

Frequently Asked Questions

Tele-Clinics at AKUH

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1. What are tele-clinics, and how do they work?

AKUH tele-clinics are online consultations that allow you to consult with our doctors virtually through the AKUH Family Hifazat mobile app. This service helps you access our medical professionals without requiring a physical visit to our facilities, ensuring convenient and timely care.

2. What is the Family Hifazat app?

The Family Hifazat app is AKUH's official mobile phone application that holds your medical records and history, including prescriptions, lab, radiology and other reports, enabling you to always access them on your smartphone. The app also allows you to book consultations directly, without the need to connect with our contact center or any other mode.

3. How can I download the Family Hifazat app?

The Family Hifazat app is available for both Android and iOS. You can download it from and keep app updated all the time:

Apple App Store: <https://apple.co/2TMlgNy>

Google Play

Store: https://play.google.com/store/apps/details?id=edu.aku.family_hifazat&hl=en_US&pli=1

4. How can I register for the Family Hifazat app?

Please follow the below steps:

- Download the Family Hifazat app.
- Open the app and click on 'Register here'.
- Fill in your personal details, including name, contact number, medical record number, etc.
- Verify your account through the confirmation email or SMS that you will receive.
- Create a secure password.
- Log in to start using the app.

If you have any issues while registering, reach out to our Family Hifazat Help Desk, Monday-Saturday, 9 AM – 5 PM on 021-3486-1854.

5. What types of health issues or conditions are suitable for tele-clinics?

Tele-clinics are suitable for a range of non-emergency health concerns, including follow-up visits, general consultations, chronic disease management, minor acute illnesses, and long-term surveillance. Conditions that require a physical examination, specialized tests, or urgent care are best managed through an in-person visit.

6. What devices can I use for tele-clinic consultation?

You can use a smartphone, tablet, laptop or desktop for your tele-clinic consultation. Please ensure your device has a working camera, microphone and a stable internet connection.

7. How do I schedule a tele-clinic appointment?

You can schedule a tele-clinic appointment by:

- Booking directly on the Family Hifazat app.
- Calling our Contact Center on +92-21-111-911-911
- WhatsApp messaging our Contact Center on +92-21-111-911-911
- Requesting an appointment through our website: <https://bit.ly/AKUHAAppointments>

8. How can I book a tele-clinic appointment through the Family Hifazat app?

You can book an appointment by following these steps:

- Open the Family Hifazat app and choose the profile of the family member you want to book the appointment for.
- Click on "Online Requests".
- Click on "Clinic Appointment".
- Click the [+] button to open the "New Appointment" form.
- Select your required medical specialty.
- Select **Tele-Clinic** as the type of consultation.
- Search for a doctor by name or specialty. If unsure, select the specialty that matches your symptoms or medical condition.
- Select a convenient time slot and complete your tentative booking.
- Confirm your appointment by making your payment via the link sent through SMS and in-app notifications.

9. How do I make payment for my tele-consultation?

You can make your payment online by clicking on the link sent through SMS and in-app notifications. To directly access the link, please [click here](#).

If you choose to pay through cash, you can visit one of our select locations. To find the location closest to you, please [click here](#).

Please note when making your payment, you will need access to the patient's MR number, clinic location and payment ID received on SMS/in app. To avoid delays or cancellation, please pay at least 24 hours before your appointment.

10. How do I join my tele-clinic appointment?

Please ensure that the Family Hifazat application is downloaded and updated prior to your consultation. Click the "Join Meeting" button via the link you would have received on SMS. This button will only be activated when the doctor initiates the session. Upon joining, you will enter a virtual waiting room, and the doctor will admit you once they are ready to begin your consultation.

11. What if I forget about my appointment?

To help ensure you are able to keep your appointment, the Family Hifazat app will send you periodic reminders leading up to your appointment date and time. Reminder notifications will be displayed directly on the home screen of the Family Hifazat app.

What happens if the meeting is disconnected for any reason such as internet disruption?

If the meeting gets disconnected, you can rejoin using the same Zoom link. If rejoining is not possible, the doctor's assistant will contact you, and the session will seamlessly continue over the phone.

12. Can my family member or caregiver join the tele-clinic consultation?

Yes, you may have one family member or caregiver join your tele-clinic consultation. They can join the session by sitting with you physically or using one of the following methods:

Through Family Hifazat: If you are listed as a family member for them on Family Hifazat, they can follow the same steps as you to join the same session.

Through Zoom Link: Copy your meeting Zoom link from your Family Hifazat app and share with your family member, or send the meeting ID and password to them. They can use these to join just like they would any Zoom meeting.

13. What should I do if I have follow-up questions after the tele-clinic consultation ends?

For effective time management and to address all concerns during tele-clinics—just as in all other clinics—you are advised to prepare your questions in advance by writing them down before the session begins. This ensures that all queries are discussed during the consultation. Once the tele-clinic concludes, follow-up contact with doctors or their teams may not be feasible due to scheduling constraints.

14. How can I get my medicine and tests prescriptions?

If your doctor prescribes medication or orders tests, the prescription will be available on your profile on the Family Hifazat app in Health Profile tab under e-Prescriptions.

- Open the Family Hifazat app and choose the profile of the family member you want to see the prescription for.
- Click on 'Health Profile'.
- Click on 'e-Prescriptions'.
- Select the relevant prescription.

15. Are tele-clinic consultations recorded, and can I access the recording?

Some tele-clinic consultations may be recorded for quality assurance purposes. However, these recordings are not available for patient access.