


HelloDoc Partnership Policy

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0.1	November 2020	Sabine Fonderson	New policy

Revision distribution

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Accorded by: Sabine Fonderson
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HelloDoc | Online Medical Service info@hellodoc.nl
Chamber of commerce number 69995494 | Mankesstraat 61, 2597 CK The Hague

Overview

HelloDoc is a telehealth platform, available 24 hours a day for direct communication with a healthcare professional via video, audio call or instant messaging in over 12 languages. Our main focus is to deliver healthcare online, safely, timely and efficiently for those that are not (yet) registered with a local general practitioner (GP). Our motto is *“Your Doctor on the Go”*. We accept referrals from our partners and this document highlights the process and the shared goals and expectations.

Below is a quick step-by-step guide on the referral process to HelloDoc.

1. Send an email to studentsupport@hellodoc.nl
2. In the **heading/subject line** use the name of your department and the reason for the email such as “referral” or “student support needed”
3. Please **cc the student** to the email as well
4. In the message avoid sharing any sensitive information regarding the student for instance medical diagnosis or therapy. A sentence such as “I kindly refer to you **<name of student>** to your care and services” will suffice.
5. Include a sentence that suggests that consent has been granted by the student for this referral.
 - a. If you feel this is an urgent referral and have agreed for the student to be contacted by telephone, please include a telephone number that we can use to reach the student.

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Scope

The HelloDoc Partnership policy provides direction on how to establish and maintain a collaboration in support of agreed physical and mental health strategies or solutions to clients. Furthermore, this partnership document creates the foundation to adhere to a set of corporate policies, principles and values for the provision of telehealth facilities. The policy is written for all HelloDoc team members and its contractual third-party partners. These third-party partners are henceforth known as communication channels for the sole provision of clients (patients) who are in need of HelloDoc's telehealth solution.

HelloDoc strives to create collaborations with partner organizations in order to fulfill a common goal. We aim to deliver the most effective and tailor-made healthcare service online. We do this by focusing on 4 key values

1. **Responsible healthcare:** We take full responsibility for the medical advice provided online. We use the best evidence and best practices available from valid and certified resources. For instance in the event a client seeks medical advice related to an organ specific problem, we use updated national primary care guidelines that are written for general practitioners.
2. **Achieve high standards:** Our priorities are high and are defined as high-quality telehealth care at reduced costs. We also make sure that all clients who access our telehealth services are treated with the highest standard of care. HelloDoc is aware of the challenges of telehealth in that for instance lack of face-to-face communication limits the physical cues and information provided during a consultation. However, we believe that our solutions and protocols for video consultations ensure an open, engaging and effective communication channel between client and doctor.
3. **Sustainable solutions:** HelloDoc provides telehealth solutions that are manageable, individualized and cost-effective. For instance, our consultations last an average of 20 minutes and we are able to treat up to two medical conditions per session. Not only does this save time, money and energy, it allows for quick response and management which potentially could be delayed in the traditional general practice setting.

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4. **Creative partners:** HelloDoc forms creative collaborations with partners from all disciplines in order to meet the main goal, access to healthcare via an online platform. For instance, we are able to offer blood investigations which are ordered online. The blood tests kits arrives at clients homes and they can arrange for blood collection service at home or local designated centers. Within days blood tests are made available online through a secure platform and a consultation is scheduled with a doctor to discuss the next best steps.

Purpose

The purpose of this partnership policy is to define the needs of clients who seek telehealth services. For the purpose of this policy, HelloDoc defines partnership as an 'ongoing, formal or structural' collaboration between HelloDoc and organisations or businesses which are otherwise independent of one another. Both HelloDoc and its partner are in pursuit of a common goal, that is to ensure safe, secure and professional healthcare advice to individuals who are not able to reach their own primary care provider otherwise known as a general practitioner (GP) or are not yet registered with a GP. Partnerships require a culture of shared ownership and common arrangements. Therefore it is important that this policy highlights the following

- Define the nature of HelloDoc's telehealth services
- Identify the criteria to provide telehealth services
- Clarify expectations within both HelloDoc and its partners
- Provide support in events where telehealth services cannot be met

The goals of this policy are to ensure HelloDoc partners are aware of the extent of our telehealth services and the manner in which it can benefit their clients. It is also equally essential that partners have an understanding of the assessment procedures and policies that are already in place to ensure a safe, secure and professional service platform to individuals referred to HelloDoc by partner organisations.

