

Subscriber's guide

Benefits and services



REGINA MARIA
REȚEAUA PRIVATĂ DE SĂNĂTATE

Mission

We build reliable **partnerships** through constant investments in customized products and services and through developing a dedicated team of professionals.

We contribute to a long-term **good health status, through education and prevention.** We strongly believe that a long-term good health status is obtained through prevention, care and quality medical information from the best specialists.

We innovate and provide **quality medical services at international standards.** We have been investing in the future for 27 years - for the next 27 years. We do this through innovation, expertise, well-trained medical and non-medical teams, digital solutions and providing care at international medical standards.

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For 27 years, the
favorite choice of
Romanian
employees



Leader in the Romanian private medicine, with national coverage, REGINA MARIA provides integrated services covering all the medical needs of our patients.

59

Own polyclinics, with more than 70 medical specialties

10

Medical Campuses, integrated system of Medical Centers

4

Maternity Hospitals

37

Medical laboratories

4

Kinetherapy centers

400

Partner clinics that complement our medical services

7

Hospitals (Bucharest, Cluj, Brasov, Timisoara, Targu Mures)

27

Imaging Centers

120

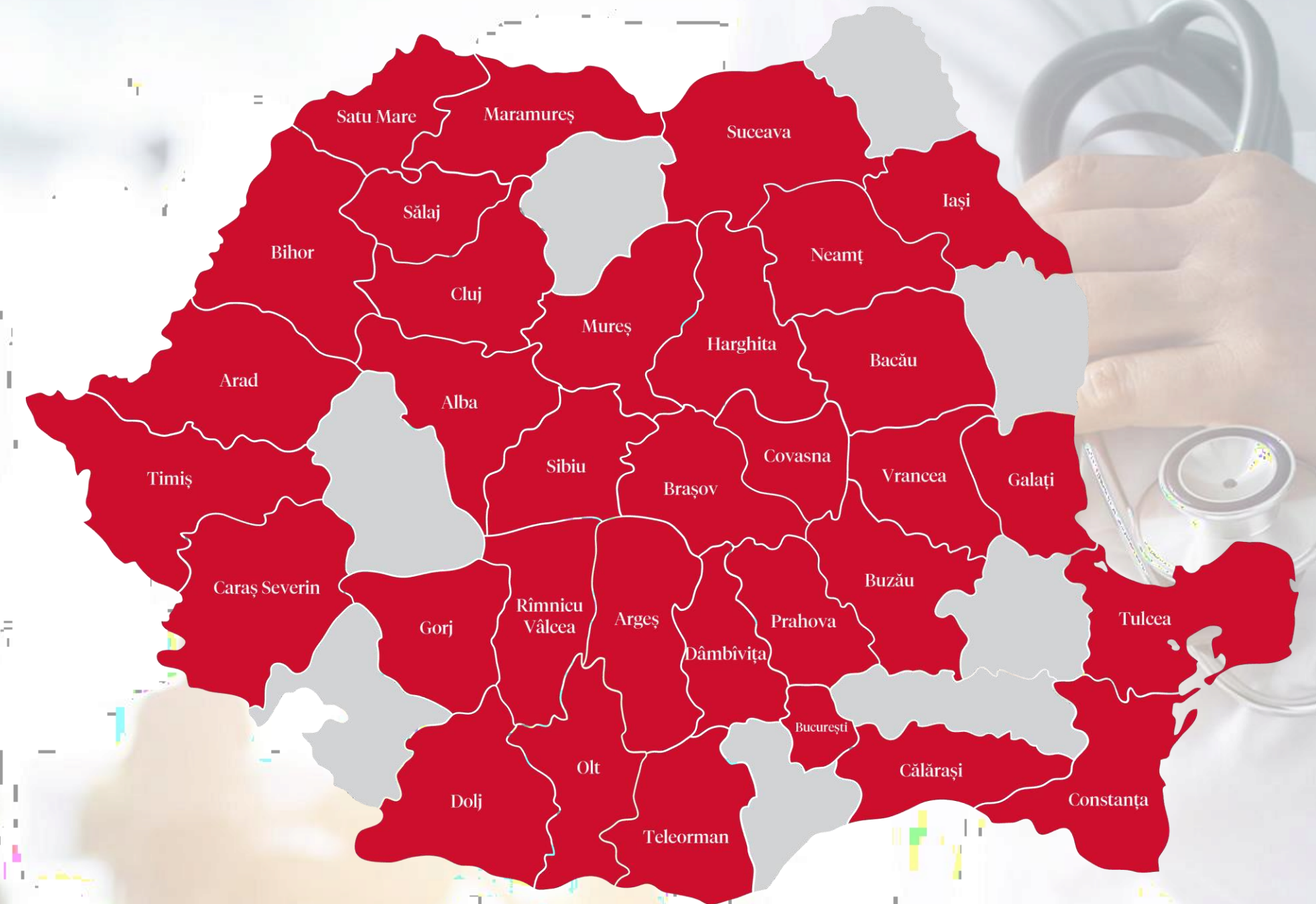
Blood sampling centers

1

Bank of stem cells

1

FIV center



113,300 sqm

Total area of medical services

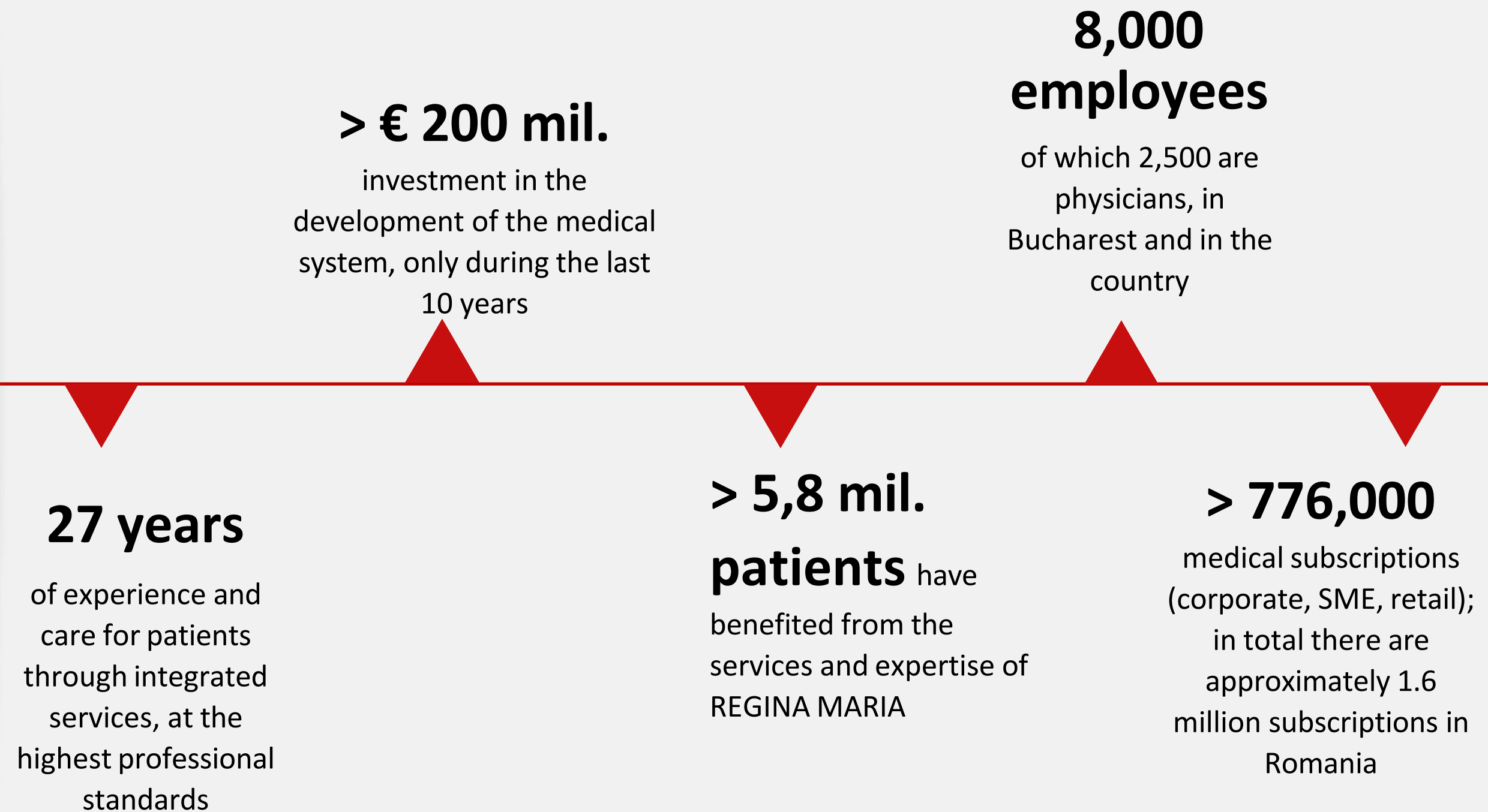
Integrated emergency system

Emergency Room, Medical Hotline 24/7 and Ask a Physician

Integrated system of medical services with national coverage

We are the first provider of private medical services in Romania and for 27 years we have been driven by constant care for patients, the engine of our development.

