

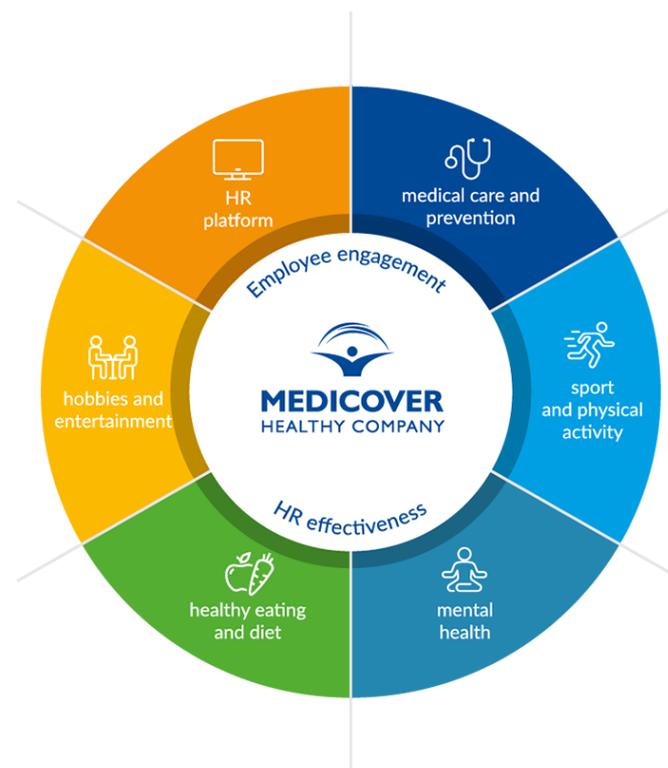
MEDICOVER HEALTHY COMPANY

IHS GLOBAL

YOUR PARTNER IN BUILDING THE HEALTH, SAFETY AND ENGAGEMENT OF EMPLOYEES.

AGENDA

1. You will benefit from Medicover care throughout Poland.
2. How to use our services?
3. Teleadvice.
4. Medicover OnLine application.
5. How to use Medicover care via the application?
6. Different ways to get medical advice.
7. How to make and cancel an appointment?
8. Continuation of treatment.
9. Additional solutions.
10. Interactive patient guide
11. Opinions and comments

