Circular No (10) 2020

Date: 23/03/2020

To:
healthcare service providers
(licensed by DoH to operate in the field of health insurance)

health insurance Companies
(licensed by DoH to operate in the field of health insurance)

Third Party Administrators "TPA"
(licensed by DoH to operate in the field of health insurance)

Subject: Activation of Tele-medicine services and medicines delivery to homes in the Emirate of Abu Dhabi

Greetings,

In line with the Government’s precautionary measures to prevent and control the spread of the Coronavirus (COVID-19), the Department of Health is temporarily activating tele-medicine services through its “REMOTE CARE” platform to enable accessible, safe and convenient healthcare services by way of:

- Delivery of non-emergency, non-urgent care remotely by all licensed providers in Abu Dhabi covering all health insurance schemes and
- Delivery of medicines to patients in their homes where reasonable.

The aim is to reduce non-emergency visits to healthcare facilities.

The above-mentioned measures are to be implemented for a period of 3 months extendable if warranted.

Accordingly, we would like all Healthcare Providers, Health Insurance Companies and Third Party Administrators to comply and implement the above measures from date of issuance of this circular. To avail this service please contact: RemoteCare@doh.gov.ae

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For any enquiries in this regard, kindly contact Health System Financing Division/ DoH via Tel: 024193845 or by email: Healthsystemfinancing@doh.gov.ae

Thanking you for your kind cooperation...

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 Jamal Mohammed Al-Koobi
Wakil El-Daire al-Sihah El-Enabah