



# **Telehealth Consultation & Second Opinion Doctor**



**An Emirati Vision Globally Transforming  
Healthcare to be more convenient,  
effective, and valuable**

# ABOUT HEALTHVERSE

Healthverse, headquartered in Dubai, is an Emirati company at the forefront of healthcare innovation. Specializing in online video consultations, expert second medical opinions, and teleradiology, we bridge the gap between patients and top-tier medical professionals.

Our consulting physicians, renowned for their expertise and extensive experience, stand as industry leaders in delivering unparalleled healthcare services

Through cutting-edge interfaces,

With a commitment to excellence, we redefine healthcare accessibility, ensuring patients receive the best care in the digital era.



# TELEHEALTH ADVANTAGES

Empower patients to have consultations with their physicians conveniently from their home or workplace, aligning with their hectic schedules, and eliminating the need to take time off from work.



## **Support for Vulnerable Populations**

Provide effortless healthcare access for elderly and vulnerable individuals, reducing their exposure risks and enabling them to access second opinion



## **Assistance for Rural and Mobile Personnel**

Deliver healthcare assistance to individuals who are constantly on the move, ensuring they receive medical attention regardless of their location.



## **Chronic Illness Management**

Effectively oversee and address chronic illnesses, guaranteeing regular check-ups and personalized care for patients.



## **Accessibility for Individuals with Limited Mobility**

Video consultations offer unparalleled accessibility for individuals with limited mobility, ensuring that healthcare reaches everyone. By eliminating the need for physical travel, these virtual appointments empower patients to receive expert medical advice from the comfort of their homes, fostering a more inclusive and convenient healthcare experience.



## **Healthcare for Frequent Travellers**

Provide uninterrupted healthcare assistance for individuals leading a mobile lifestyle, connecting them with medical specialists according to their convenience.



HEALTHVERSE

# TELE CONSULTATION ADVANTAGES



### **Expanded Reach**

Healthverse allows Tadawi to extend services beyond physical boundaries, reaching patients in remote areas who may have limited access.



### **Increased Efficiency**

The platform can streamline the delivery of care by reducing wait times for appointments, minimizing travel for patients and providers, and optimizing resource utilization within the hospital.



### **Enhanced Patient Engagement**

Healthverse platform offer convenient communication channels for patients to interact with healthcare providers, fostering better engagement, adherence to treatment plans, and overall satisfaction with care.



### **Continuity of Care**

Healthverse facilitates continuous monitoring and follow-up care, enabling Tadawi to maintain ongoing relationships with patients and ensure timely intervention and management of chronic conditions.



### **Specialist Access**

Healthverse enables Tadawi to connect patients with specialist expertise remotely, allowing for timely consultations and collaboration on complex cases without the need for patient transfers or referrals to external facilities.



### **Disaster/Pandemic Preparedness**

Healthverse provides Tadawi with a resilient healthcare delivery model that can be quickly scaled up during disasters or pandemic, ensuring continuity of care even in challenging circumstances.



HEALTHVERSE

EXPERT SECOND  
MEDICAL OPINION



### **Improved Patient Satisfaction**

Providing patients with the option to seek a second opinion increase confidence and trust in the Tadawi healthcare system, leading to higher levels of patient satisfaction and loyalty.



### **Reduced Medical Errors**

By encouraging a collaborative approach to decision-making, second opinions can help identify and mitigate potential medical errors, ultimately improving patient safety and outcomes.



### **Increased Referral Retention**

Offering second opinion services internally can help Tadawi retain patients who may otherwise seek opinions from external providers, thereby preserving revenue and fostering long-term patient relationships.



### **Target International Patients**

Offering second opinion services can attract international patients to Tadawi as the marketing of the specialist is handled by Healthverse.



### **Professional Development**

Engaging in the process of seeking and providing second opinions can contribute to ongoing professional development for Tadawi doctors, promoting knowledge sharing and interdisciplinary collaboration within the hospital.



### **Competitive Advantage**

Hospitals that offer second opinion services differentiate themselves as patient-centered institutions committed to delivering high-quality, comprehensive care, thus gaining a competitive edge in the healthcare marketplace.

Overall, integrating second opinion services into hospital practices can lead to improved patient care, diagnostic accuracy, and overall organizational performance.