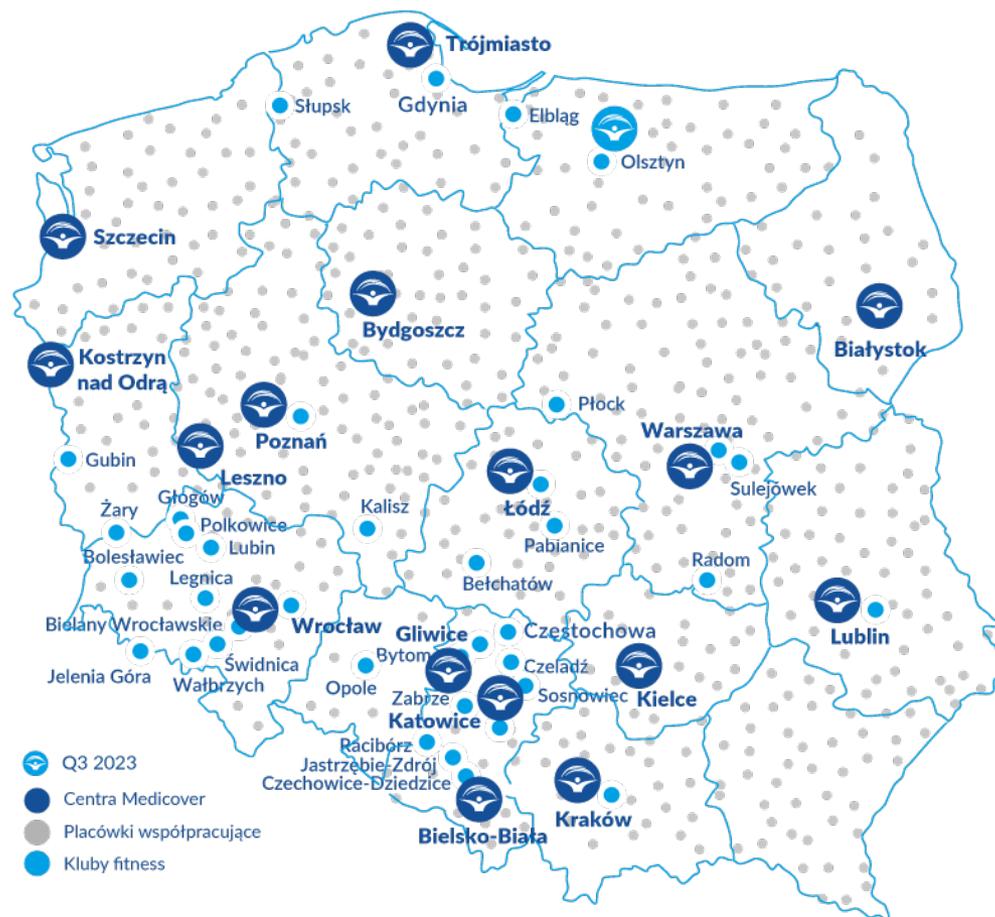


YOU WILL BENEFIT FROM MEDICOVER CARE THROUGHOUT POLAND

Medicover patients can use medical care at Medicover Centers and over 2,000 cooperating facilities in Poland.

Detailed information about the facilities can be found at:

www.medicover.pl/placowki



HOW TO USE OUR SERVICES?



Following the needs of our patients, we have created solutions that enable various ways of obtaining advice tailored to medical needs in the shortest possible time.

For the convenience of our patients, we offer various forms of contact with a specialist:



Telephone advice



A visit to the facility



Chat with your doctor



E-mail contact

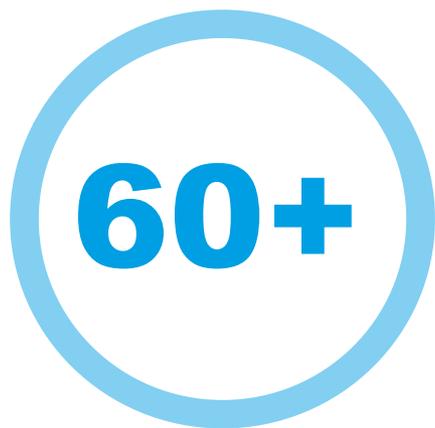
TELEMEDICINE

Telephone advice is an efficient and convenient way to contact a doctor.



20%

of medical consultations
are remote



60+

Medical specialisations



26

Medical specialisations
for children

During the consultation, the doctor takes a medical history and makes recommendations. They can also issue e-Prescription, e-Sick Leave and e-Referral for tests.

HOW TO USE MEDICOVER CARE VIA THE APPLICATION?

The application can be downloaded from the AppStore or Google Play and identified :



Through a secure online banking system

- Go to the website mol.medicover.pl and click "I want to collect the password", then "Get the password", enter the Medicover card number, PESEL and follow the instructions.

Currently: PKO Bank Polski S.A., ING Bank Śląski S.A., Bank Pekao S.A., mBank S.A., Credit Agricole Bank Polska S.A., Santander Bank Polska S.A., Velo Bank S.A., BNP Paribas Bank Polska S.A., Alior Bank S.A., BPS Group Cooperative Banks - Banks Cooperative Banks associated with and cooperating with Bank BPS S.A., Cooperative Banks of the SGB Group - Bank– Cooperative Banks associated with and cooperating with SGB-Bank S.A., Bank Ochrony Środowiska, Bank Spółdzielczy in Brodnica (BS Brodnica), other large banks are constantly being added.



At the reception of the Medicover Center

- You can collect the password for yourself. Due to the security of medical data, it is not possible to collect the password for your loved ones, even if they have authorization.