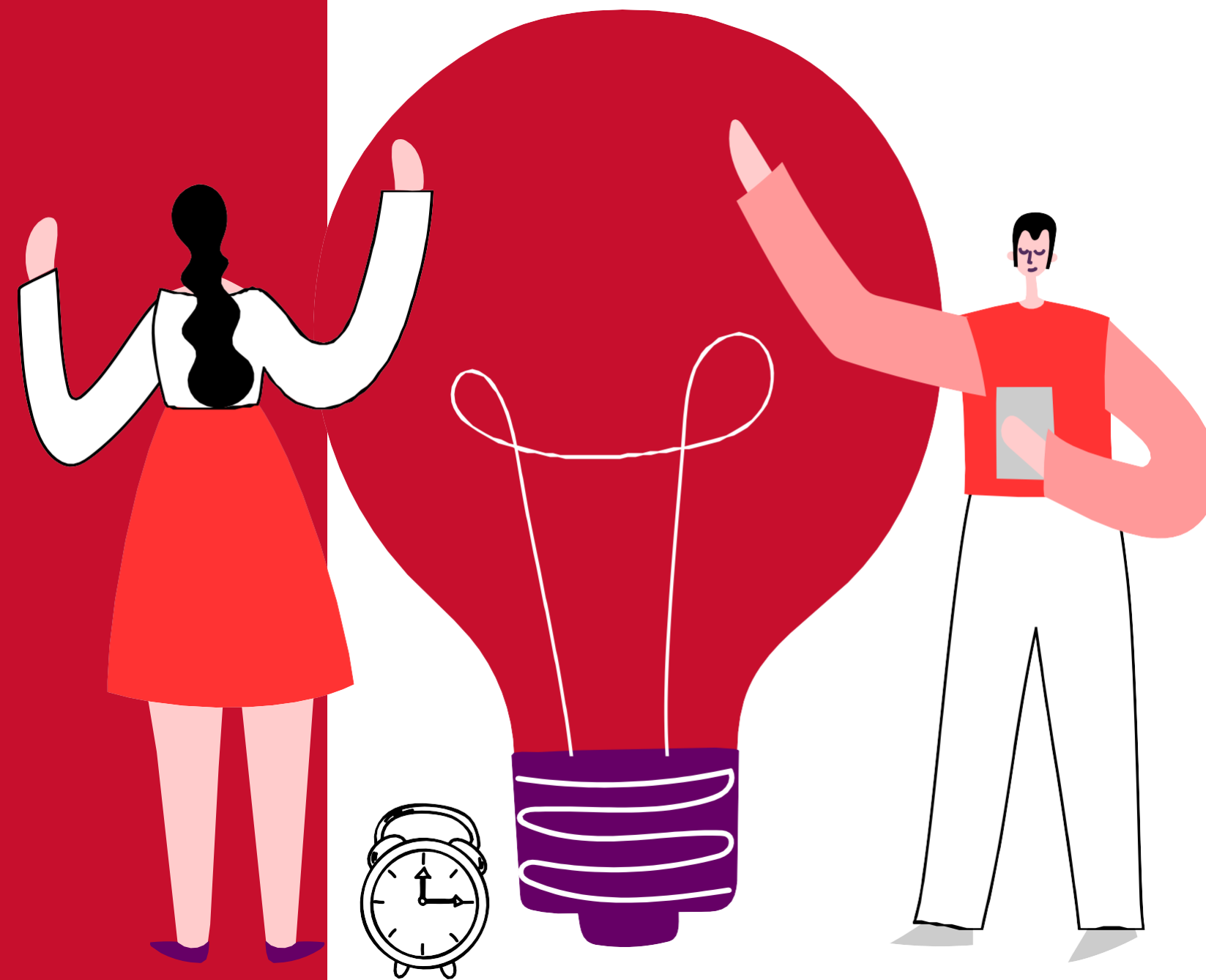
Through our vision and long-term strategy, we have managed to be leaders in the quality of medical services and to contribute significantly to building a sustainable future for the Romanian medicine.





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Which are the services that I receive in the subscription?



INCLUDED SERVICES

Occupational Health

Consultations for more than 20 medical specializations

Annual set of analyses, without medical recommendation

- urinalysis, blood sugar, total cholesterol, complete blood count, ESR, transaminases (TGO, TGP), serum creatinine, classic Pap's test/PSA

Laboratory investigations. More than 300 investigations included with valid medical recommendation

Imaging and Radiology included with valid medical recommendation

- Ultrasounds 2/organ, 34 types
- Pregnancy protocol
- Densitometry, classic mammography, CT, MRI

Medical rehabilitation 40 procedures/ year included with valid medical recommendation

Emergency Services

- Medical Hotline 24/7
- Ask a doctor 24/7, through Medical Hotline
- Emergency Room 24/7- emergency checkup included

Academic Partnership-Access to the schedule of physicians in Academic Partnership

Special Services

- "My Account" Application, electronic medical file
- Mobile App
- Contact Center Monday – Sunday

DISCOUNT SERVICES

50% discount

- Gymnastics for pregnant women

30% discount

- One Day Check-up

10% discount

- Central Bank of Stem Cells

BENEFITS OF BEING PART OF THE REGINA MARIA NETWORK

- 59 own clinics across the country
- Over 400 partner clinics
- 37 medical laboratories
- 27 imaging centers
- Over 2.500 doctors and medical

* Updated list of partner clinics is available at <http://www.reginamaria.ro/policlinici-si-imagistica/clinici-partenere>

** This offer is confidential. For the complete list of medical services please check the Annex



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Which are the
services that your
child receives in the
subscription?



