

Contributing to a greater protection of the health of the Portuguese

Multicare expands specialty consultations in Online Medicine

With the availability of Gastroenterology consultations, Multicare intends to reinforce its response to health promotion since complaints related to the digestive tube are widespread and one of the most frequent causes of non-prescribed self-medication.

Lisbon, May 23, 2022. Multicare, Fidelidade's health insurer and market leader, has just reinforced its telemedicine platform "Online Medicine" with the launch of the Gastroenterology specialty consultation, for greater health promotion.

Through Online Medicine, Multicare clients have access to a dedicated medical team of Gastroenterologists who can clarify questions related to the digestive system conveniently, quickly and at no extra cost.

The Gastroenterology Consultation at Online Medicine is geared towards situations of stomach pain, persistent nausea or vomiting, reflux/azia, flatulence, constipation, diarrhoea, irritable bowel syndrome, Crohn's disease, ulcerative colitis, celiac disease and haemorrhoidal pathology.

Within the scope of the consultation, the Gastroenterologist doctor can clarify questions related to clinical reports, exams/analyses and send, via SMS or email, the prescription of medication and/or exams and, whenever necessary, can refer to a face-to-face consultation.

For Rita Gomes, from Multicare, "the access to the Online Medicine consultation of the Gastroenterology specialty reflects Multicare's bet on the reinforcement of the offer of convenient primary care that adapts to the most pressing needs of its clients".

With the launch of the Gastroenterology consultation, Multicare extends the range of specialty consultations to 10 that include Paediatrics, Dermatology, Gynaecology and Orthopaedics, among others. The year 2022, as in previous years, will certainly be a year with a lot of innovation, with the Ophthalmology Consultation launching in March and another specialty expected to be launched in September.

All Multicare's Specialty Appointments at Online Medicine are available on weekdays, from 9am to 7pm, free of charge, and by appointment.

About Fidelidade

Founded in 1808, Fidelidade is the leading life and non-life insurer in Portugal, with a market share of 28 percent in 2020, and is present in Angola, Cabo Verde, Mozambique, Spain, France, Macau, Peru, Bolivia, Paraguay, and Chile. The Fitch rating agency classified Fidelidade with an "A stable (IFS)" and "A-stable (IDR)" rating, one of the highest in the national corporate panorama, highlighting the Company's high capitalisation, namely its solvency ratio and the solidity of its investment portfolio.

With 2.3 million customers in Portugal and more than 7 million worldwide, Fidelidade conducts its activity with a "Customer Centric Approach" strategy and, through a distribution network and channels of high dimension and capillarity, guarantees consumers an integrated and personalised experience, regardless of the channel used.

Fidelidade is guided by values that have always defined it: experience, innovation, overcoming and proximity, and this year it was re-elected Consumer Choice in the category of "Insurers", "Trusted Brand" and Most Reputed Insurer in Portugal.

Supporting the development and construction of a sustainable society is an essential part of its Social Responsibility policy, which is embodied in the Fidelidade Community Programme, which distinguishes entities that work in the areas of ageing, health prevention and inclusion of people with disabilities.

www.fidelidade.pt

About Multicare

Market leader and with more than a million customers, Multicare, which is the only health insurance company certified - Bureau Veritas Certification (ISO 9001), provides access to the largest private network of Health Care Providers in Portugal, covering 88 hospitals (including inpatient) and 2,500 clinics (outpatient), as well as an exclusive network with more than 700 reference providers in countries such as Spain, Angola, Mozambique and Cabo Verde.

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