MEDICLINIC APP
USER GUIDE

This user guide will help you get started with the Mediclinic App. It provides simple, step-by-step instructions on how to register, log in, and begin using the app's services. The guide is designed to be clear, easy to follow, and patient-friendly.



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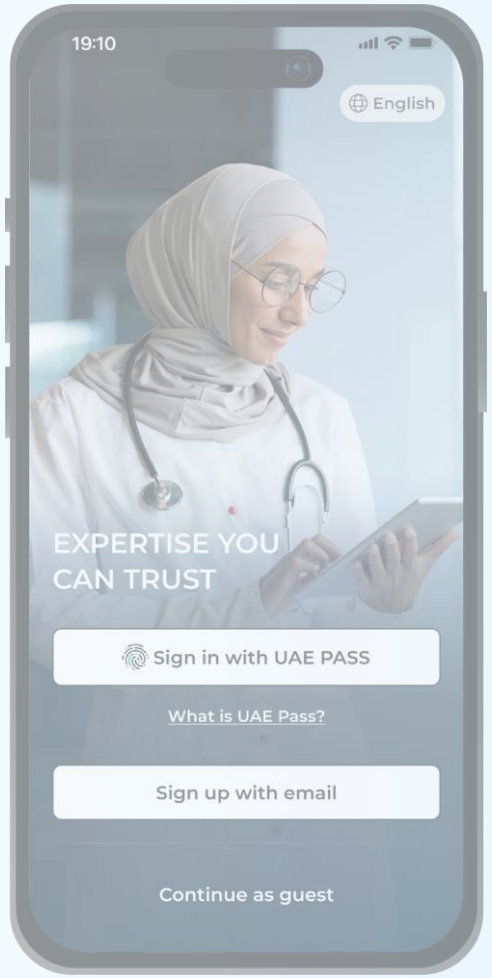
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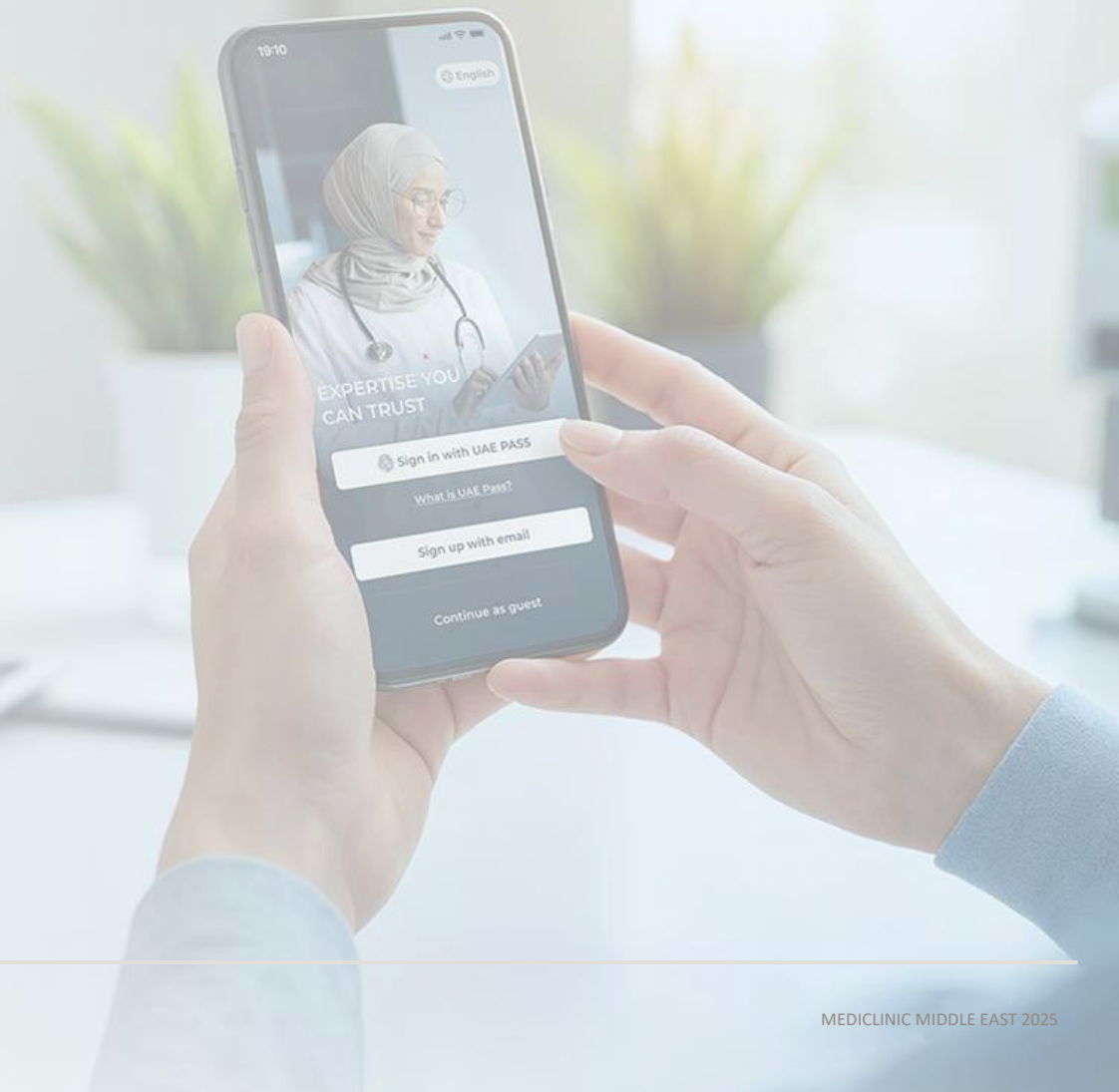
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WELCOME TO THE MEDICLINIC APP



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1.1 HOW TO REGISTER

1.2 HOW TO ADD FAMILY MEMBERS

HOW TO REGISTER
ON THE MEDICLINIC APP

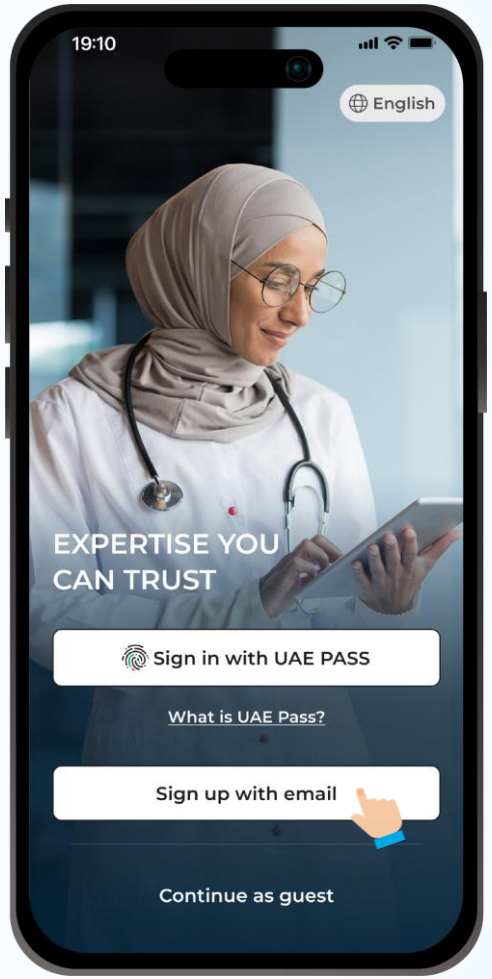
You can register in two ways: **by Email** or **by UAE Pass**.

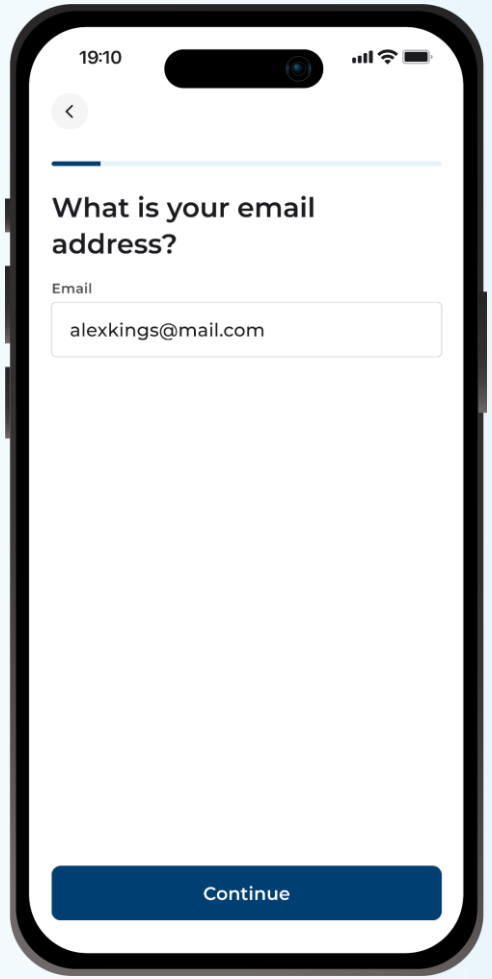
Option 1: Register with Email

1. Open the Mediclinic App.
2. Tap Sign up with email.
3. Enter your email address.
4. Check your email and enter the authentication code.
5. Enter the next required details to complete your registration.