INCLUDED SERVICES

Pediatrics examination/ check-up

Examinations for more than 20 medical specializations
Annual set of analyses according with the international medical guidelines and without referral

Emergency Services

- Medical Hotline 24/7
- Ask a doctor 24/7, through Medical Hotline

Special Services

- “My Account” Application, electronic medical file
- Contact Center Monday – Sunday, dedicated team

DISCOUNT SERVICES

70% discount

- Examinations for more than 20 medical specializations
- Laboratory tests
- 2D ultrasounds, Radiology

20% discount

- Emergency room 24/7
- Complex imaging investigations: MRI, ENT
- Venous DOPPLER ultrasound

10% discount

- Academic Partnership
- Optional vaccinations
- Patch allergic skin tests

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SERVICII INCLUSE

Pediatrics examination/ check-up

Examinations for more than 20 medical specializations

Annual set of analyses according with the international medical guidelines and without referral

Laboratory investigations. 293 investigations included with valid medical recommendation

Imaging and Radiology investigations

- Ultrasounds 2/organ, 24 types; 1/organ –5 types
- Bone radiology, cardiopulmonary radiology, MRI

Emergency Services

- Medical Hotline 24/7
- Ask a doctor 24/7, through Medical Hotline
- Emergency Room 24/7- emergency checkup included

Academic Partnership-Access to the schedule of physicians in Academic Partnership

Special Services

- “My Account” Application, electronic medical file
- Contact Center Monday – Sunday, dedicated team

SERVICII CU DISCOUNT

20% discount

- Prick allergic skin tests
- Aerosol therapy

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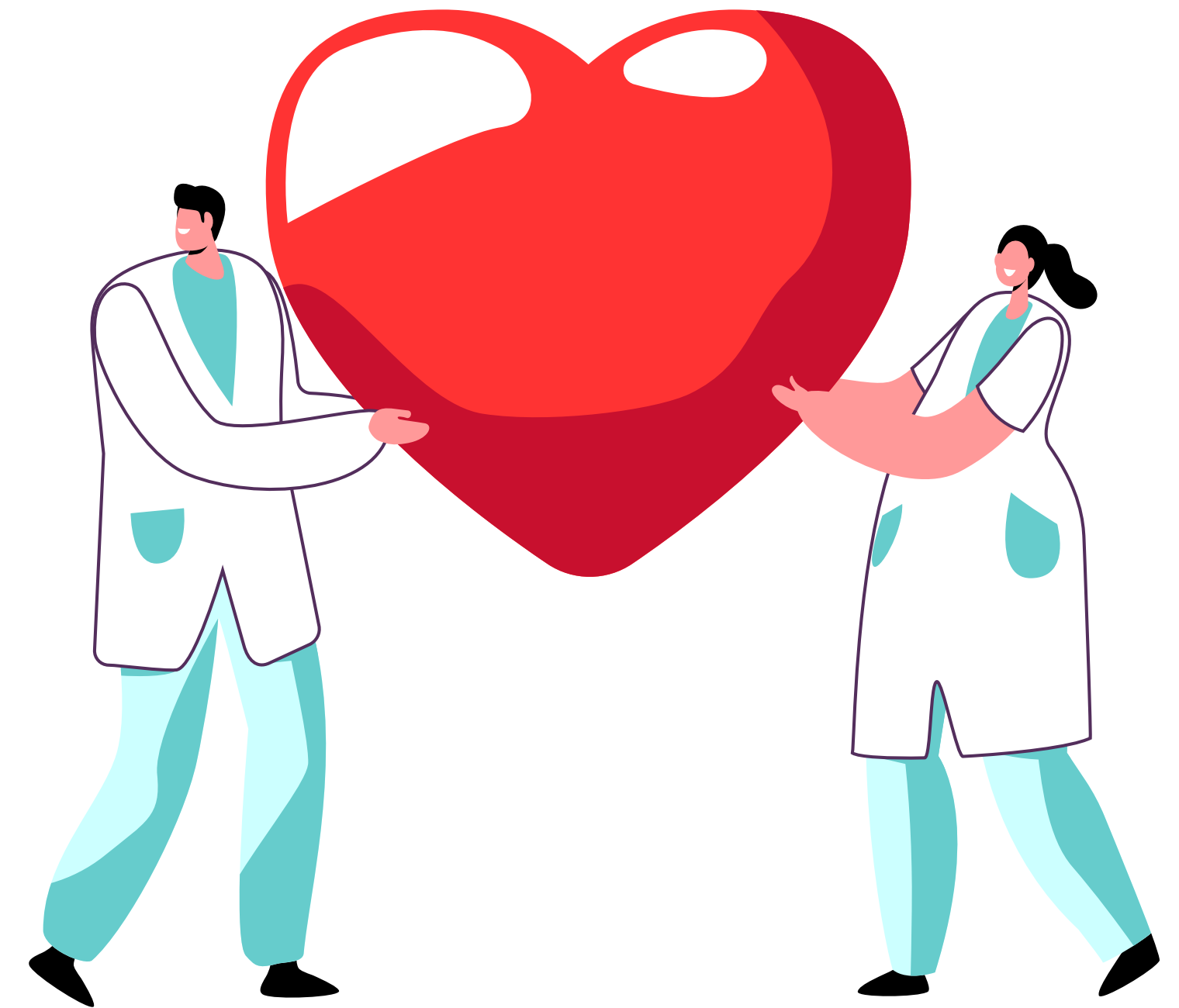
Subscription prices for Family members and Children

