



1ClickHealth

**Taking care of you 24 hours
a day, 7 days a week.**



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1ClickHealth

1. Important information

Before the appointment, pay attention to these points:

- Stay in a well-lit place so the doctor can see you clearly;
- Choose a quiet environment where you can speak and hear without difficulty;
- Your information in the app must be correct and complete. Any error may prevent the appointment from taking place;
- Driving or doing other activities during the appointment is not allowed;
- Do not leave the call screen. If you switch screens (even briefly to check WhatsApp), the appointment will be automatically ended.

Required information:

Weight, height, and the name of the pharmacy closest to you.

We do not request any information about immigration status.

Attention:

If any of these rules are not followed, the consultation may be canceled or ended during the appointment. In that case, you will be directed to a new call with no possibility of returning to the same one.



2. App Registration

Before starting your first consultation, follow these steps:

1. Fill in your personal information in the App
(Make sure it is correct. Incomplete or incorrect information may prevent the consultation.)
2. Add your full address
(It is required to issue prescriptions and exam orders.)
3. Add your dependents, if any
(They must be registered to access consultations.)
4. Select the language you want for the consultation
(Portuguese, English or Spanish)

Once everything is filled in correctly, you can request your first consultation!

Attention:

Pay attention to the registered email address, because if it is incorrect, you will not be able to complete the consultation.



3. How to have your consultation with a General Practitioner?

Steps for your consultation:

1. Open the App and go to the main menu;
2. Click “New Consultation”;
3. Select who will be seen (If it is a dependent, they must be registered);
4. Choose the reason for the consultation (It is okay if you do not know the exact name of the symptom; select the closest option);
5. Indicate whether you use continuous medications;
6. Attach exams, if you have any.

Attention:

- Online, fast and no appointment required
- Available 24 hours a day, 7 days a week
- Unlimited General Practitioner consultations at no additional cost
- Prescriptions and doctor's notes within up to 24h after the consultation

All your consultations are saved in the app so you can access them whenever you need.

4. How to schedule an appointment with specialists?

1. Contact our support via WhatsApp. Select the "Appointment Scheduling" option;
2. A representative will inform you of the doctor's schedule availability. (Scheduling may take up to 7 days, depending on the specialty and available schedule);
3. Send proof of payment to the same number used for scheduling and wait for confirmation - via Zelle.
4. On the day of the appointment, open the app 10 min in advance;
5. In the app, click "New Consultation" and select who will be seen (If it is a dependent, they must be registered);
6. Attach exams, if you have any;
7. Tell the triage representative that you have a scheduled specialist appointment so they can direct you correctly.

Consultations paid separately

Consultations with specialists are paid separately and the amount will be charged at the time of scheduling via Zelle.



5. Specialties:

Consultations paid separately

Appointments with medical specialists are scheduled separately through WhatsApp support, with fixed prices according to the specialty. Payment is made separately and proof of payment must be sent at the time of scheduling.

Consultations with specialists \$50.00

- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- Geriatrics
- Gynecology
- Infectious Diseases
- Neurology
- Nutrologist
- Orthopedics
- Otolaryngology
- Pulmonology
- Psychiatry
- Urology

Consultations with specialists \$25.00

Speech Therapy
Psychology
Nutritionist

The amount will be charged at the time of scheduling via Zelle.

6. Medical Prescriptions

About medication prescriptions:

If the doctor prescribes any medication, the prescription will be sent directly to the pharmacy you indicated during the consultation, in accordance with U.S. regulations.

Once the pharmacy accepts the prescription and the order, you will receive it within up to 24h by email and in the App.

You will be notified by the App as soon as the pharmacy releases the medication. (Remember to keep app notifications enabled so you do not miss any updates.)

The time for the medication to be released may vary from state to state, according to the licensed pharmacy.

If you are in Brazil and have your consultation:

The prescription will be sent to the registered email address within 24h. Pay attention to your inbox (and also your spam folder, if necessary).

Attention:

The names of some medications may vary according to U.S. MEDICAL RULES AND PROTOCOLS, but their effectiveness remains unchanged.



7. Renewal of prescriptions for continuous-use medication:

Continuous-use medications must be prescribed by a specialist or family doctor (consultation paid separately).

After the first consultation, you may request renewal for the period determined by the doctor for your return, without the need for a new consultation.

For renewal, simply contact Support\Prescription Renewal on WhatsApp and keep your subscription active.

The deadline to receive any prescription, doctor's note, or exam request is up to 24h. The prescription renewal deadline is up to 48h.

Controlled medications (black-label):

For this type of medication, a consultation with a specialist is required, in this case a Psychologist or Psychiatrist.

The doctor will evaluate whether the medication can be prescribed through Telemedicine, according to clinical judgment.

Attention:

- Some medications can only be prescribed with in-person care, according to U.S. medical rules and protocols.
- If you have questions, our representatives can guide you:
WhatsApp

9. Does the plan cover emergencies?

 **No. We are not a health plan or health insurance.**

1ClickHealth is a platform that offers telemedicine services.

This means that we are a **COMPLEMENTARY** service to your insurance:

- Serious emergencies (such as accidents, heart attacks, serious fractures) must be treated at a local hospital.
- Exams: our doctors may order exams that are valid in the U.S., which you can have done at the clinic or laboratory of your choice, but the cost of the exam is not included in the plan.

Attention:



- Your subscription does not include any in-person care costs, such as hospital costs, medication costs, or exams. It is worth noting that a telemedicine consultation can resolve most clinical cases; only in specific cases is the patient advised to seek in-person care.



10. Does telemedicine replace travel insurance?

✗ No. 1ClickHealth telemedicine does not replace travel insurance.

Travel insurance mainly covers emergencies, hospital costs, and other unexpected events during the trip.