Option 2: Register with UAE Pass

1. Open the Mediclinic App.
2. Select Sign in with UAE PASS.
3. The UAE Pass app will open — just follow the instructions.



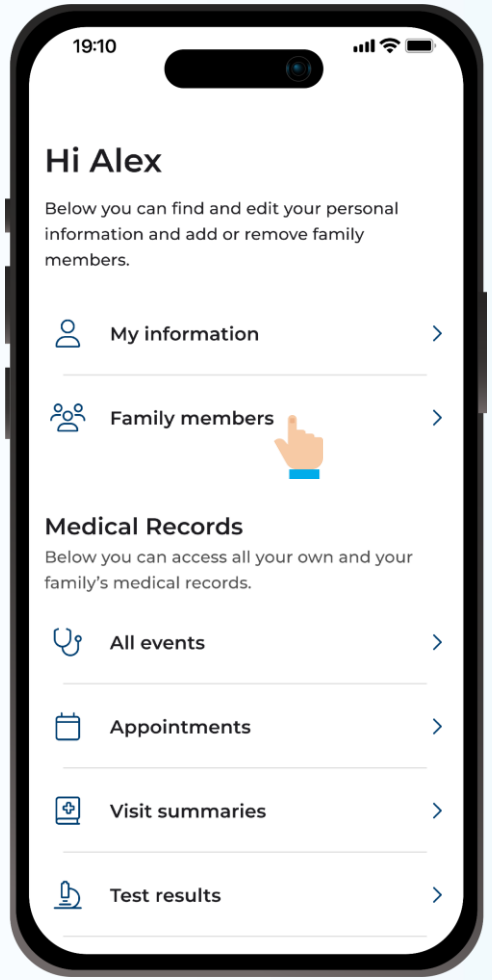


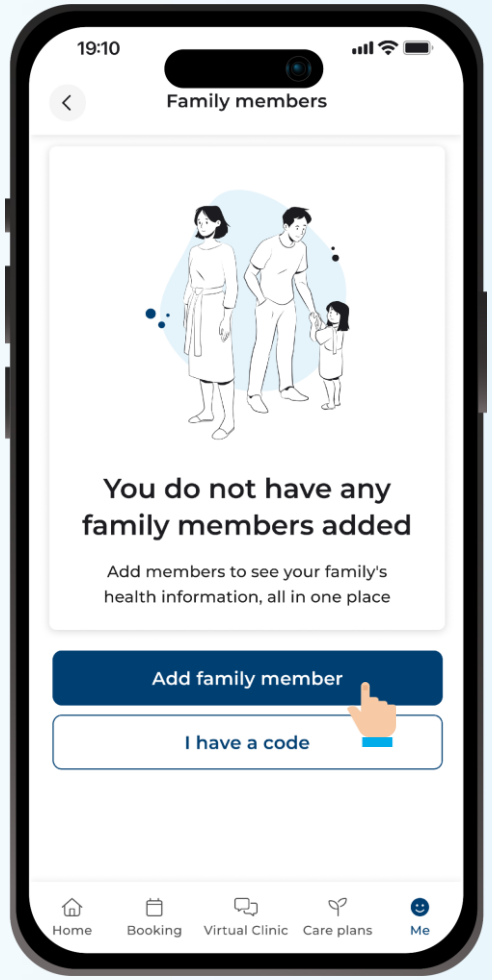
*For existing Mediclinic patients, their registration credentials must match the health record on file. Any mismatch will require them to contact support to update their credentials.

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ADDING
FAMILY MEMBERS

You can link family members to your Mediclinic App profile so you can book appointments, view records, and manage care in one place.





HOW TO ADD FAMILY MEMBERS

1. Open the Mediclinic App.
2. Tap "Me" on the bottom menu bar to view your profile
3. Tap on Family members
4. Tap on Add family member.

Simply follow the onscreen instructions on the next screens to complete adding a family member.

***Disclaimer** – Children under the age of 18 will be added automatically if they are linked to your Mediclinic health record. If they are not visible, please call 8002026 or email mediclinicapp@mediclinic.ae. Adding a family member is only applicable for adults (18+).

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MANAGING YOUR APPOINTMENTS

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2.1 BOOKING AN APPOINTMENT

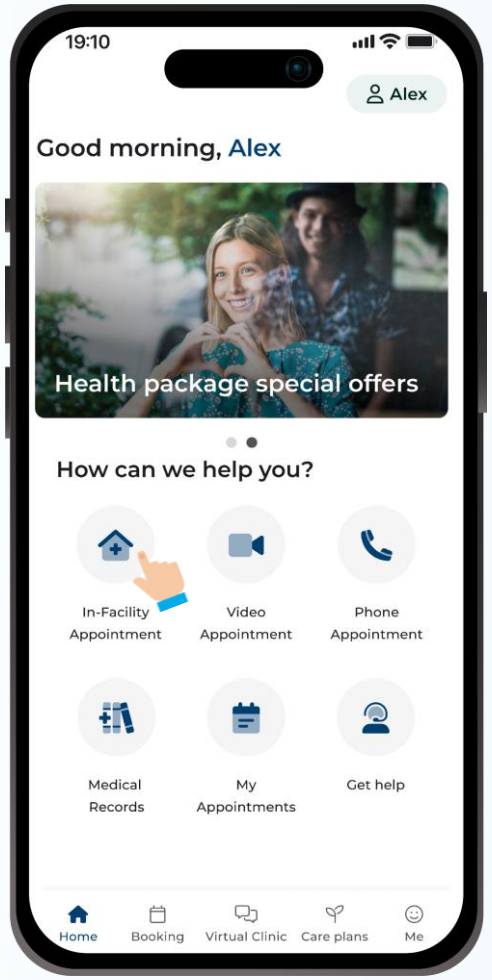
2.2 RESCHEDULING AN APPOINTMENT

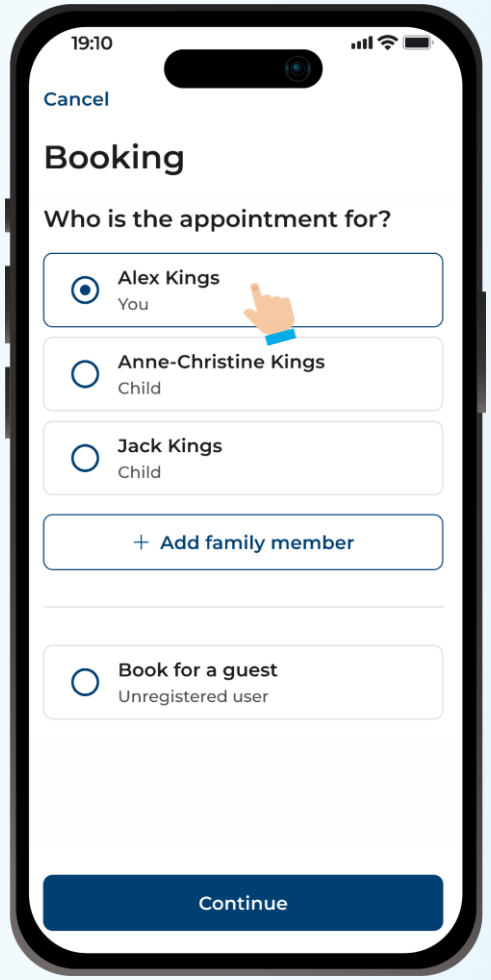
2.3 CANCELLING AN APPOINTMENT

2.4 BOOKING A REFERRAL

BOOKING
AN APPOINTMENT

You can book appointments directly from the Mediclinic App home screen.