Expert Smart(family members over 55 years old)- 15.2 euro/month/subscriber

Expert Complete(family members aged between 18-55 year)- 28.6 euro/month/subscriber

Expert Smart Junior(family members children aged between 0-2 years)- 15.2 euro/month/subscriber

Expert Complete Junior (family members children aged between 2-18 years)- 28.6 euro/month/subscriber





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How can I access
the medical
services of the
Network?



How can I make an appointment?

REGINA MARIA offers you 3 appointment options. Choose the one that suits you best. If the Contact Center call time is longer than usual, you will be given the option to call back.

On www.reginamaria.ro you can see in real time the waiting time in Contact Center.

1 Contact Center: 021 9268

Number available from any mobile network.

Call Back Service

After dialing the Contact Center number, press the 9 key and close. You will be called later by an operator, thus avoiding waiting on the phone.

Schedule

Monday- Friday 07:30 – 21:00
Saturday – Sunday 08:00 – 20:00

2 Online: My Account and REGINA MARIA App

Make an appointment using My Account, from your computer or from the REGINA MARIA application. View the specialties and time slots available, choose the day and time for consultation, without calling the Contact Center. The portal offers you access to the electronic medical file, helps you make an appointment in the Virtual Clinic, to ask a doctor, but also to pay an invoice online (if necessary).

3 Online: website www.reginamaria.ro

With just a click in the main page of the REGINA MARIA website, on the "Appointments" button. You register the appointment request by filling in the form, and a REGINA MARIA representative will contact you as soon as possible, for the requests sent from Monday to Friday between 08:00 - 20:00.

How do I cancel an appointment?

Sometimes it happens that in our everyday life unforeseen situations occur. Therefore, it is good to be aware of the 4 simple methods by which you can cancel an appointment.

1 SMS

You can answer with 1 to the SMS reminding you about the appointment received from 1778, one day before the appointment

2 Contact Center

You can dial directly the Contact Center number, 021 9268 or *9268

3 Contul meu

From the mobile app "My Account"
The appointments made from the App, can be canceled jus there.

4 E-mail

Access the appointment cancel link, from the appointment confirmation email.

What do I do in case of emergency?

Dial one of the numbers below, depending on the problem or the symptoms that you have:

112

Major emergencies

021 9942

Medical Hotline, minor emergencies, non life-threatening emergencies

021 9268

Contact Center REGINA MARIA appointments and medical information

Which is the role of the medical hotline?

Our integrated system of emergency medicine is designed to ensure medical care in a fast and efficient way, through a complete circuit. Thus, we provide to our patients a medical hotline available 24h/24h.

Depending on the type of emergency, the doctor who answers the call can help you as follows:



provides medical advice



indicates an emergency examination



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Other advantages
that come with
REGINA MARIA
subscription



Specialized Assistance Customer Support

Role. Customer Support team is by your side to help you with clarifications and detailed information regarding the included services and discounts you have in your subscription, details regarding invoices or other REGINA MARIA services.