# OUR DOCTORS



- Anesthesia
- Cardiology
- Dermatology
- Endocrinologist
- Gastroenterology
- Geriatric Medicine
- Neonatology
- Ophthalmology
- Physiotherapy
- Pulmonology
- Urology/Andrology
- Bariatric Surgery
- Critical Care and I.C.U
- Diet & Nutrition
- ENT
- General Practitioners
- Internal Medicine
- Neuroscience
- Orthopedics
- Plastic Surgery
- Radiology
- Vascular Surgery
- Breast Care
- Dentistry
- Emergency
- Family Medicine
- General Surgery
- Laboratory
- Obstetrics & Gynecology
- Paediatrics
- Psychiatric
- Rheumatology



VIDEO CONSULTATION  
PATIENT JOURNEY

# Patient Registration

## Personal Information

<input type="text" value="First Name*"/>	<input type="text" value="Last Name*"/>
<input type="text" value="Email*"/>	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
<input type="text" value="Country Code*"/> ▼	<input type="text" value="Phone*"/>
<input type="password" value="Password*"/> 	<input type="password" value="Confirm Password*"/> 

I accept the [terms and conditions](#)

[← Back](#)

[Next →](#)

## Verify OTP

Enter OTP received on mobile or email

Verify

[Click To Resend OTP](#)

# Patient Consent Form

Healthverse

**PROFESSIONAL SERVICE AGREEMENT** ✕

under the laws of the United Arab Emirates, having its office at Office No. 107, Wafi Mall, Dubai, Dubai, UAE ("hereinafter referred to as the "Service Provider").

**Background:**

The Service Provider operates a software platform ("Platform") that facilitates the provision of Expert Medical Opinions to patients seeking additional medical information and opinions regarding their healthcare.

**Purpose:**

The purpose of this Agreement is to outline the terms and conditions under which the Patient may utilize the Platform provided by the Service Provider to obtain Expert Medical Opinions.

**Agreement:**

**Services Provided:**

The Service Provider shall provide the Patient with access to the Platform for the purpose of uploading medical diagnostic records and seeking Expert Medical Opinions.

The Service Provider shall transfer the Patient's information to registered medical practitioners for the provision of Expert Medical Opinions.

**Patient's Responsibilities:**

Healthverse

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# Registration Confirmation



**Verified!**

Email have been verified successfully

[Find Doctor](#)

# Registration Confirmation – Welcome Email



**Dear (Name),**

Welcome to Healthverse – your dedicated platform for comprehensive and personalized healthcare management. We are thrilled to have you on board, and we look forward to supporting you on your journey to better health and wellness.



**Encounter the most seasoned and highly skilled medical professionals**

**Key features and benefits**


- **Personalized Health Profile**  
Create and manage your health profile, allowing us to tailor our services to your unique needs.
- **Telehealth Services**  
Explore virtual consultations and healthcare services from the comfort of your home.
- **Second Medical Opinion**  
Obtain a secure and expert second medical opinion from highly experienced doctors regarding your medical condition.

[Visit your account now](#)

# Doctor Search

▼

All ▼




**Dr. HUSSAIN AL RAHMA**

Emergency Medicine

Experience : 20 Years

[View Profile](#)




**Dr. ALI AL BELOOSHI**

Orthopaedics

Experience : 18 Years

[View Profile](#)




**Dr. ABUBAKER AL MADANI**

Neurology / Neurosurgery

Experience : 21 Years

[View Profile](#)




**Dr. MARYAM TARISH AL MANSOORI**


Emergency Medicine

Experience : 8 Years


[View Profile](#)




**Dr. ABDULRAZZAQ ALI AL**



**Dr. BASSAM MAHBOUB**



**Dr. FATMA MOHAMMED AL**



**Dr. LUBNA AHMAD**




# View Profile




## Dr AHMAD ALAMADI


Ear-Nose-Throat (ENT)

 Video Consultation

 Second Opinion

 Experience: 20 Years

 Location: Dubai

 Languages: Arabic, English

### About Doctor

Dr. Ahmad Alamadi presently acts as a consultant Otolologist and Neurotologist, assuming the role of Medical Director at the Ministry of Health, UAE and concurrently serving as the Chief Executive Officer of the Advance Hearing & Balance Center in Dubai. Furthermore, he holds the position of Clinical Associate Professor at Sharjah University, focusing on Otolological surgeries and the treatment of individuals with dizziness. Engaging in active involvement in undergraduate and postgraduate teaching and research also serves as an Aero Medical Examiner.