STEPS TO BOOK

- On the Home screen, choose the type of appointment
  a) In-Facility Appointment
  b) Video Appointment
  c) Phone Appointment

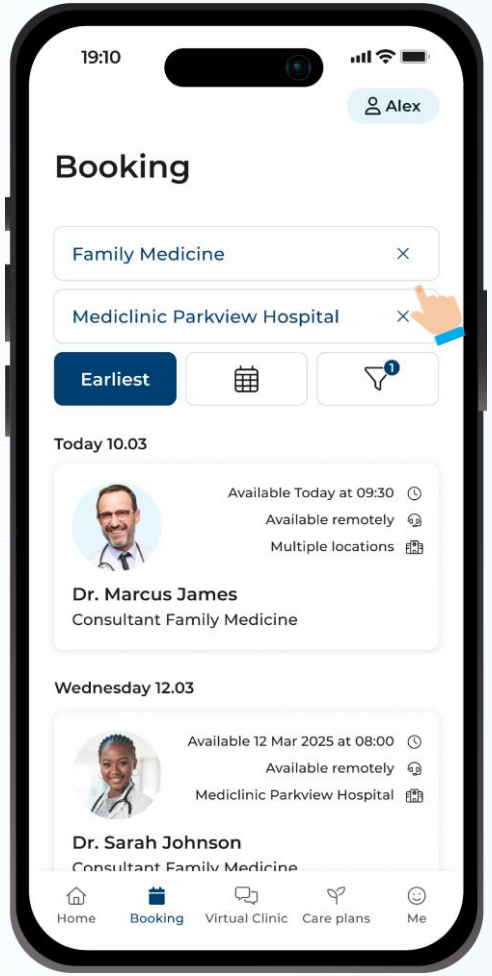
- Select who the appointment is for (yourself or a family member)

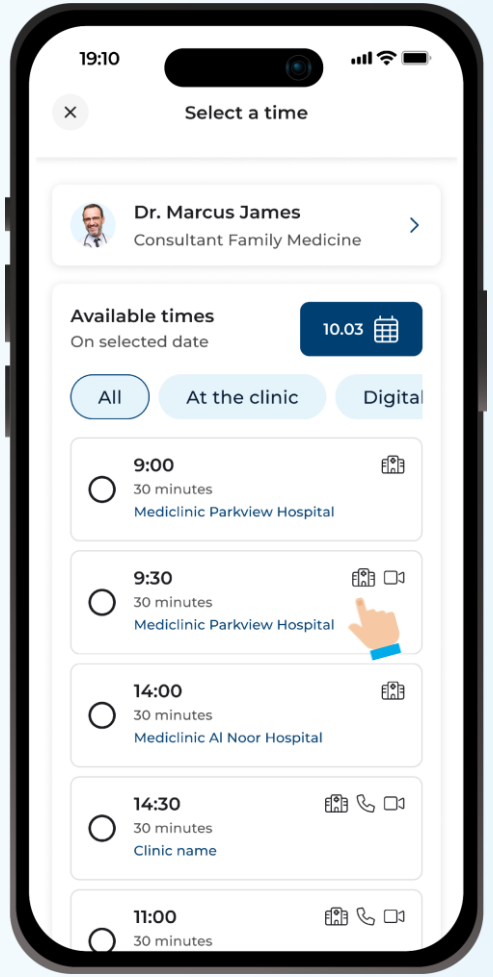
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BOOKING
AN APPOINTMENT

NEXT

- Search for the specialty you need and the Mediclinic Facility.
- Select the doctor and pick a date and time.

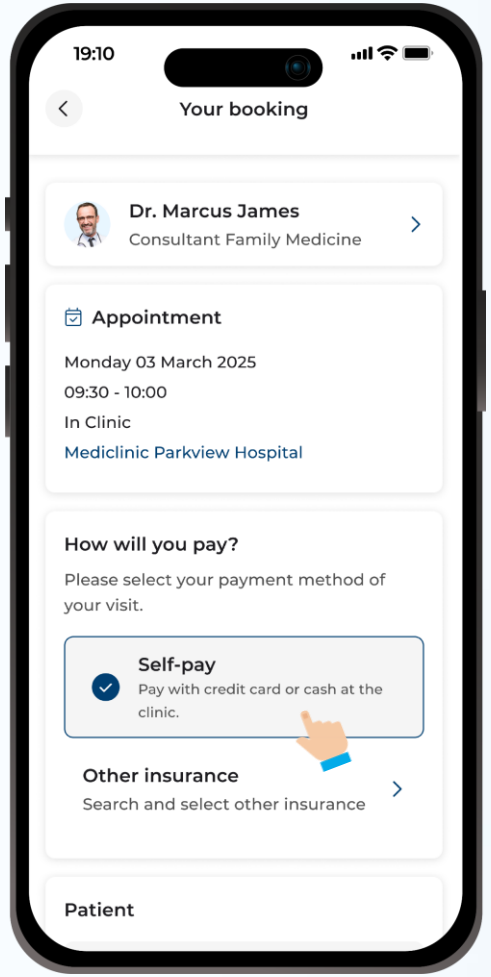


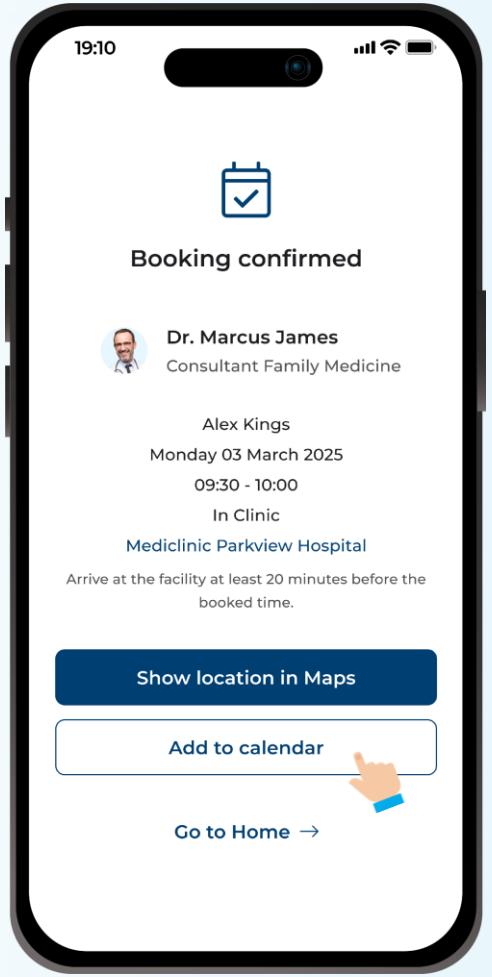


BOOKING
AN APPOINTMENT

THEN

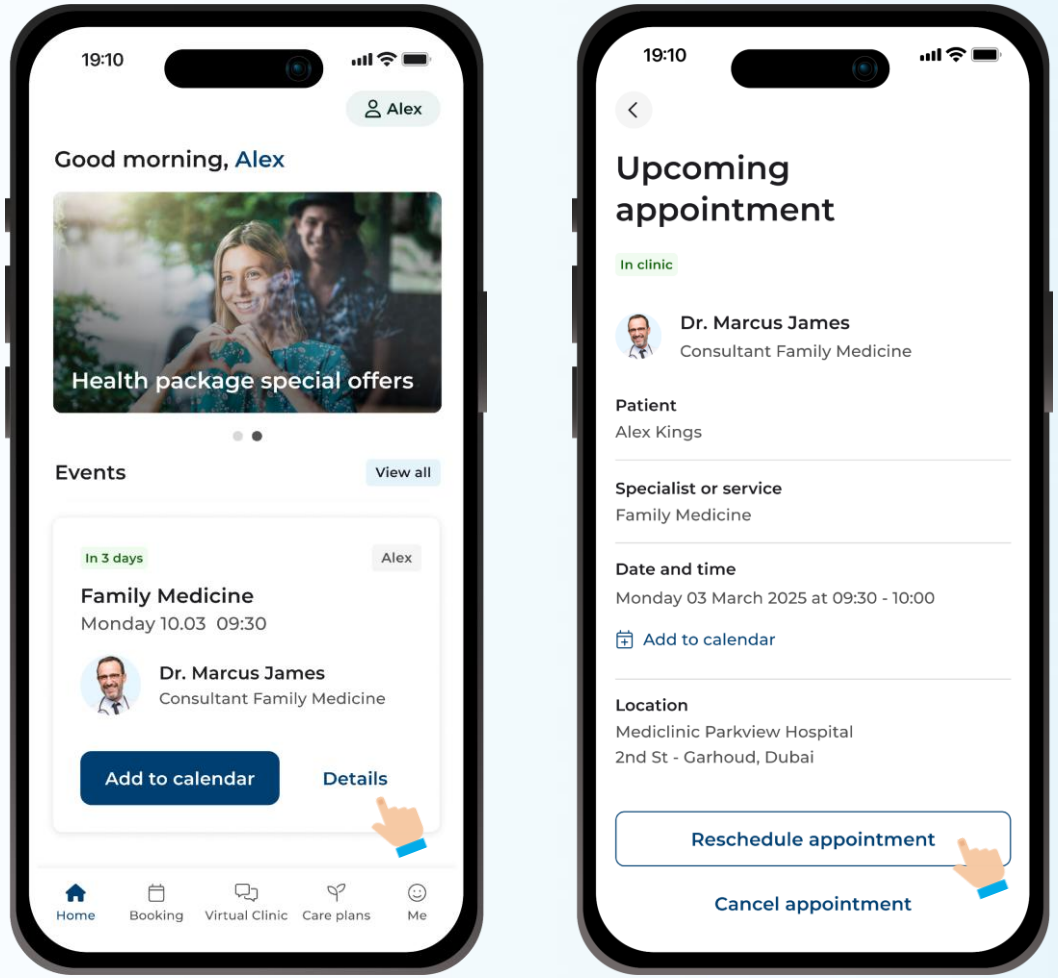
- Choose your mode of payment
- Confirm your booking
- Add the appointment to your calendar so you don't miss it





