

VIPmed almeda

## **Second opinion Information package**

**Dear Member,**

Your enrollment in the Enhanced plans from Daman includes an exclusive 2<sup>nd</sup> Opinion Service program 'VIPmed almeda'. If you are diagnosed with a serious illness and would like to get further confirmation, this program gives you access to a network of acknowledged Top Medical Experts in Europe to provide you with the best medical 2<sup>nd</sup> opinion in terms of diagnosis and recommendations for therapy.

The following information is meant to provide you with answers to some enquiries that you may have, while completing the medical second opinion forms.

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## 1. What is VIPmed almeda’s Expert Network?

VIPmed almeda is the 2<sup>nd</sup> Opinion Service provided by almeda GmbH, a specialized health care service provider located in Munich, Germany. VIPmed almeda provides its service through a network of Top Medical Experts established in 2002, reaching up to 75 experts from 14 different medical fields. Only the best 3 – 5 experts in a specific medical field, who are highly regarded and have a high reputation, are selected to be part of the Expert Network. You will receive a 2<sup>nd</sup> opinion according to the highest medical standards.

## 2. Which diseases are covered?

VIPmed almeda Services are available\* for the following medical conditions:

Alzheimer`s disease	Malignant tumours (childhood)
Asthma / COPD	Multiple Sclerosis
Atherosclerosis	Major Organ Transplant
Benign Brain Tumour	Major trauma
Cancer**	Parkinson’s disease
Congenital deformities	Paralysis
Coronary heart disease	Severe Burn
Complications of diabetes mellitus	Sleep apnoea
Complications of hypertension	Slipped vertebral disk
Leukaemia	Stroke

(\* subject to the terms and conditions mentioned in your policy wording)

(\*\* e.g. breast cancer, prostate cancer, metastasized course of disease, etc.)

### 3. How does the 2<sup>nd</sup> Opinion Service VIPmed almeda work?

1. You are requested to send Daman a completed '*Patient Consultation Form*' and '*Release of Medical Information Form*', as well as your complete medical records (in English), which should include all relevant investigations i.e radiology films (X-Ray, CT Scan, MRI), lab results, pathology slides etc.
2. After Daman reviews your medical case for your eligibility for this 2<sup>nd</sup> Opinion service and diagnosis, and ensures that all required documents are complete, the records will be sent to VIPmed almeda in Germany.
3. The Top Experts in the respective medical field within VIPmed almeda's medical network are then selected, granting you access to the best medical knowledge available.
4. The Expert provides the required 2<sup>nd</sup> opinion on your medical condition, in terms of diagnosis & recommendations for therapy, through a written report. The report could also include extended reference to the latest scientific papers on the topic, if required.
5. VIPmed almeda will send the report to Daman and then customer service will contact you. You may collect the report from the branches or ask Daman to mail or e-mail the report to you.

The entire process from the time Daman receives the complete medical information until you can collect the report from Daman usually takes an average of 6 – 11 working days. However it can take longer if additional information or laboratory results are required or if the most appropriate specialists are not immediately available.

#### 4. Is your personal data safe during the process?

Daman and VIPmed almeda Expert Network carefully protects the confidentiality of your personal medical information, and will not release personal information about you to third parties for any purpose other than to provide you with the mentioned services.

#### 5. How can you start using this 2<sup>nd</sup> Opinion Service?

Please download *Release of Medical Information Form* and *Patient Consultation Form* or contact Daman to receive the required forms and any additional information required, through:

<b>Website:</b>	www.damanhealth.ae
<b>Telephone</b> (toll free):	800 4 DAMAN (32626)
<b>Fax:</b>	+971 (2) 614 9787
<b>E-Mail:</b>	VIPmed@damanhealth.ae
<b>Personally:</b>	by visiting us in any of Daman's Branches:

- *Musaffah Branch* (Musaffah new Industry Area, Main Street, opposite to Abu Dhabi Islamic Bank)
- *Al-Bateen Branch* (next to Central Bank)
- *Al Ain Branch* (new Clock Traffic Signal, Post Office Building, 2<sup>nd</sup> Floor Offices # 202 & 203)
- *Madinat Zayed Branch*, Western Region (TAMM Center)
- *New Central Branch* (Airport Road, opening soon, March 2008)