VARIOUS WAYS TO GET DOCTOR'S ADVICE DEPENDING ON THE MEDICAL NEED

Assistance in an emergency or life-threatening situation, such as trauma, sudden pain in the chest, convulsions, loss of consciousness, choking



MEDICOVER HOTLINE 24/7
+48 500 900 999

Quick consultation in case of infection:



Telephone Medical Advice

- an internist and paediatrician
+48 500 900 510
- 7 days a week, 07:00 to 00:00

If necessary, the doctor will recommend an appointment at the facility



Medicover OnLine app **chat with a doctor**



Medicover Express Appointment scheduled in Medicover OnLine or via hotline for cold and flu cases



VARIOUS WAYS TO GET DOCTOR'S ADVICE DEPENDING ON THE MEDICAL NEED

Other medical problem, referral for consultation or examination:



Phone consultation with a doctor
scheduled in Medcover OnLine or via the hotline



Appointment with a doctor at the facility,
scheduled in Medcover OnLine or via the
hotline



Medcover OnLine app **chat with a doctor**



HOW TO MAKE AND CANCEL AN APPOINTMENT?



How to make an appointment at the Medicover Centre?

- Via Medicover OnLine
- Via hotline +48 500 900 500



How to make an appointment at the partner facility?

- By phone, directly to a specific facility.
- Using the Medicover OnLine app, you can find the facilities nearby (address and scope of services provided)

Important! When making an appointment at a partner facility, a patient should provide information about their Medicover package.



How to cancel an appointment?

- Via Medicover OnLine
- By sending the word “NIE” in the text message in response to the Medicover SMS reminder about the appointment.

WHEN THERE IS NO DATE

1. Contact Medicover

- **By phone: Medicover hotline:** [500 900 500]
- **Mobile application:** Check the dates in the Medicover application.
- **Online:** Patient Portal: Medicover Online

2. Consider visiting another branch

- **Other Medicover locations:** Check the availability of visits in other locations.

3. Use Teleporada

- **Teleporada:** Telephone or video consultation

4. Sign up for the waiting list

- **Waiting list:** Contact customer service on the hotline.

5. Monitor the reservation system.

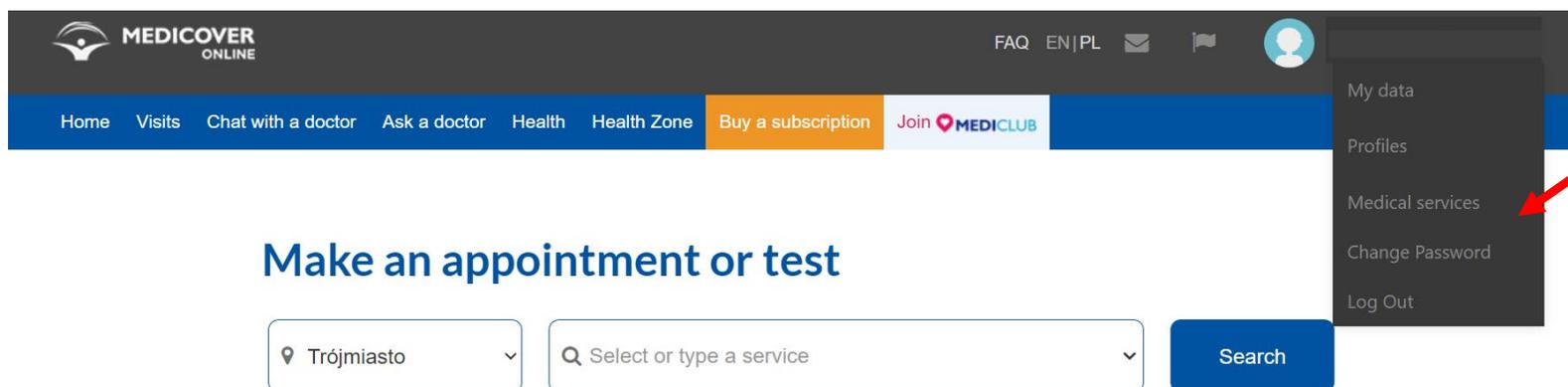
- **Check availability regularly:** Check the reservation system frequently.

HOW TO CHECK YOUR SCOPE OF SERVICES:



Range of services:

To obtain information about the scope of your services, log in to Medcover OnLine at mol.medicover.pl and select My Profile from the horizontal menu and then Medical services.



MEDICOVER ONLINE

FAQ EN|PL

Home Visits Chat with a doctor Ask a doctor Health Health Zone Buy a subscription Join MEDICLUB

My data
Profiles
Medical services
Change Password
Log Out

Make an appointment or test

Trójmiasto

Select or type a service

Search

HOW TO CHECK YOUR SCOPE OF SERVICES:

Find a service

Enter the name of the service and check if it is covered with your care plan.