RESCHEDULING AN APPOINTMENT

When your original appointment time is not convenient, you can reschedule it to another available slot that suits you better.



STEPS TO RESCHEDULE

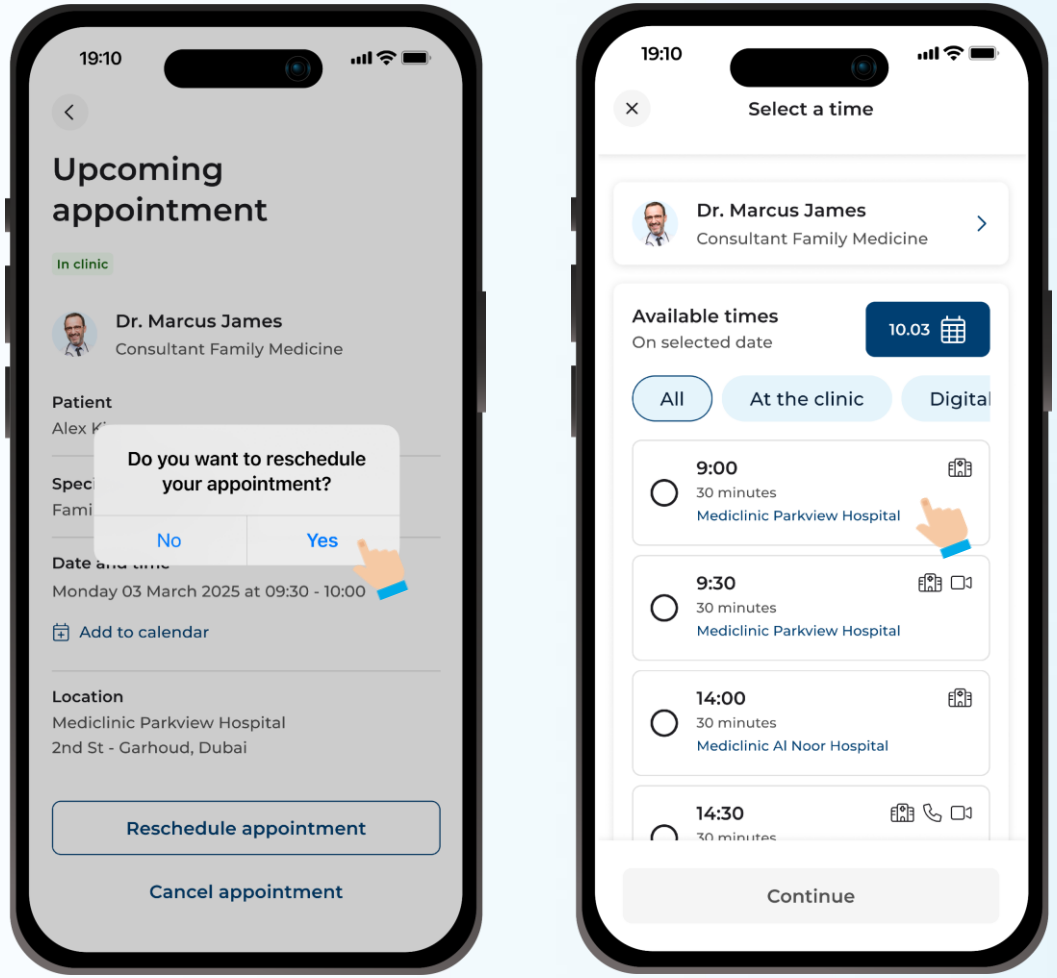
- From the Home Page, tap the Details button of the appointment.
- Click Reschedule Appointment.

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RESCHEDULING AN APPOINTMENT

THEN

- A pop-up box will appear asking if you really want to reschedule.
- Tap Yes to continue.
- Choose the new date and time you prefer.
- After selecting the new date and time, click Continue.