### Specialization




Otolological Surgeries

Management of Dizzy Patients

Neurotologist


Aero Medical Examiner

### Work Experience

- 
**Advance Hearing & Balance Center** Oct 01, 2010 to Present  
 Consultant & CEO
- 
**Ministry of Health, UAE** Jan 01, 2008 to Present  
 Head of Evaluation committee for higher degrees
- 
**University of Sharjah** Jan 01, 2014 to Present  
 Adjunct Associate Professor

# Book Consultation

Find Doctor\*  X ▾



**Dr. AHMAD ALAMADI**  
Ear-Nose-Throat (ENT)

[View Profile](#)

Experience: 20 Years **Dubai**  
Languages: Arabic, English

Patient Profile\* ▾ + Add New

## Current Medical Situation\*

16px    ▾ Normal    ▾    **B**    *I*    U    ~~S~~    **A**    ☰ ☷    ▶ 🔍    🔗    📎    📁    ✂

Describe your medical condition

### Pick Time & Date

<

**Thu**  
Apr 18

Mon  
Apr 22

Tue  
Apr 23

>

Morning

09:00 AM

10:00 AM

11:00 AM

Noon

12:00 PM

### Medical Records

Add all available Medical records, Test reports, X-rays, CT scan and DICOM

No medical records available

Select if no medical records available

Drop files here or Click here

File formats accepted are JPEG, JIF, WORD, PDF, ZIP, CT

# Create Profile

Add Patient



First Name*	Last Name*
ID Type* <span>▼</span>	ID Number*
Phone*	Gender* <span>▼</span>
Email* santhosh@healthverse.ai	Relationship <span>▼</span>
Height* <span>CM</span>	Weight* <span>KG</span>
Select your birthday <span>📅</span>	Nationality United Arab Emirates <span>▼</span>

Allergy

+ Add New Allergy

Type	Allergy	Onset	Reaction	Status	Severity	Action
------	---------	-------	----------	--------	----------	--------

Cancel

Create

# Pick Time Slot

## Pick Time & Date

< **Thu  
Apr 18** Mon  
Apr 22 Tue  
Apr 23 >

### Morning

09:00 AM 10:00 AM 11:00 AM

### Noon

12:00 PM

# Add Medical Records

## Medical Records

Add all available Medical records, Test reports, X-rays, CT scan and DICOM

No medical records available

Drop files here or [Click here](#)

File formats accepted are JPEG, JIF, WORD, PDF, ZIP. CT Scan Images - To upload CT Scan Images (DICOM), zip images in the CD and upload as .zip file

# Case Created

Case No : 161

Request Type : **Normal**

Status : **Appointment Accepted**

Payment Status : **Pending**




**Chat**

## Doctor Detail



**Dr. AHMAD ALAMADI**

Ear-Nose-Throat (ENT)

 Experience : 20 Years

 City : Dubai

 Languages : Arabic, English

Video Call Schedule

## Patient Information



Patient Name  
**Santhosh Narayan**

Age : 44  
Gender : Male

Height(cm) : 182 cm  
Weight(kg) : 90 kg

Allergies: Shellfish  
Family History: Hypertension

## Consultation Details

Payment Mode

**Self**

Current Medical Situation :

Ear pain

 Medical Records

# Confirmation Email

Dear {Name},

This is to confirm your video consultation with Dr. Mohammad Al Falasi on Sunday, 09 July 2024 10:20 AM.

**Your Doctor  
Appointment  
Confirmed.**



## Booking Details



**Dr. MOHAMMAD AL FALASI**  
Ear-Nose-Throat (ENT)



**Date & Time**  
Sun, 9 Jul, 2024 - 10:20 AM

You can join the video consultation 1 hour before your appointment. View your Appointment Details to access your video consultation or reschedule your appointment:


[Manage Appointment](#)

# Payment

←  Computer & Communication Equipment Design

AHMAD ALAMADI (Case No: 161)




**AED 75.00**

 **G Pay**

Or pay with card


Email

Card information


1234 1234 1234 1234	 
MM / YY	CVC 


Cardholder name

Country or region

**Securely save my information for 1-click checkout**  
Enter your phone number to create a Link account and pay faster on Computer & Communication Equipment Design and everywhere Link is accepted.

 050 123 4567

 [link](#) · [More info](#)

**Pay**



# Email with payment link

Dear {Name},

We're delighted to confirm your upcoming appointment with Healthverse!

Secure your appointment now by completing your payment.



## Booking Details



**Dr. MOHAMMAD AL FALASI**  
Ear-Nose-Throat (ENT)



**Date & Time**  
Sun, 9 Jul, 2024 - 10:20 AM

Pay Now

Thank you for choosing Healthverse! We look forward to serving you.



VIDEO CONSULTATION  
DOCTOR JOURNEY

# Doctor Login

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Login with your credentials.



[Forgot Password ?](#)

**SIGN IN**

New to **HealthVerse**?

