the service in cooperating facilities in your location!!!

You can take a screenshot during the search to communicate the problem with the appointment search.



Don't forget to mention the Accessibility Standards set forth within your contract.

Infoline: 22 33 22 888

Available Mon – Fri from 06 AM until 10 PM, and Sat – Sun from 7 AM until 9 PM.

Occupational Medicine Infoline: 22 33 81 666

Available Mon – Fri from 7 AM until 7 PM

- Our consultant will check the service availability and, if an appointment is not possible, they will offer an alternative solution and guide you through organizing the appointment outside of Lux Med with a full refund.
- Contact the claims department directly at: opinie@luxmed.pl
describe exactly what the problem is and provide your data - name, surname and PESEL or ID number.

Many medical needs can be addressed without a pre-booked appointment:



e-Chats/online consultations

e-Chats/online consultations with:

- GP's and pediatricians,
- endocrinologists,
- midwives,
- nurses,
- Physical therapists.

What you can obtain:

- Medical advice
- Referrals, prescriptions, sick leave notice



Ask the doctor

- The Ask a Doctor function allows you to consult additional issues with the doctor you consulted with,
- Possibility to get advice after the appointment.



E-Prescriptions

An e-Prescription for previously prescribed drugs can be issued by a LUX MED Physician without the need for a consultation. The doctor makes a decision based on the patient's treatment history and issues a prescription, and the patient can go directly to the pharmacy to purchase the medication.

Kind regards!

LUX MED