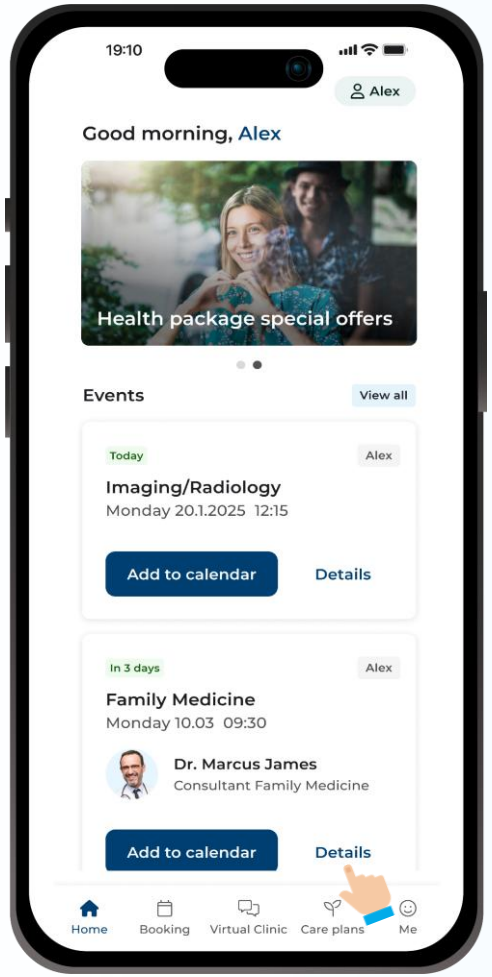


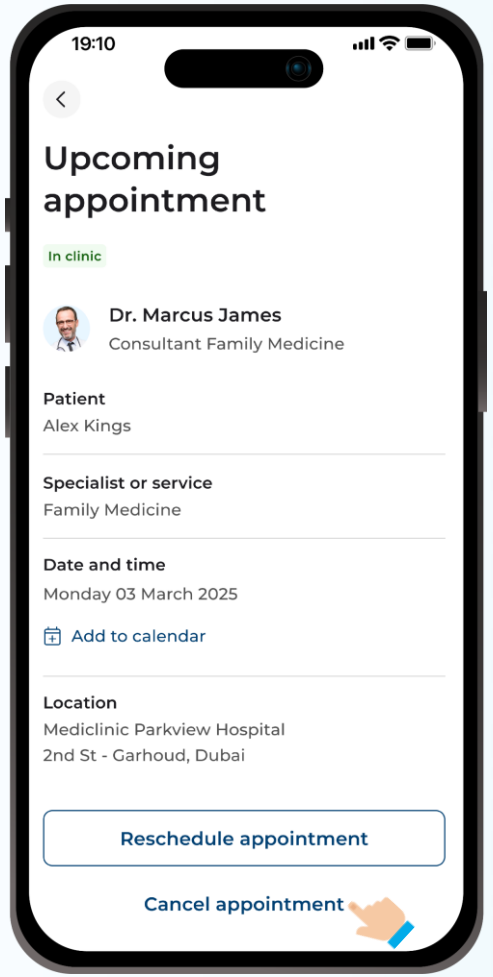
CANCELLING
AN APPOINTMENT

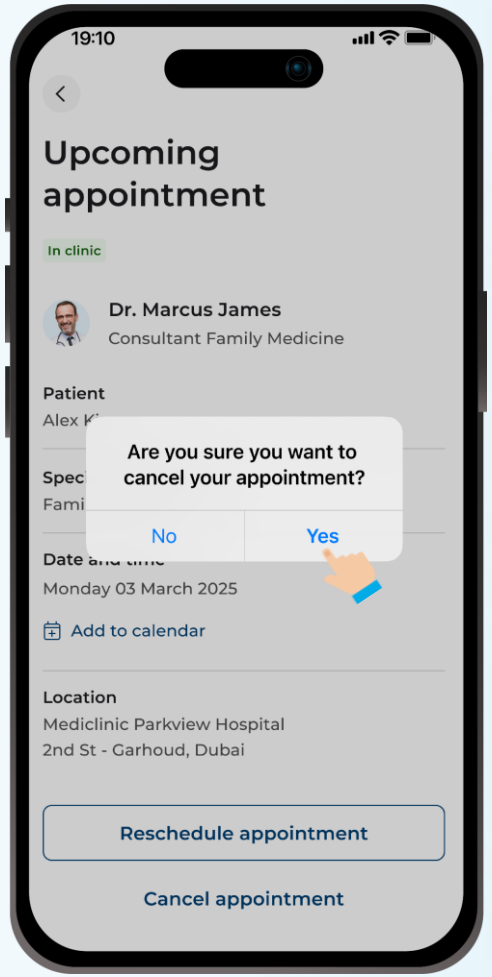
If you are no longer able to attend your appointment, you can cancel it directly from the app.

STEPS TO CANCEL

- From the Home Page, tap the Details button of the appointment.
- Click Cancel Appointment.
- A pop-up box will appear asking if you really want to cancel.
- Tap Yes to confirm.



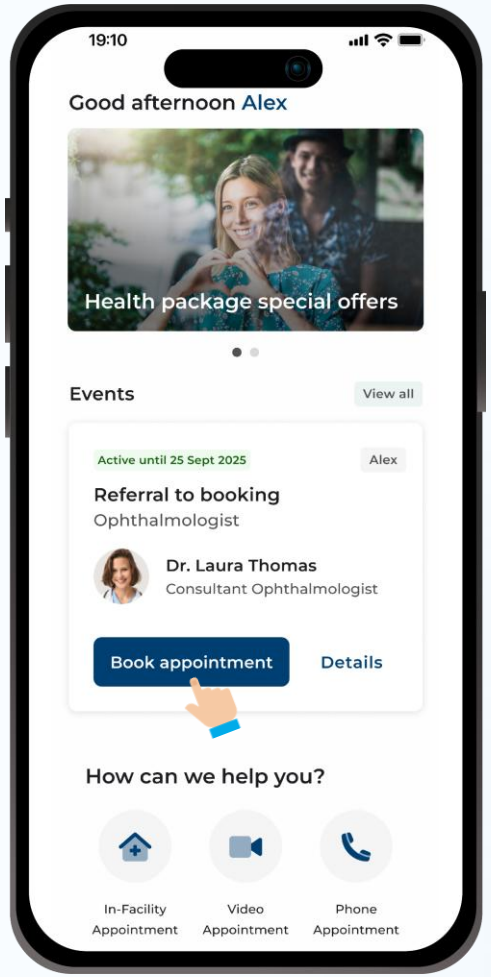


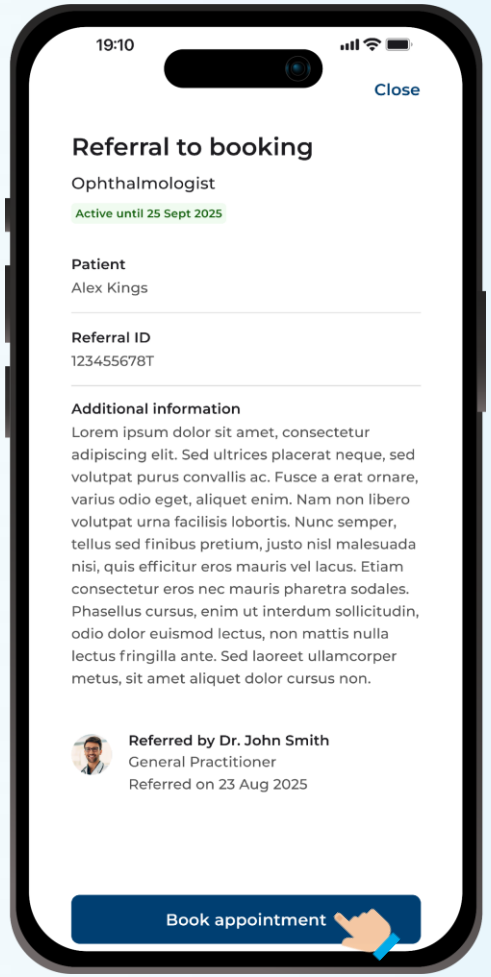


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BOOKING A REFERRAL APPOINTMENT

If you have received a referral, you can book an appointment directly from the app.





STEPS TO BOOK A REFERRAL

- From the Home Page, locate your referral.
- Tap Book Appointment to begin.
- Follow the next screens, which will be similar to booking a regular appointment.
- To view more information about the referral, tap the Details button.

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MANAGING YOUR VIDEO APPOINTMENTS

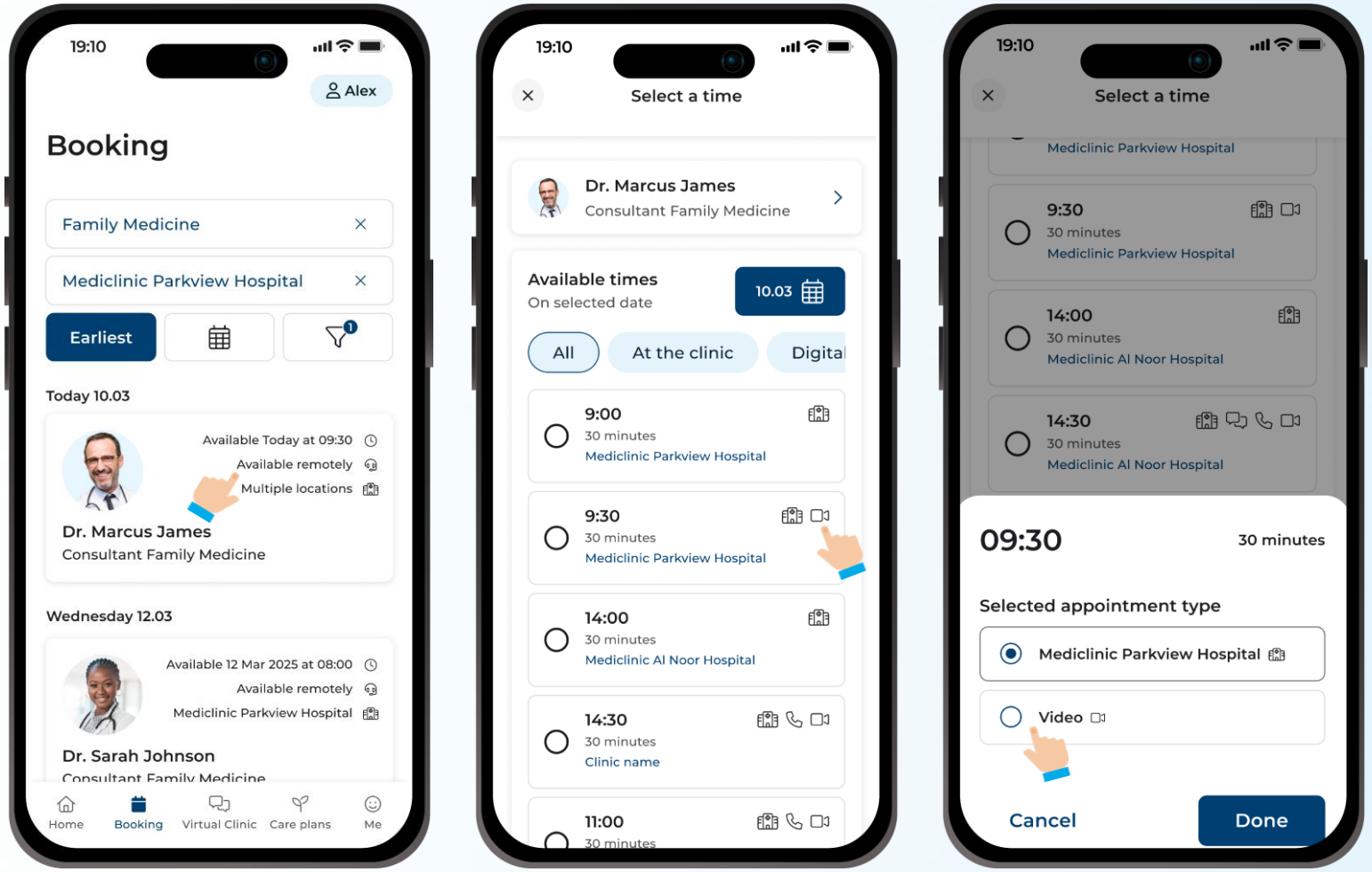
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3.1 BOOKING A VIDEO APPOINTMENT

3.2 JOINING A VIDEO APPOINTMENT

BOOKING
A VIDEO APPOINTMENT

You can book video appointments directly from the Mediclinic App home screen.