Contact: customersupport@reginamaria.ro

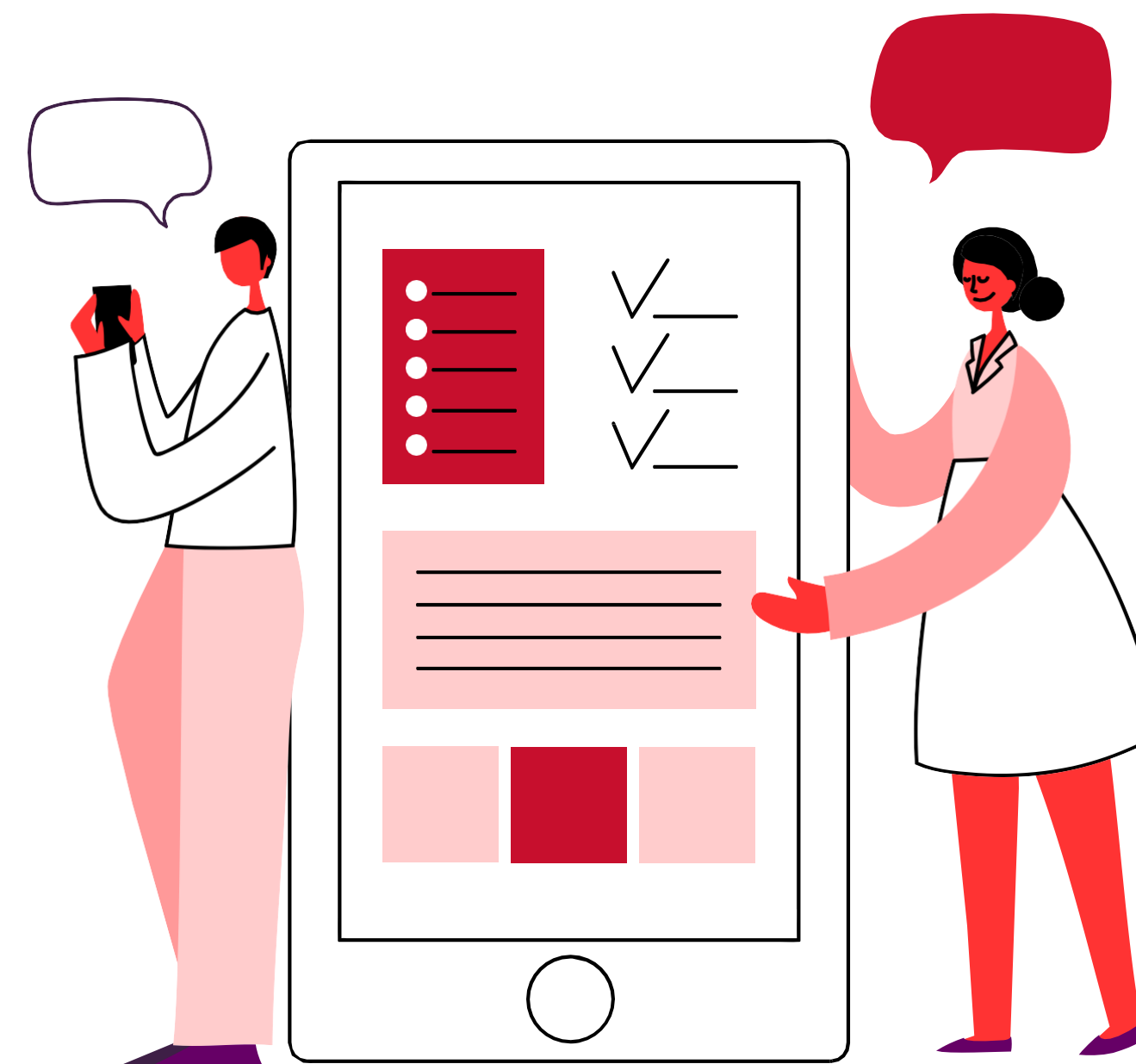
Response time: 8 hours



MyAccount REGINA MARIA

- **Electronic medical file.** Access to your medical history, checkups, results of analyses and medical recommendations.
- **Remote validation of data.** For complete access to the Medical File (analyses, checkups, physicians) go through the validation steps directly in the application, without the need to go to the clinic.
- **Online appointments.** You can quickly make an appointment with your physician, directly from your phone or computer, online or through the application, without calling the Contact Center.
- **Medical record.** You have access anytime and anywhere to your complete medical record. More specifically, at all consultations and investigations performed, at diagnosis and medical prescriptions received.
- **See how much you saved on subscription.** Check what your subscription offers and the value of the services accessed and the discounts received #peabonament.
- **Self check-in.** You shorten the waiting time because you quickly find the medical cabinet where you have an appointment and there is no need to show up at the reception.
- **Invoices and payments.** Direct access to invoices and possibility to pay online.
- **Chat.** Your digital guide (Maria), with the help of which you can schedule / cancel an appointment and find out the information you are interested of.

You can access My Account in two ways: on website www.reginamaria.ro and through REGINA MARIA App, available for Android and iOS.



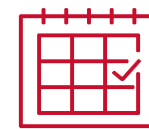
Virtual Clinic



Online consultations with over 400 specialists from the REGINA MARIA Health Network.



Over 30 medical specialties, such as general, internal and family medicine, cardiology, pediatrics, gastroenterology, ENT, endocrinology, dermatology, psychology, nutrition and metabolic disease, occupational health.



Virtual Clinic gives you access to medical opinions, recommendations for additional investigations, and even medication recommendations, if needed. These will be available in the electronic medical file of each patient.

Online consultations benefits

You can access online consultation from home, from your phone, tablet and computer, without going to the clinic.

You have access to your appointments both from My Account and from the mobile application.

Communicate quickly and safely with a doctor from any REGINA MARIA location anywhere in the country.

The consultation is saved in your medical record and you can access your medical report at any time



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What are the
services that my
family can benefit
from?



Subscriptions for your family – quick and easy access

It's easy to buy medical subscriptions for your loved ones. You can do it online, directly from the new REGINA MARIA online store - shop.reginamaria.ro.