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Procedure

HelloDoc will use the Partnership assessment policy to evaluate potential collaborations. It is recommended that HelloDoc partners complete the assessment survey. HelloDoc management should evaluate whether a partnership is compatible in order to meet based on the assessment survey.

Partnership assessment survey

Assessment queries	Answer	Elaborate
<p>Name of Organisation</p> <p>Size of organisation or department team</p> <p>Does the organisation have a policy regarding healthcare services?</p> <p>Does the organisation have members that are either expats or international students?</p> <p>Does the organisation have a service to help expats or international students find a general practitioner for their members</p> <p>Does the organisation have any specific healthcare requirements that are offered by HelloDoc?</p> <p>Is the organisation willing to go through a 3 month pilot?</p> <p>Is there a possibility for the organisation to place a link to HelloDoc telehealth services on their platform (website, social media)?</p> <p>Is the organisation willing to review HelloDoc telehealth services on a yearly basis?</p> <p>Who is the contact person including the email address for this organization in case of questions?</p>		

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Definition of HelloDoc telehealth services

A key requirement for expats and international students (henceforth known as “clients”) new to the Netherlands is to register with a general practitioner (GP). They act as gatekeepers to other forms of specialised care. This healthcare system works well for two reasons; firstly, GPs treat around 90% of medical conditions and the remaining 10% are referred to specialists, which is considerably lower than in most other countries. Secondly, a GP ensures continuity of care. Unfortunately, access to a GP can be a challenge for many new clients due to a lack of GP practices as well as language or cultural barriers. For many clients, there is little to no alternative service available in the event they should fall ill for a non- urgent medical condition.

HelloDoc provides non-urgent medical advice and treatment to clients who find themselves in a situation in which they are not yet registered with a GP or are not able to reach their GP due to various reasons.

We define HelloDoc telehealth services as any form of medical advice, treatment or follow-up care that is provided to clients by a qualified health professional via a mobile application. Below is a summary of the main processes of HelloDoc telehealth services:

- Access to an end-to-end encrypted message and video platform hosted on a third-party NEN-7510 and ISO-27001 certified server. Clients connect virtually with our HelloDoc team of medical professionals at a convenient time and location.
- Upon successful registration on HelloDoc healthspace, clients receive a text message from a medical triagist to ascertain the urgency of the medical condition. If the information provided by the client is categorized as urgent, appropriate actions such as referral to emergency services is taken. If the medical condition is categorized as non-urgent, a consultation is booked between the client and a doctor.
- At the allocated time of the consultation, the doctor will identify themselves via video call and proceed with the consultation as would be the case at a regular GP practice. For the telehealth service to be efficient and effective, clients are requested to also have their cameras turned on so that identification can be made. During the space of 20 to 30 minutes, our HelloDoc doctor takes notes, summarizes the information provided and gives a diagnosis along with

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recommendations and advice. This note will subsequently be shared with the client via the secure platform and be part of the client’s electronic dossier for future reference.

- Following the consultation, our HelloDoc doctor provides further instructions mostly via chat message on the mobile application. For instance in case of prescribed drugs and collection at a local pharmacy or delivery at home. Another example is referral letters which HelloDoc provides when needed.
- HelloDoc collaborates with existing primary healthcare systems and makes recommendations on which GP practice is available locally for clients to register with. This way we ensure continuity of care for those with chronic conditions.
- Our telehealth solution does more than offer peace-of mind, reassurance and treatment. We take every effort to reduce (re)attendance to out-of-hours general practitioners. This alone can save costs of approximately €200 per visit.
- Finally, because each client gets on average 20 minutes per consultation, HelloDoc is in a unique position to give advice on a primary prevention approach so as to reduce abstinence from study or work.

Criteria for telehealth services by hellodoc

Organizations are able to refer clients that need telehealth medical and mental health services. At HelloDoc we provide medical advice on the following general medical topics and specific conditions.

Topic	Conditions
General unspecified	Pain general/multiple sites Fever or chills Weakness tiredness Swelling Sweating problems Concerns or fears of medical problems Concerns about appearance Risks for cancer Fear of death, dying or cancer Limited function or disability Chickenpox Viral exanthema/erythema

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Infectious disease not otherwise specified
Adverse effect physical factor
Adverse effect of prosthetic device
Abnormal investigation results
Health maintenance / prevention of disease
General disease not otherwise specified