STEPS TO BOOK

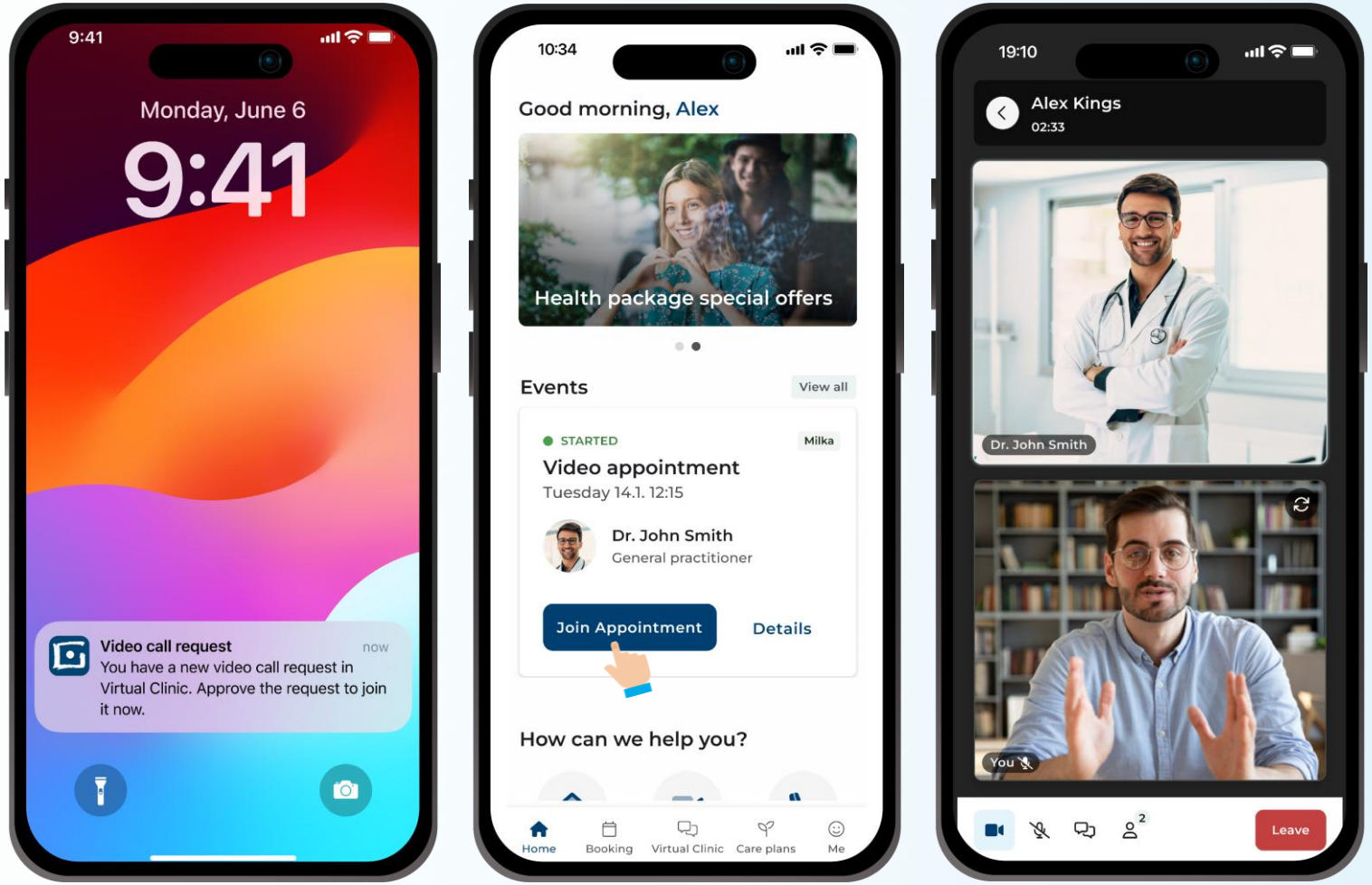
- On the Home screen, choose Video Appointment.
- Choose whether the appointment is for yourself or a family member.
- Tap on Continue.
- Continue by following the same steps as booking an in-facility appointment.

JOINING
A VIDEO APPOINTMENT

You can join video appointments directly from the push notification from the Mediclinic App or from the application's home screen.

STEPS TO JOIN

- You will receive a push notification when a video call request is initiated.
- Tap the notification banner to instantly join the call.



ON DEMAND TELEMEDICINE VISITS

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4.1 BOOKING AN ON DEMAND TELEMEDICINE VISIT

4.2 VIEWING PAST ON DEMAND TELEMEDICINE VISIT

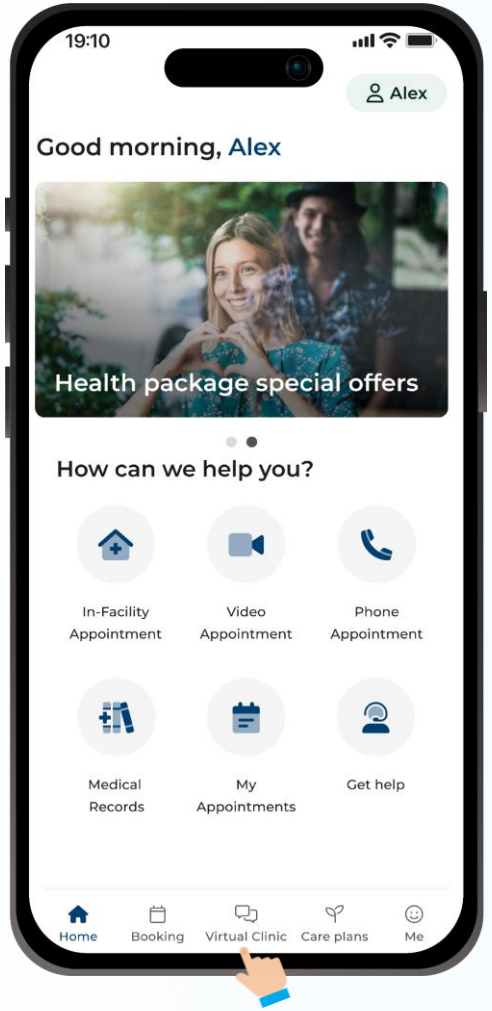
BOOKING
AN ON DEMAND TELEMEDICINE VISIT

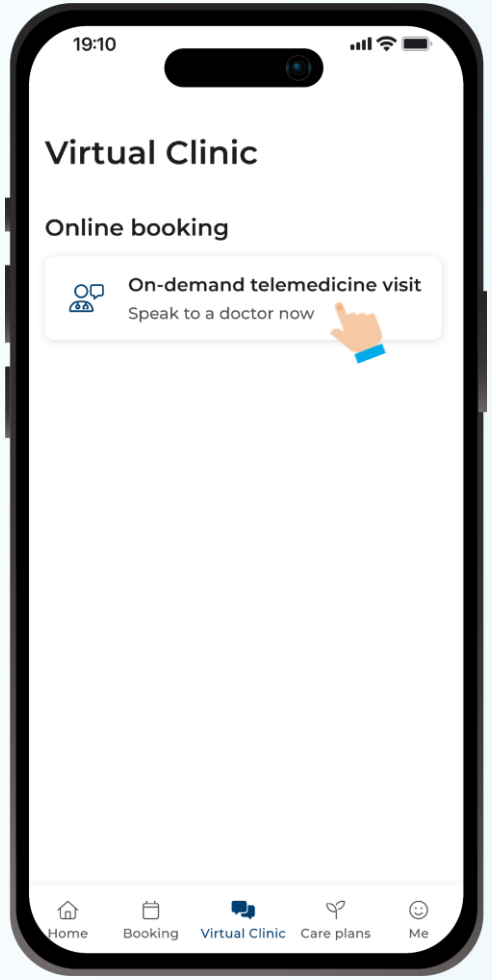
On-demand telemedicine visits let you instantly connect with a doctor anytime, without the need to book in advance

