

740,000 Medical Services Offered Through Bupa Arabia's Tebtom Program

Sub-headings:

- *Mohamed El Missaoui, Chief Operations Officer at Bupa Arabia: Tebtom program received over 410,000 calls.*
- *Tebtom provides 24x7 access to 300 specialized male and female doctors.*
- *To combat the COVID-19 pandemic, Tebtom program has been extended to include all Bupa Arabia members across its networks.*

Jeddah, Saudi Arabia:

Bupa Arabia offered 740,000 medical services through its pioneering Tebtom program in the first half of 2020, according to Mohamed El Missaoui, Chief Operating Officer at Bupa Arabia.

El Missaoui said: "The Tebtom program was designed to offer a set of unique healthcare services that transcend regular medical coverage. Its objective is to provide our customers and their families with a holistic healthcare experience through our specialized doctors who provide quick and immediate answers to questions and guidance on medical situations."

The Tebtom program gives members access to a team of 300 male and female specialized doctors working tirelessly around the clock to provide exclusive healthcare services without any additional fees. These services include chronic care management and coaching, maternity and child support, specialized international medical consultation, wellness services, and others.

Exceptional Services

El Missaoui said Bupa Arabia's Tebtom doctors received more than 410,000 calls and 40,000 enquires through chat support. Tebtom also provided 5,400 acute telemedicine consultations, 51,649 chronic telemedicine consultations, and 15,056 medication deliveries.

Additionally, more than 7,096 home-based lab tests and 9,746 home-based vaccines for children were provided through Tebtom. As for the coaching services, 18,455 sessions

of maternity coaching, 51,669 childcare coaching sessions, and 133,704 chronic care coaching sessions were offered to customers.

Bupa Arabia has taken a number of important measures to support the efforts of the Saudi Ministry of Health to alleviate the impact of the COVID-19 pandemic in the Kingdom. These measures include extending the Tebtom program to all Bupa Arabia members across its networks and expanding the medication delivery service to cover 40 cities, in addition to providing home-based vaccination for children.

The leading health insurance provider also made exceptional efforts to proactively communicate with its members who may be vulnerable to the virus based on their health conditions.

Moreover, Bupa Arabia partnered with several major hospitals in the eastern, western and central regions to offer telemedicine services to its members.