Blood forming

Fear of HIV
Fear of cancer of blood/lymph
Vitamin B12 deficiency

Digestive

General abdominal pain/cramps
Epigastric pain
Heartburn
Rectal pain
Perianal itching
Abdominal pain
Indigestion
Flatulence/gas/belching
Nausea or vomiting
Diarrhea less than 7 days
Constipation
Bowel incontinence
Changes in bowel movements
Teeth/gum complaints or disease
Mouth/tongue/lip complaints or disease
Problems swallowing
Mumps
Irritable bowel syndrome
Anal fissures
Worms/other parasitic diseases

Eye

Eye pain
Red eye
Eye discharge
Eyelid symptom/disease
Abnormal eye appearance
symptoms or complaints related to eyeglasses
Fear of eye disease
Conjunctivitis allergic or infectious

Ear

Ear pain/ear ache
Hearing complaints
Tinnitus, ringing/burning ear
Ear discharge

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	Blocked ears Concern with appearance of ears Fear of ear disease Otitis externa Superficial injury to ear Excessive ear wax
Cardiovascular	Fear of heart disease Risk factors for heart disease Fear of hypertension Varicose veins of leg
Musculoskeletal	Neck complaint Back complaint Low back complaint without any neurological signs Jaw complaint Shoulder, Arm or Wrist complaint Hip, Leg or Thigh complaint Knee, Ankle or Foot complaint Joint complaint
Neurological	Headache Pain face Restless legs Vertigo/dizziness Migraine Tension headache
Psychological	Feeling anxious/nervous/tense Acute stress reaction Feeling depressed Feeling/behaving irritable/angry Sensitivity, feeling/behaving strangely Sleep disturbances Reduced libido Stuttering/tic Chronic alcohol abuse/addiction Tobacco abuse/addiction Medication abuse/addiction Drug abuse/addiction Child or adolescent behavior complaint Specific learning problem phase of life problem in adult Fear of mental disorder Anxiety disorder

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Depressive disorder
Phobia/compulsive disorder
Personality disorder
Post-traumatic stress disorder

Respiratory

Cough
Sneezing/nasal congestion
Nose complaint
Sinus complaint
Throat complaint
Voice complaint
Acute sinusitis
Allergic rhinitis
Hyperventilation syndrome

Skin

Pain/tenderness of skin
Pruritus/itch
Warts
Lump localized
Rash localized or generalised
Skin colour change
Infected finger/toe/nail
Boil/carbuncle
Skin infection post-traumatic
Insect bite/sting
Skin texture complaint
Nail complaint
Hair loss/baldness
Hair scalp complaint
Herpes simplex or zoster
Scabies
Pediculosis/skin infestations
Candidiasis skin infection
Impetigo
Acne
Dermatitis/atopic eczema
Dermatitis contact/allergic
Diaper rash
Pityriasis rosea
Sweat gland disease
Urticaria

**Endocrine/Metabolic and
nutritional**

Weight gain
Obesity
Overweight

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	Gout
Urological	Dysuria/painful urination in females Urinary frequency/urgency in females Bladder complaint Kidney complaint Cystitis/urinary infection in females
Pregnancy/childbearing, Family planning	Question of pregnancy Fear of pregnancy Contraception oral request
Female issues	Menstrual pain Intermenstrual pain Menstruation absent/scarcity Vaginal discharge (candidiasis) Genital complaint general
Male issues	Impotence not otherwise specified Genital complaint general
Social	Social cultural problem Work problem Unemployment problem Education problem Health care system problem Relationship problem with partner Partner's behaviour problem Partner illness problem Loss/death of partner problem Relationship problem with child illness problem with child Relationship or behaviour problem family Fear of social problem

Criteria for partnership with HelloDoc is that an organization has members who are expats or international students in the Netherlands who need assistance with access to healthcare. In order for clients to make use of our telehealth services, they need to

- Have a medically related issue or query
- Create a profile on HelloDoc online healthspace

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- Answer triage questions in order to determine the nature and severity of their medical issue
- Book an appointment online with a HelloDoc doctor

Expats will be able to speak directly to any one of our doctors with clinical expertise in general practice, psychiatry, integrative medicine or internal medicine. We also have a trained professional in charge of triage to ensure all incoming complaints are dealt with in a timely fashion. Furthermore, expats can benefit from a referral to our (allied) health professionals including clinical psychology, physiotherapist, urology and dermatology.

Another benefit for expats is they can use the majority of our services online. This means that for all non-urgent medical conditions, they can access our secure website, register, book an appointment and within minutes consult with one of our doctors. Furthermore we can also request blood tests and provide blood collection services at home or at designated sites across the Netherlands.