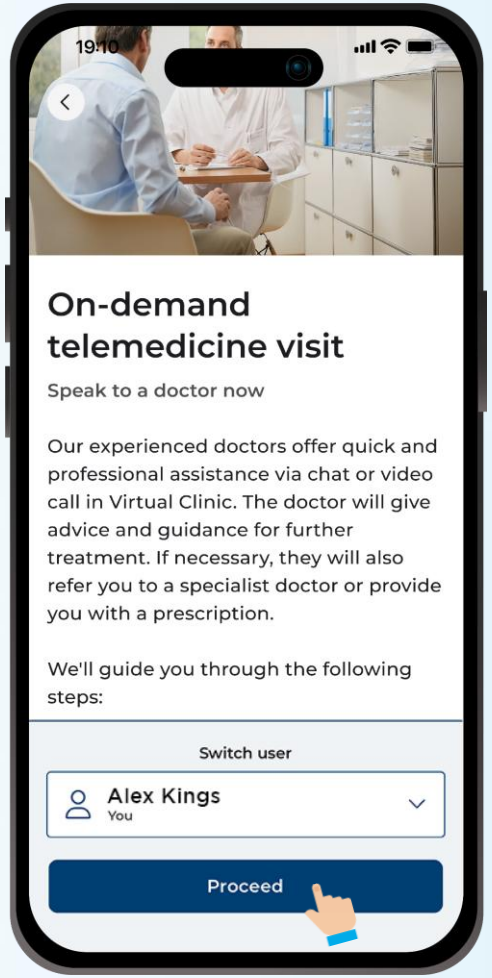
STEPS TO BOOK

- From the bottom menu bar, tap Virtual Clinic.
- Select On-Demand Telemedicine Visit.
- Tap Proceed.

⚠ *A symptom assessment will start. This step is optional.*





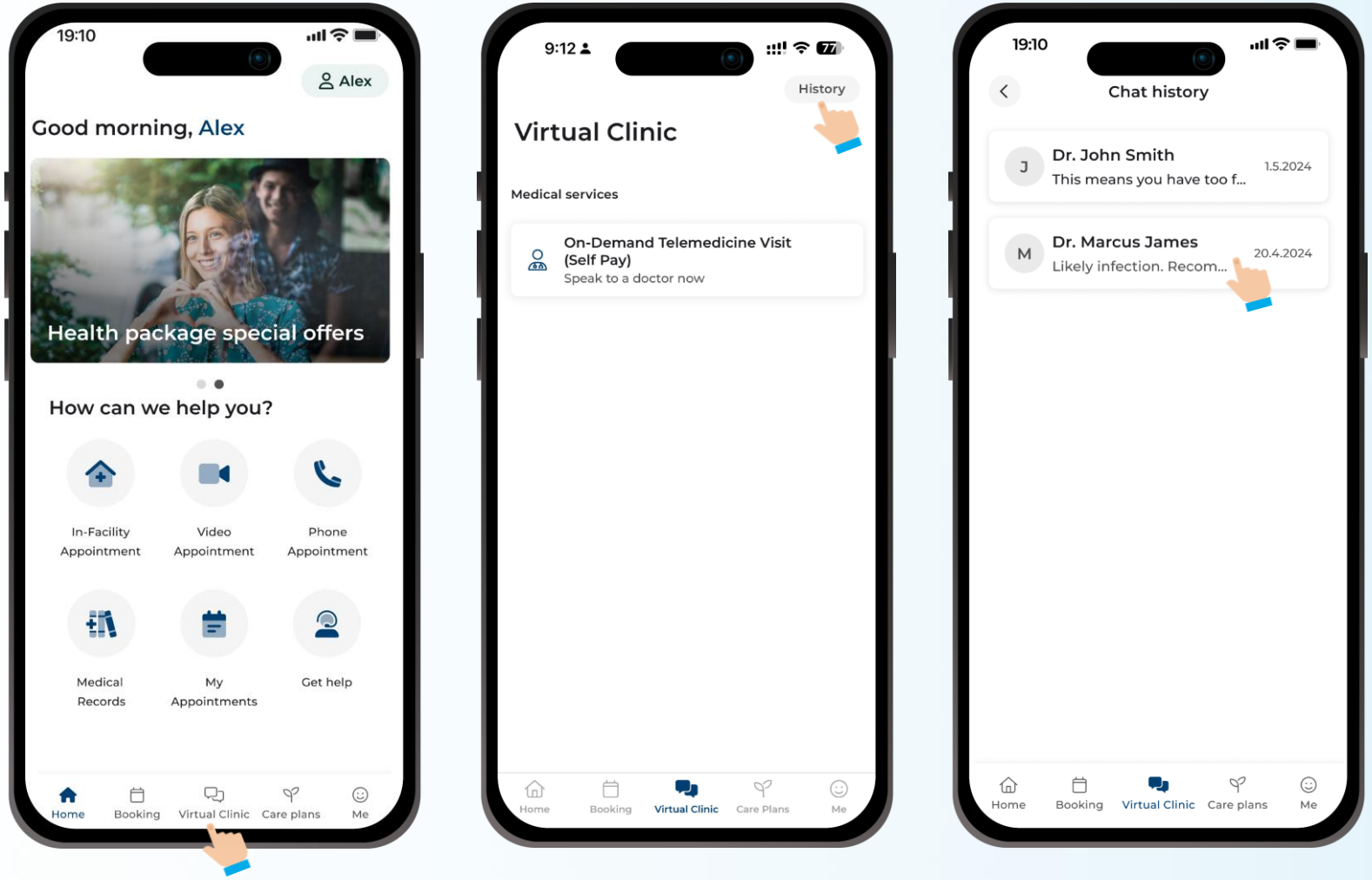


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VIEWING
PAST ON DEMAND
TELEMEDICINE VISIT

You can conveniently access and review all your previous on-demand telemedicine consultations whenever you need them. This allows you to revisit important medical advice or follow up on your care.

To do this, simply tap History on the screen, and you will see a complete list of your past chat sessions with doctors. From there, you can open any visit record to view the conversation details.



ACCESSING YOUR MEDICAL RECORDS

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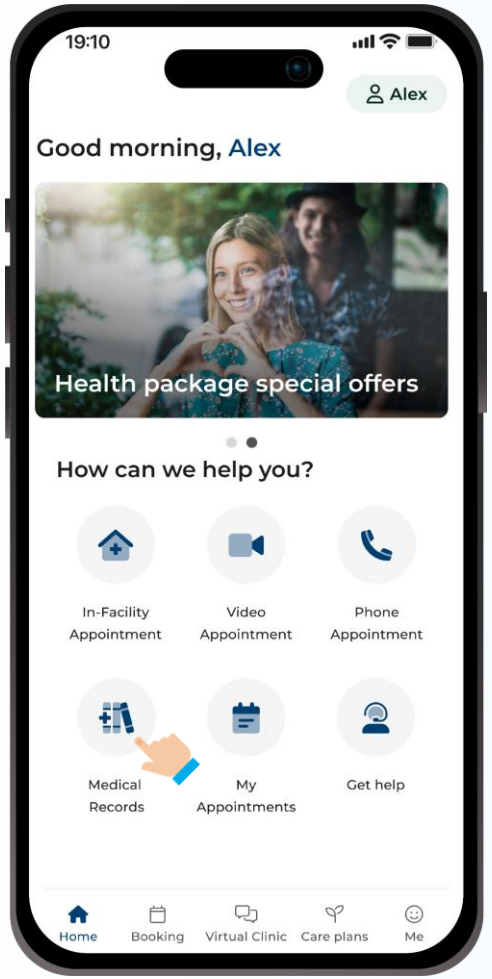
5.1 HOW TO ACCESS MEDICAL RECORDS