The store allows you to purchase medical subscriptions for your loved ones, but also to add additional services to the package you already have from your employer.

Until now, most corporate subscribers have chosen complex subscriptions for themselves and their families, with more services and investigations included.

What are the products available in shop :

- Medical subscriptions for your loved ones (Expert Packages)– up to 6 subscriptions
- Additional medical services to the package you already have from your employer (Priority Upgrade).

Who can buy?

Anyone with a medical subscription from their employer.

More information about the packages available in the online store, prices and included services, you can find on: shop.reginamaria.ro.





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Frequently asked questions



Can I access medical services anywhere in the country?

Through our network of own clinics and 400 partner clinics, we provide national coverage for you to have anywhere access to medical services at the highest standards. Partner clinics can be contacted directly for appointments.

See here the list of our partner clinics:

www.reginamaria.ro/clinici-partenere

You can access consultations, including occupational health in Virtual Clinic at anytime.

Can I receive a medical advice online?

In some cases, self-diagnostics can be more dangerous than the disease itself.

In order to avoid this situation, REGINA MARIA provides you a new tool for your health: the online platform "Ask a physician", where you receive an answer from our physicians in 24 hours.

More information here:

www.reginamaria.ro/intreaba-un-medic

Can I come with referrals from other physicians outside the Network?

Yes, you can come with referrals from physicians outside the Network, but based on them you will only receive a discount according to your type of subscription.

In order to receive services and investigations included with discount 100% in your medical package, it is necessary to have a referral from a physician inside REGINA MARIA Network.

Do you have a contract with CNAS?

At REGINA MARIA you can perform a wide range of investigations, laboratory analyses and medical services reimbursed by the National Health Insurance House.

For this, you need a referral slip slip from your family doctor or from a specialist in contract with CNAS.

It is necessary to present the CNAS insurance card at clinic's reception.

At what physicians do I have access?

Within the Network there exist several types of physicians:

- Physicians dedicated to subscribers, that you can access anytime, according to your subscription;
- Renowned physicians in Academic Partnership, that can provide a second opinion in treating complex conditions and that you can access with discount according to your type of subscription;
- Physicians with full payment with particular expertise in the medical act, that you can contact for a second opinion.

Can I subscribe my family in REGINA MARIA?

Yes, you have this possibility. For further information about how you can make it, please contact the dedicated REGINA MARIA team for your company or you can buy medical subscriptions for your loved ones directly from shop.reginamaria.ro.

How can i give feedback to REGINA MARIA?

Because the opinion of our patients is highly important to us, we provide you with several channels through which we receive recommendations, suggestions or questions.

1 Online

through the feedback form on the website or in "My Account"

2 Clintelica

the satisfaction questionnaire received by e-mail after visiting our locations.

3 Mobile Application

You can give us feedback directly from the REGINA MARIA app, available on both iOS and Android.

4 Contact Center

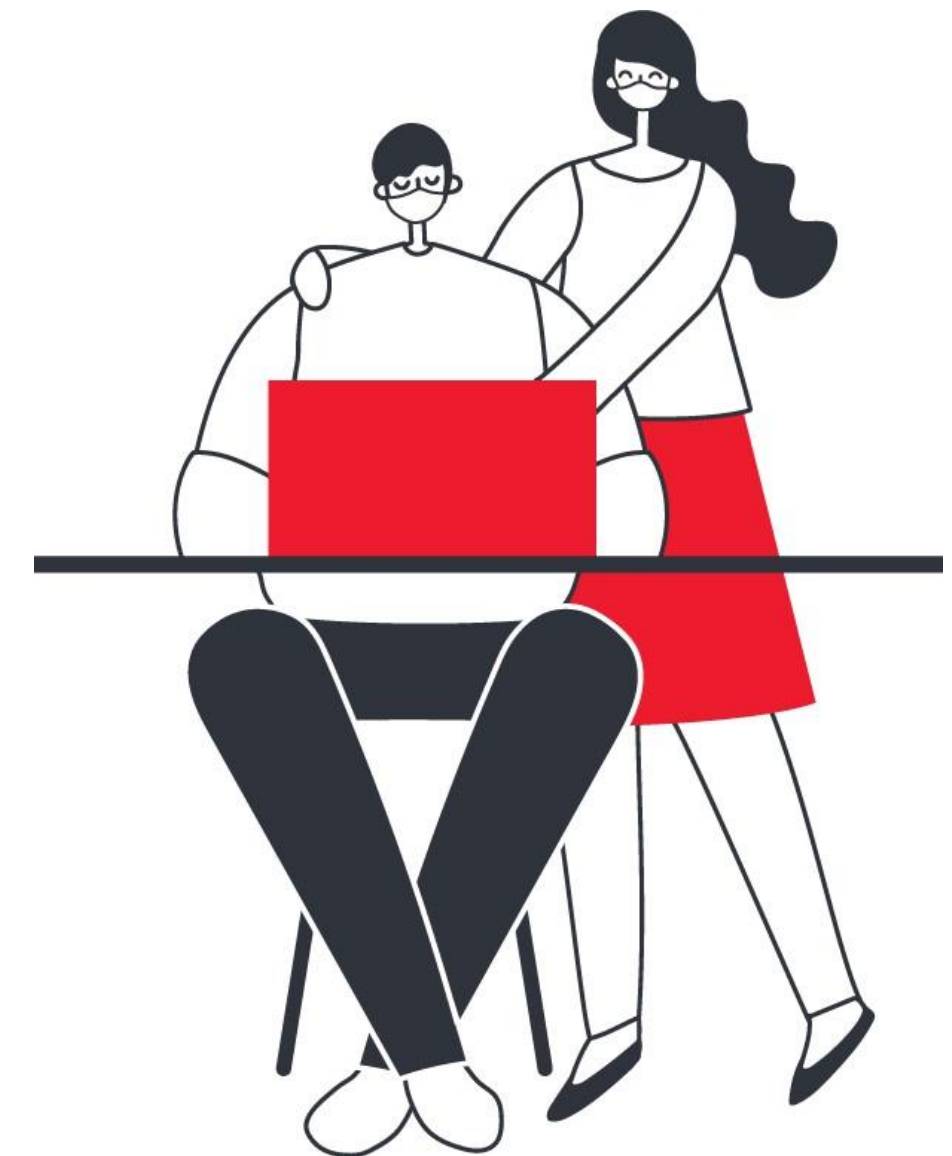
You are very important to us, so help us make things better and call us on 021 9268.