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Type of HelloDoc partnerships

HelloDoc operates on a daily basis with 3 main categories of partners: Ongoing, formal or structural.

Type of partnership	Partner description	HelloDoc intervention
Ongoing	An ongoing partner is an independent healthcare practice which specialises in adjunct healthcare services. It has a long positive track record of providing excellent healthcare and is able to care for clients upon referral to their services. Once it takes responsibility for the care of the client, it is able to coordinate activities to ensure treatment is provided to clients within a set time-frame. These ongoing partners are also contracted with insurance companies.	HelloDoc partnership is by referral only policy. Referral is provided after a consultation with a HelloDoc doctor. Ongoing partners will have an email address that they can use for referral purposes. Key principle is to limit sensitive information during referral and handling of client data
Formal	A formal partner is one that shares and manages health related responsibilities towards clients. It can be one that has a long positive track record or one that recently launched. The key to this partnership is that both parties target the same market (i.e., expats and or international students). Formal partners can be referred to HelloDoc for telehealth services.	HelloDoc seeks strategic partners with the aim to improve the health of our common target market. HelloDoc is directly involved with formal partners to fill-in gaps. A link to a formal partner's platform directly to HelloDoc is how formal partner target market can access telehealth services
Structural	A structural partner is one where an organization has a goal to provide specific telehealth services to their members. Such a partnership is founded on the concept that medium to long term involvement with clients within the partner organization is necessary for efficiency. Structural HelloDoc partners seek to improve the general well being of their members through lifestyle interventions, mental health programs and primary prevention health checks.	HelloDoc provides a validated intervention program for specific goals to structural partners. Upon completing a selection criteria, clients are introduced to this intervention program for a fixed number of consultations. HelloDoc will make use of a select network to provide the interventions and specific services

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Hellococ Partnership expectations

With regards to HelloDoc partnership, we find it necessary to assess the readiness and capabilities of each partner to comply with the World Health Organization (WHO) Constitution of 1946 which envisages “...the highest attainable standard of health as a fundamental right of every human being.” We acknowledge that not all partners are able to ensure this fundamental right due to their primary services, however we believe that our partnership is built on a shared commitment to provide healthcare that is accessible, safe, affordable and evidence-based. We also take into consideration the legal and neutral position of each partner in terms of healthcare accessibility and provision of the variety of services that is available within the given jurisdiction. The minimum requirements and expectations HelloDoc will require from all partners are

- A commitment to the guiding principles of the WHO, including the principles of best medical practices
- A commitment to HelloDoc’s security information policy or has a similar in place
- Vision, mission and values that are similar to HelloDoc
- A non-politically affiliated or otherwise compromised on neutrality or impartiality
- Authorization to work in the country where HelloDoc is providing telehealth services
- Not listed as a criminal or terrorist organization in the US, UK, UN or EU list
- Not known or suspected of being involved in any illegal or criminal activity

In addition to these requirements and expectations, partners can expect the following from HelloDoc

1. Strict adherence to client sensitive data and information
2. Protocol-based telehealth consultation services in-line with evidence and national guidelines
3. Authorised and updated policies to ensure quality assurance and risk assessments
4. Annual review of partnership and programs
5. Clearly defined roles and responsibilities

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Key Process to HelloDoc

As stipulated in the previous paragraphs HelloDoc telehealth services priorities are to provide high-quality telehealth care to clients at a reduced cost. Our main activities include live interactive video consultations, transfer of electronic information, provision of diagnosis and evidence based treatment plans. We have a demonstrated ability to connect clients to a dynamic, integrative network of health professionals.

The following key process are taken into account in the event of referrals or communication to other partners

1. HelloDoc is a telehealth service situated in the Netherlands and targets in particular international students and expats (ie clients)
2. In the event that clients do not have a general practitioner (GP) or are not able to see their GP (due to delays, closure, unforeseen circumstances), HelloDoc offers a temporary service to get them the medical attention and care they need
3. Ongoing HelloDoc partners can refer clients using an email address, this is found in the overview section of the partnership policy shared with the partner.
4. Formal HelloDoc partners can provide their select telehealth services directly to clients via a secure platform. The process of this is found in the overview section of the partnership policy shared with the formal partner
5. Structural HelloDoc partners can request a validated intervention program from HelloDoc to its members. The process is elaborated further in a separate structural partnership policy document.

We look forward to a fruitful collaboration and partnership. Please provide us with answers to the partnership assessment survey on page 5 and return this to us via email info@hellodoc.nl

We look forward to a long and fruitful partnership.

Team HelloDoc

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