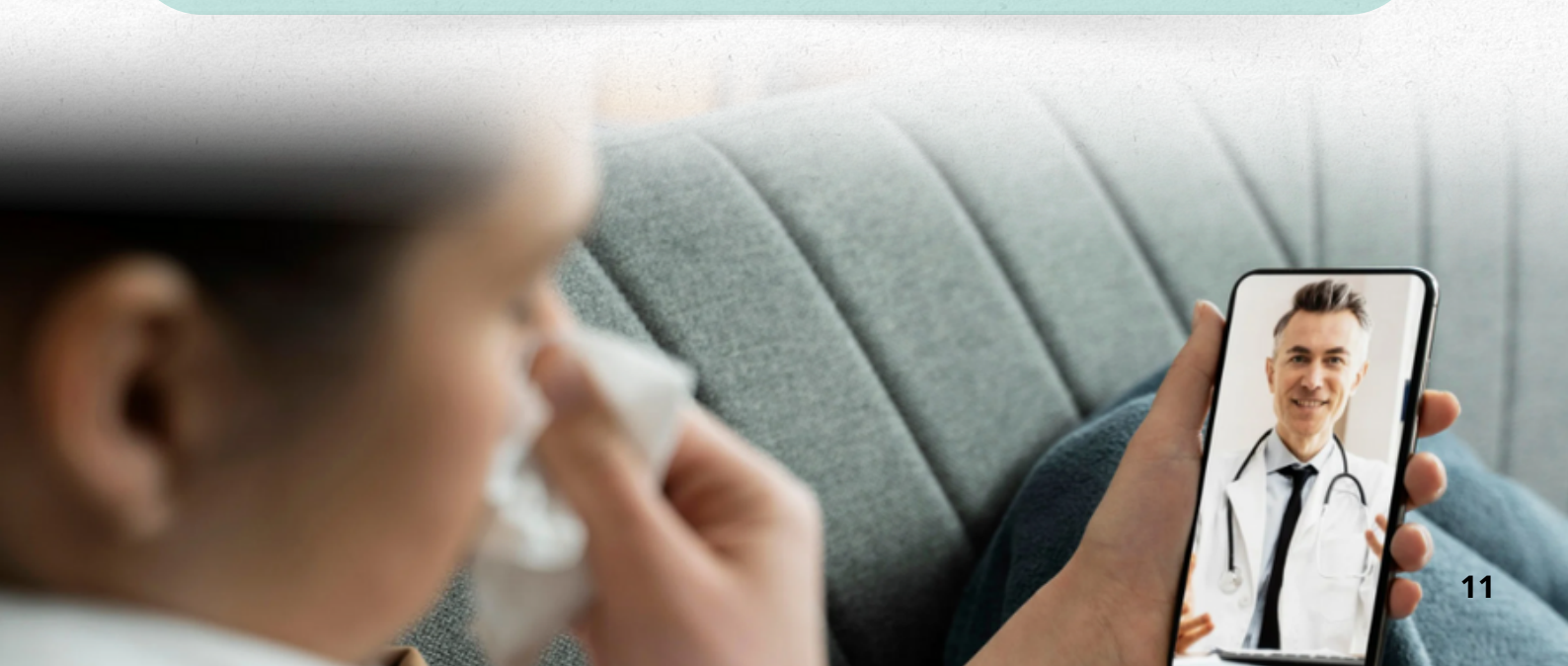
What 1ClickHealth does is complement it:

- Resolves most common health problems without leaving home.
- Avoids high costs and unnecessary travel.

Provides quick access to Brazilian doctors, prescriptions valid in the U.S., exam orders, and follow-up.

Attention:

Ideally, travel with travel insurance + 1ClickHealth, so you are protected both in emergencies and in day-to-day situations.



11. Is it safe? Is my data protected?

Yes!

1ClickHealth follows all security and privacy standards required in the U.S., including medical data protection protocols (HIPAA Compliance).

This means that:



Your personal and medical information is encrypted.



Only you and authorized professionals have access to your data.



No information is shared with third parties without your consent.

You can use the service with complete confidence, knowing that your consultations and medical records are protected from start to finish.



12. Can I cancel the plan at any time?

 Yes!

You can request cancellation whenever you want.

Monthly Plan:

Cancellation stops future charges, but there is no refund for an invoice that has already been paid. You keep access until the end of the current cycle.

There is no refund of amounts already billed/paid under any plan. To cancel, contact our support via WhatsApp or email and request that renewal be stopped.



13. About exam orders and doctor's notes:

During the consultation, if the doctor identifies a need, an exam order, doctor's note, or medication prescription valid in the U.S. may be issued.

This order will be available directly in the 1ClickHealth app, and you can have the exams done at the clinic of your choice. (paid separately)

Prescriptions, exam orders, and doctor's notes will be attached in the app within up to 24 hours after the consultation.

According to U.S. medical rules, some exams cannot be ordered via telemedicine. Below are some examples of exams that require in-person care:

- Cardiology exams
- Colonoscopy
- Endoscopy
- Audiometry

14. Where can I find my consultation history?

All completed or canceled consultations are recorded in the app, and you can access them at any time.

To view the history:

- 1. Open the app and click the “Appointments” menu**
- 2. Select the desired consultation**
- 3. Inside the consultation, you will find:**

- Appointment details
- Medication prescription
- Requested exams, if any

You can access this history whenever you need it, including for new appointments, so the doctor can understand your history and continue your care.



Done! Now just use your plan.

You now have everything you need to complete your consultation safely and conveniently through 1ClickHealth.

If you have any questions, contact our support.

Service can be provided in Portuguese, English, or Spanish. Our support is personalized and available 24 hours a day, 7 days a week.

We are here to serve you better!



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