What is and what is not the REGINA MARIA subscription?

A subscription means prevention and health. It means care for you and your loved ones.

In addition to the above questions, because we want you to be as carefree as possible, and to receive correct and complete information about what is and what is not your subscription, we have created a guideline for using the subscription, through of an online series in 8 episodes, presented by stand-up comedy actress Maria

Popovici. (<https://www.reginamaria.ro/abonamente/ce-este-abonamentul>).





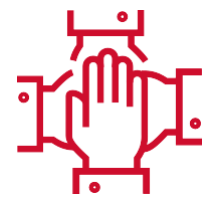
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Care and prevention
through medical
subscriptions



Why is prevention important?

A healthy company means first and foremost healthy employees. Prevention is the foundation for increasing the level of health and quality of life of employees, in the medium and long term.



Contributes

to the development of healthy living habits



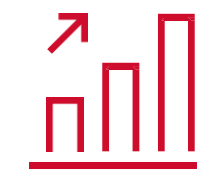
Helps

to early detection of more serious conditions



Reduces

expenses incurred for treatment



Leads

to increasing life expectancy among employees



Provides

specialized safe treatment at the best physicians

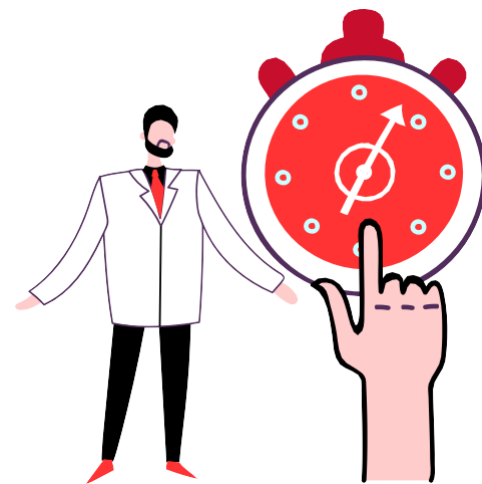


Generates

increased efficiency and productivity among employees and lower costs for medical leaves

Prevention through medical subscriptions

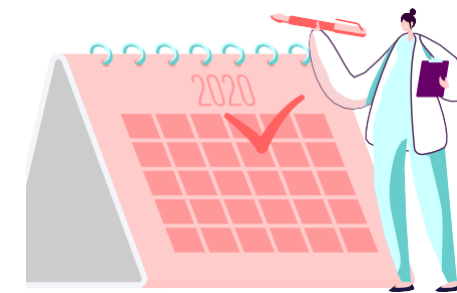
Medical subscriptions encourage proactive behavior and control over the quality of life. And in the medium and long term it generates a better health status for employees and companies, through unconditional access to high quality medical services.



9 years*

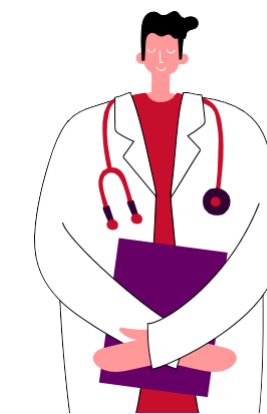
is the gap between Romania and other European countries in terms of life expectancy

*Source:
<https://euobserver.com/health-and-society/153979>



10%

of the adults have discovered a new condition during the last 12 months, after a preventive visit to the physician



71%

of the holders of subscriptions visit the physician at least once a year versus 54%, persons without a subscription



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