[Register Now](#)

# Doctor Dashboard

- Dashboard
- Video Consultation
- Second Opinion
- Appointments
- Finance

**Welcome to Healthverse**

Video Consultation  
**20**

Second Opinion  
**8**

Upcoming Physical Appointments  
**0**

Second Opinions Overdue  
**0**

**Video Consultation Appointments**

Case No	Patient Name	Status	Date ↓
162	Santhosh Narayan	Appointment Accepted	Apr 21, 2024 10:47 PM
161	Santhosh Narayan	Appointment Accepted	Apr 20, 2024 08:53 AM
160	Santhosh Narayan	New	Apr 20, 2024 08:53 AM
159	Santhosh Narayan	New	Apr 19, 2024 04:27 PM

**Second Opinion Requests**

Case No	Patient Name	Type	Status	Date
153	Santhosh Narayan	Normal	New	Apr 20, 2024 10:03 AM
136	Ack Patient	Normal	Overdue	Feb 19, 2024 11:54 AM
127	Riya Viju	Normal	Appointment Scheduled	Jan 20, 2024 10:46 AM
126	Viju Vargheese	Normal	New	Jan 20, 2024 10:36 AM

# Manage Time Slots



Dr. AHMAD ALAMADI

About

Settings

## Availability

Monday

09:00 AM - 12:00 PM



Tuesday

09:00 AM - 12:00 PM



Wednesday

09:00 AM - 12:25 PM



Thursday

09:00 AM - 12:25 PM



Friday

09:00 PM - 12:00 PM



Saturday



## Other Setting

Notification Enabled ?

Video call Enabled ?

Second Opinion Enabled ?

Time Zone

Asia/Dubai

Save

Fees

# View Case Details

## Case No : 162

Dashboard • Video Consultation • Case No: 162

Request Type : **Normal**

Status : **Appointment Accepted**

Payment Status : **Pending**



[Send Payment Link](#)

[Chat](#)

### Video Call Schedule

Date **Apr 22, 2024 10:00 AM**

Time **10:00 AM**

[Start Consultation](#)

[Reschedule](#)

### Patient Information



Patient Name  
**Santhosh Narayan**

Age : 44  
Gender : Male

Height(cm) : 182 cm  
Weight(kg) : 90 kg

Allergies: Shellfish  
Family History: Hypertension

### Consultation Details

Payment Mode

**Self**

Current Medical Situation :

