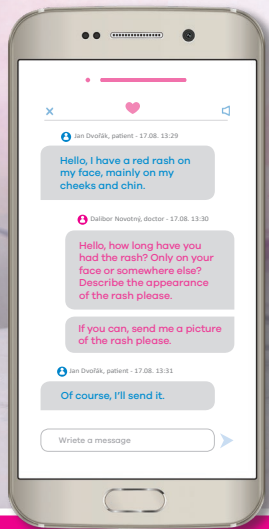


I takhle může vypadat  
návštěva u lékaře!

A doctor's visit can  
also look like this!



Chat s lékařem / Chat with a Doctor



Naše nová služba vám umožní vyřešit s lékařem přes internet prostřednictvím chatu řadu zdravotních potíží.  
Our new service lets you resolve a range of health problems with a doctor on the internet through chat.

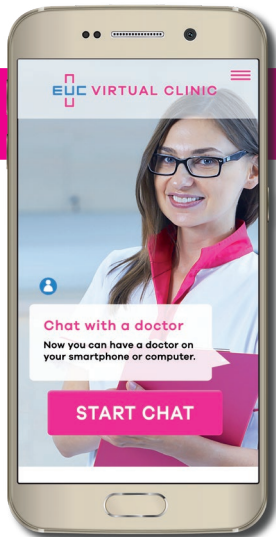
Více informací

klikni »

More information

click »

[www.virtualclinic.eucpremium.cz](http://www.virtualclinic.eucpremium.cz)



## Chat with a Doctor

[www.virtualclinic.eupremium.cz](http://www.virtualclinic.eupremium.cz)

Now you have a doctor available on your mobile telephone or computer!

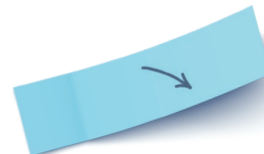
### Advantages of Chat with a Doctor

- A doctor available anywhere.
- Easily select a topic, fill in the questionnaire and consult.
- We will advise you quickly. A doctor will contact you within 30 minutes.
- We will save you time.



## 1. Health problems that you can resolve online

- Repeat prescriptions
- Acne
- Asthma
- Back problems
- Chest pain
- Cold or flu
- Cold sores
- Coughing
- Delayed menstruation
- Diarrhoea
- Hay fever
- Headache
- Heart palpitations
- Heartburn and acid reflux
- Itching
- Migraine
- Moles
- Muscle problems
- Neck problems
- Rashes
- Red eyes
- Sinus problems
- Skin problems
- Sleep disorders
- Sore throat
- Stress
- Tick bites
- Urinary tract problems
- Vaccination
- Wrist problems



2.

## How it works

### GETTING STARTED

- You will receive an email from us to activate the Chat with a Doctor service.
- Do you need assistance? Call our client line at 222 300 300 or ask at the reception of our clinics.
- You also activate chat on our client line when you make an appointment with a doctor.

### ACTIVATION

1. Open the activation email and click on the link.
2. Enter your login data: email address and password.
3. Enter the PIN from the activation email.

Done. You can start consulting our doctors!

### ACCESS TO THE CHAT

- You can find the *Chat with a doctor* button on the [eupremium.cz](http://eupremium.cz) website.
- You can also go straight to [virtualclinic.eupremium.cz](http://virtualclinic.eupremium.cz)
- When you make an appointment with a doctor, the client line will offer you online chat and send you a link to [virtualclinic.eupremium.cz](http://virtualclinic.eupremium.cz)

### CONSULTATION

1. Select a medical topic, fill in the questionnaire and submit it.
2. A doctor will review the questionnaire and contact you within 30 minutes.
3. If a visit in person is required, the client line will immediately make an appointment with a doctor for you – all in chat.



Client Centre  
+420 222 300 300

If you want to ask about something  
or have a problem, call our client line.

3.

## When do you need to see a doctor in person?

When is online consultation not suitable?


We give special attention to these situations:

- ▶ **Life-threatening situations**  
ALWAYS call 112 or 155!
- ▶ **Medical certificates**  
The law **DOES NOT ALLOW** medical certificates to be issued remotely.
- ▶ **Pregnancy health problems**  
Problems in pregnancy ALWAYS require examination at a clinic.

Consultation through chat cannot be used to consult health problems on someone's behalf.

4.

## Chat office hours

 **Mon–Fri**  
**from 8:00 a.m.**  
**to 6:00 p.m.**

You can ask at any time. Our doctors will chat with you Monday to Friday, 8:00 a.m. to 6:00 p.m. They will usually contact you within 30 minutes of you submitting the questionnaire.



You can consult a doctor in Czech or English!



5.

## Who will speak to you?

Our doctors from EUC Premium will advise you directly in chat.