Enter the service name and see if it's included in your care package. If you use medical care on behalf of the company, you can also obtain information about the scope of services and general conditions from your employer. Medical services available within the scope of services are provided solely for medical indications.

FOLLOW-UP TREATMENT



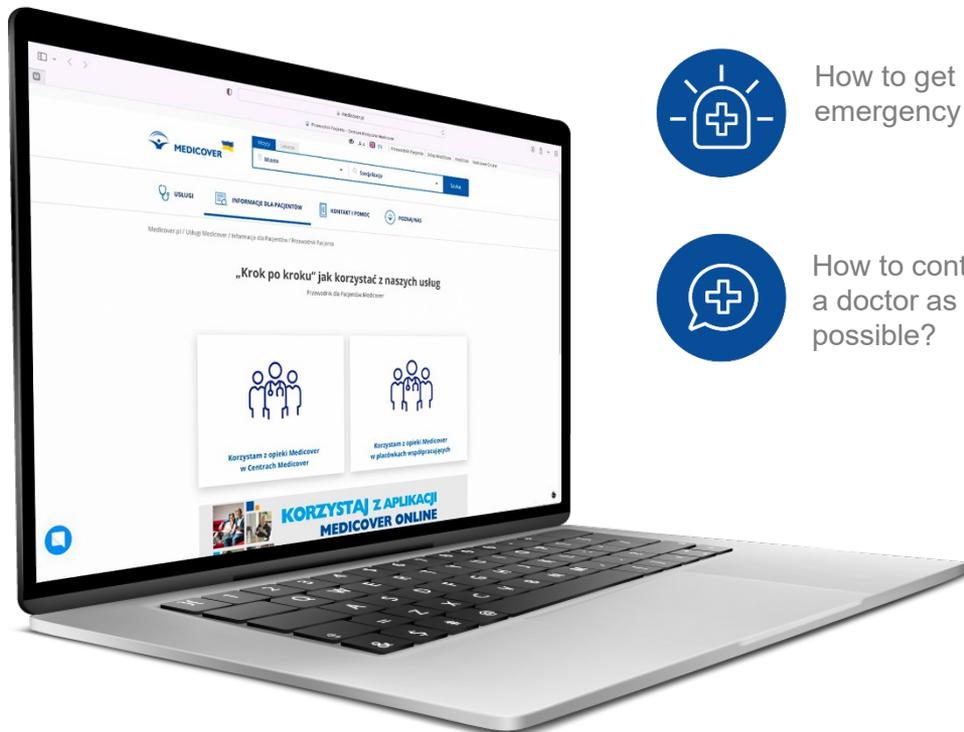
Out of concern for patient comfort and convenience, a process has been implemented to facilitate the **continuation of treatment at Medicover**. If the patient gets a recommendation for follow-up medical care from their doctor, we will help them schedule their next consultation.

- The doctor specifies the date and form of consultations (appointment at the Medicover Centre or telephone advice)
- Our system then sends to a patient a text message with a confirmation of the recommended follow-up treatment as indicated by the doctor and suggested dates of follow-up appointments.

INTERACTIVE PATIENT GUIDE

In the interactive patient guide, you can find additional tips on how to receive care at Medcover Centres and partner facilities.

The guide is available at medicover.pl



How to get emergency help?



How to make an appointment with a doctor?



How to contact a doctor as soon as possible?



How to order a prescription?



How to download medical records?



How do you share your opinion?

COMPLAINTS AND COMMENTS

Opinions and comments can be submitted:



Electronically - by completing the electronic survey on the website www.medicover.pl ("Contact and help" tab, then "Contact form")



In writing - by sending correspondence to the Medicover office at the following address: Medicover Sp. z o. o., al. Jerozolimskie 96, 00-807 Warszawa



In person – at the reception of the Medicover Center

Consideration of applications:

- Every report, regardless of its form, is processed immediately forwarded to the Customer Service Department and processed there.
- We aim to respond within 10 business days on average from the date of notification, unless it is necessary to resolve the matter obtaining additional documents.