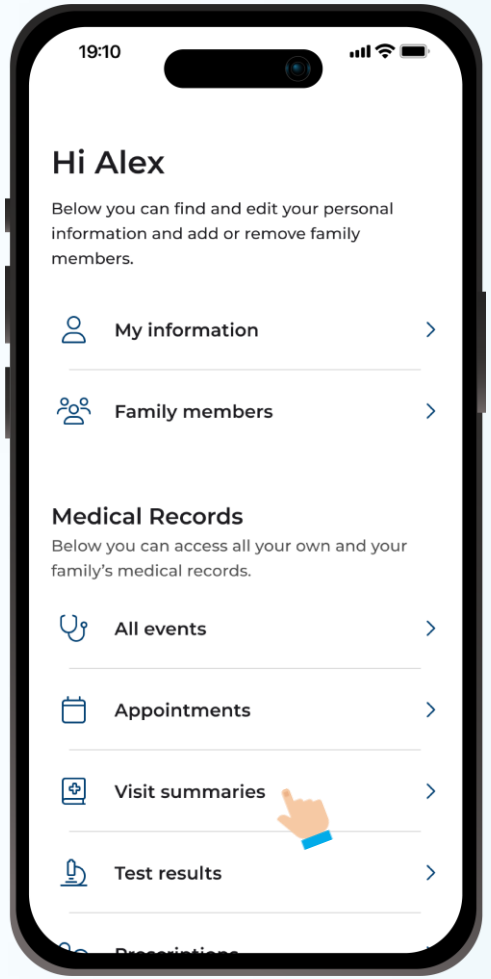
HOW TO ACCESS YOUR MEDICAL RECORD

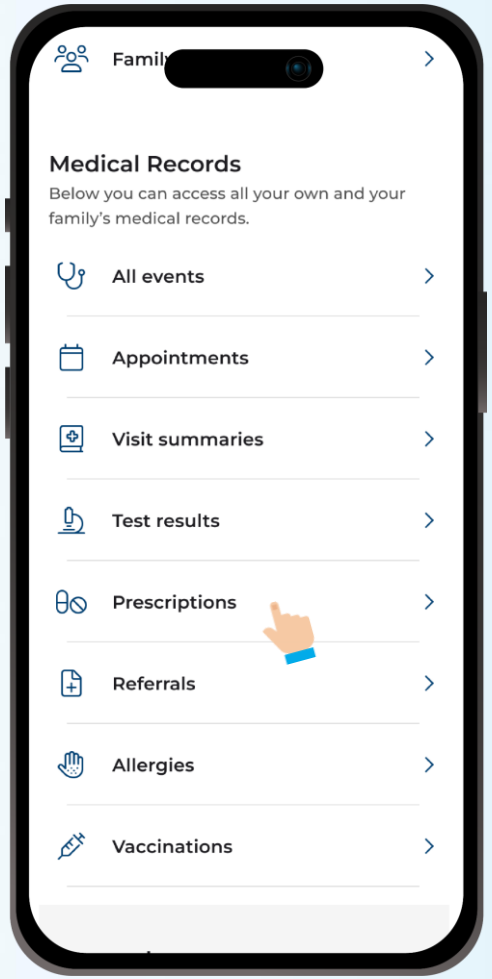
Your health records section provides access to visit summaries, prescriptions, test results, and vaccination history. You can also download or share your records directly from the app.

STEPS TO ACCESS MEDICAL RECORDS

- From the bottom menu bar, tap Me.
- Your medical records will appear in a list, including visit summaries, prescriptions, test results, and vaccinations.
- Tap the record you wish to view







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UPDATING CONSENT PREFERENCES

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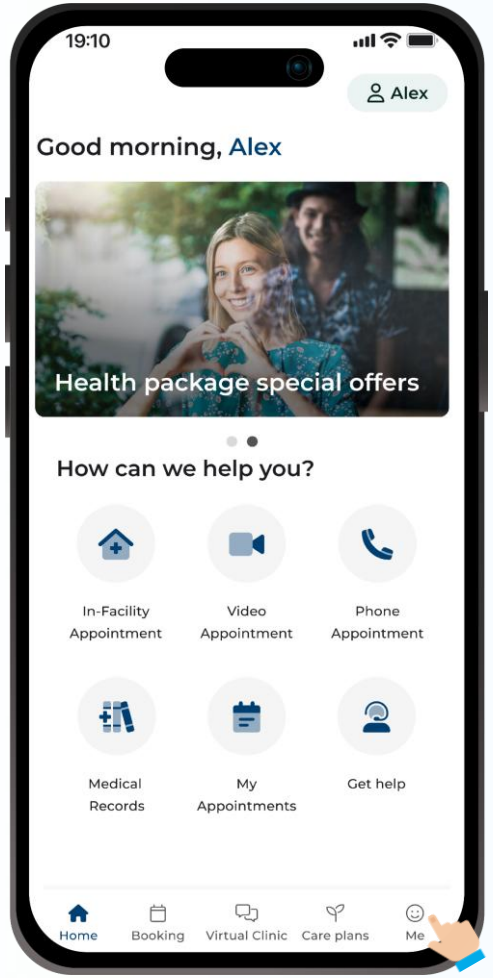
6.1 HOW TO UPDATE CONSENT PREFERENCES

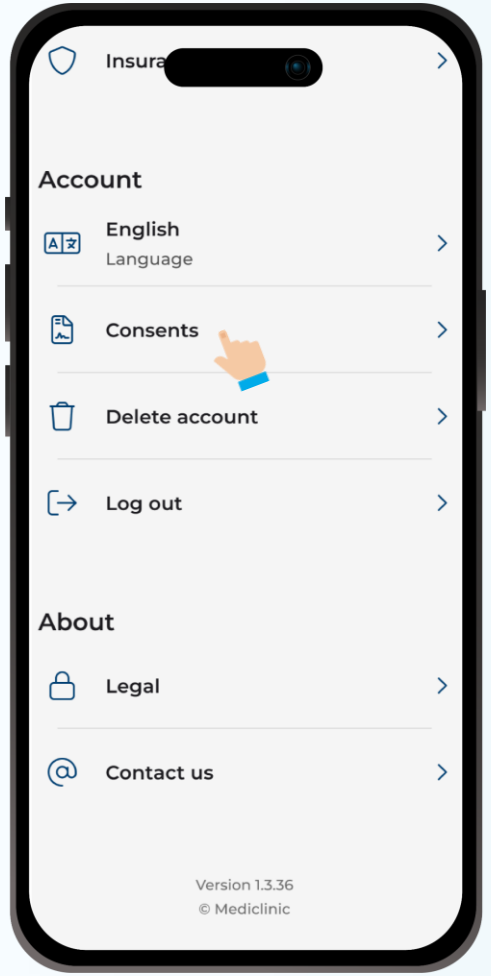
HOW TO UPDATE CONSENT PREFERENCES

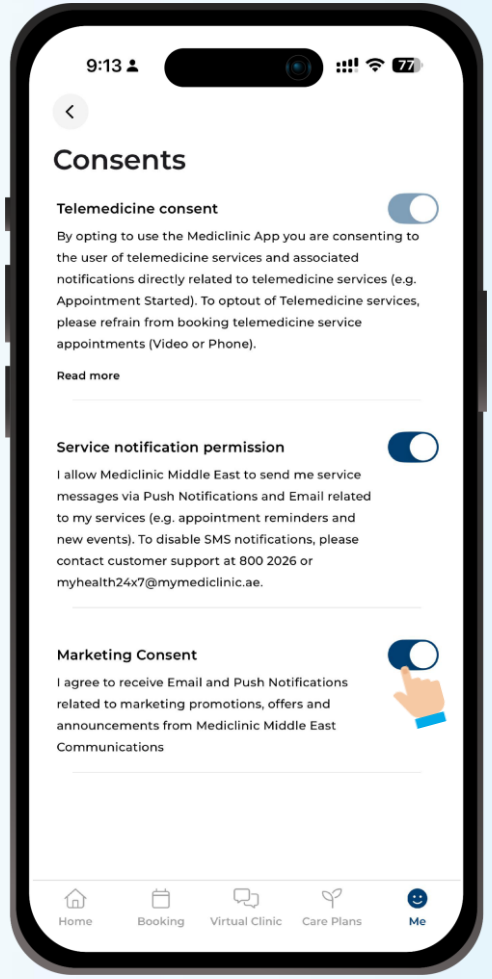
The app allows you to manage your communication and notification settings according to your preferences. This ensures you stay in control of the information you receive.

TO UPDATE YOUR CONSENT SETTINGS

- Tap the Me button in the bottom menu bar
- Scroll down and select Consent.
- Adjust the toggle buttons to turn each consent option on or off, based on your choice.







HELP AND SUPPORT

Contact 800 2026 (Dubai/Abu Dhabi/Al Ain)

You can also email us at mediclinicapp@mediclinic.ae

How-To Video Library