Ear pain

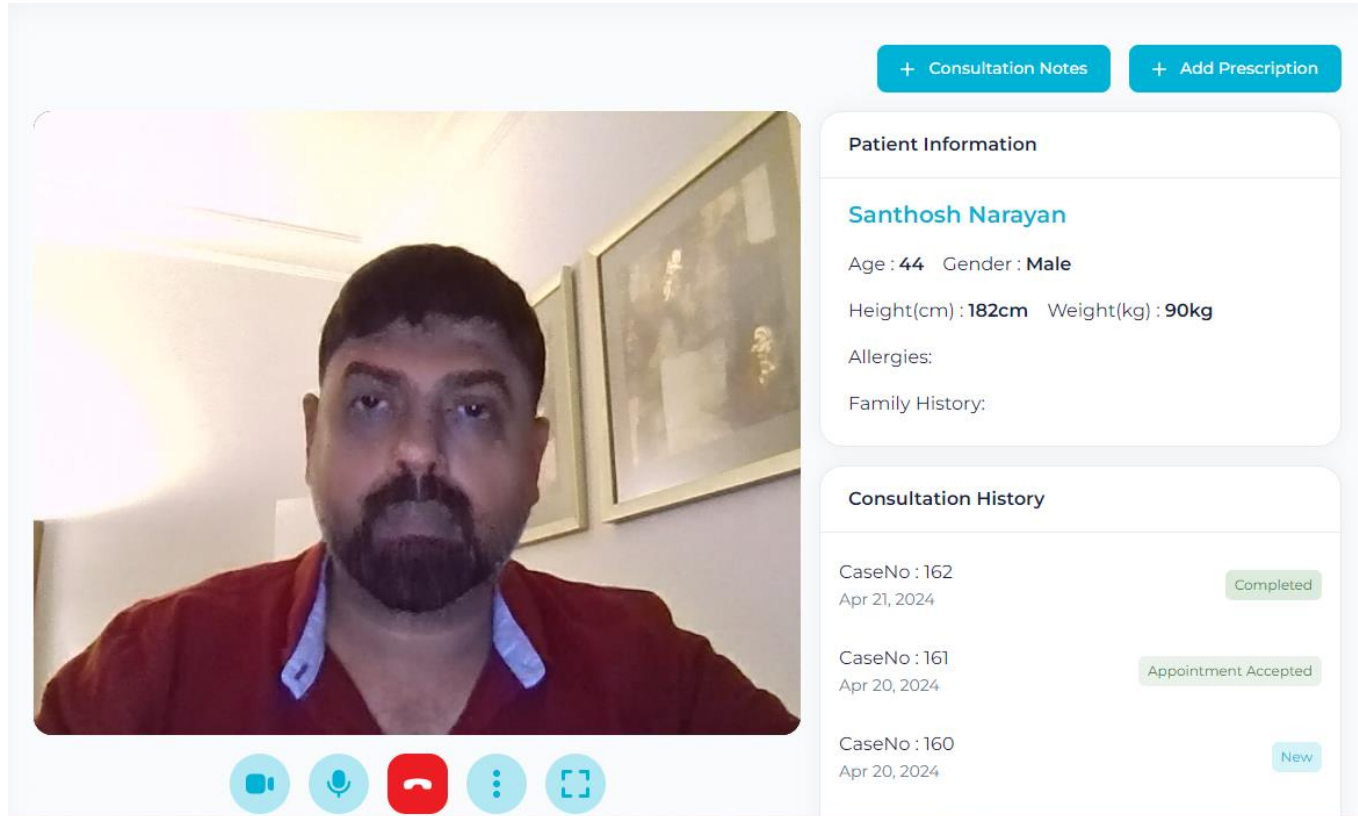
### Consultation History

CaseNo : 162  
Apr 21, 2024

**Appointment Accepted**

CaseNo : 161

# Start Video Consultation



The screenshot displays a video consultation interface. On the left is a video feed of a man with a beard wearing a red shirt. Below the video are icons for video, microphone, call, settings, and screen share. On the right is a sidebar with two main sections: 'Patient Information' and 'Consultation History'.

**Buttons:** + Consultation Notes, + Add Prescription

**Patient Information**

**Santhosh Narayan**

Age : 44 Gender : Male

Height(cm) : 182cm Weight(kg) : 90kg

Allergies:

Family History:

**Consultation History**

CaseNo	Date	Status
162	Apr 21, 2024	Completed
161	Apr 20, 2024	Appointment Accepted
160	Apr 20, 2024	New

# Consultation Notes

## Consultation Summary

Dashboard • Video Consultation • Case No. 162 • Consultation Summary

### Consultation

Consultation Type

New Consultation



Visit Type

### Complaints

### Allergies

### Family History

### Vitals

### Current Medications

### History of Illness\*

### Past Medical/Surgical History



# Consultation Notes

Review Of Symptoms

Consultation Notes\*

Nurse Remarks

Problems List

Diagnosis Details\*

Follow up Details

Is Chronic\*

Yes  No

Chronic Disease\*

Diabetes

# Prescription

Add New Prescription



No Known Allergy

Prescribing Doctor\*

Prescription Date



Prescription Time



Regular  Stat  Urgent

Name\*

Item Strength

Item Strength Unit

Admin Strength

Route

Dosage

Dosage Unit

Control Drug Number

Frequency

Duration

Duration Unit

Refills

Total Quantity

Start Date

22 Apr 2024



End Date

22 Apr 2024



Instructions

Before Food  After Food  With Food  None

Close

Save

# Prescription

Add New Prescription



No Known Allergy

Prescribing Doctor\*

Prescription Date



Prescription Time



Regular  Stat  Urgent

Name\*

Item Strength

Item Strength Unit

Admin Strength

Route

Dosage

Dosage Unit

Control Drug Number

Frequency

Duration

Duration Unit

Refills

Total Quantity

Start Date

22 Apr 2024



End Date

22 Apr 2024



Instructions

Before Food  After Food  With Food  None

Close

Save

# Report

## Report Detail

### Consultation

Consultation :Dr. AHMAD ALAMADI

Visit Type :

Template :10:00 am

Consultation Type :New Consultation

### Complaints

### Allergies

Allergy	Onset	Reaction	Status	Severity
Shellfish	long_time	Rashes	active	moderate

### Family History

# Consultation Completed



Dear {Name},

We're pleased to inform you that your consultation with Dr.Mohammad Al Falasi has been successfully completed.

**Your consultation  
has been completed.**



To review the summary of your consultation, please click the link below:

[View Summary](#)





# THANK YOU



**Any questions?**

Find me at [santhosh@healthverse.ai](mailto:santhosh@healthverse.ai)