

Strengthening its telemedicine platform
**Multicare offers Orthopaedics and Urology consultations
on Medicina Online**

Lisbon, August 4th, 2021 - Multicare, Fidelidade's health insurer, has just reinforced its telemedicine platform - Medicina Online - with the launch of consultations in the specialties of Orthopaedics and Urology.

Through Medicina Online, Multicare clients have access to a team of specialist doctors (Orthopaedists and Urologists) who can give clinical advice in prevention and primary health care of the two specialities.

The Orthopedics Department can provide support in musculoskeletal disorders resulting from bad posture or minor trauma (e.g. back pain, tendonitis). The Urology department can provide support in cases of urinary tract infection or symptoms of prostatic hyperplasia.

Multicare pioneered its commitment to telemedicine with the launch of Online Medicine in 2016. Since then, Multicare has invested in strengthening this platform with the launch of medical services including the Online Physician Assistant, Paediatrics, Dermatology, Gynaecology and Endocrinology, as well as Psychology consultations and services to promote healthy living (such as nutrition and the Get Fit Programme, among others). All the Medicine Online services are free of charge for Multicare clients. At this time of year, Medicina Online allows clients to go on holiday with peace of mind, counting on access to a doctor 24/7 for any questions that may arise. In 2020 alone, Online Medicine provided more than 143,000 medical consultations.

According to Ana Rita Gomes, from Multicare, "the availability of the Orthopaedic and Urology consultations reflects Multicare's bet in telemedicine and in the Company's ability to adapt to the most pressing needs of its clients, who, according to the current context, seek a convenient, flexible, comfortable and efficient access to primary health care".

Multicare's Specialty Appointments are available on Medicine Online, on working days, from 9am to 7pm, at no additional cost, and by appointment. If necessary, the prescription of medication and/or auxiliary diagnostic tests can be sent by SMS or email immediately and without leaving home. In the event of a clinical indication, a referral to a face-to-face consultation will be made. For acute situations, Multicare's clients can count on 24/7 clinical advice from a General Practitioner, 365 days a year.

About Fidelidade

Founded in 1808, Fidelidade is the leading life and non-life insurer in Portugal, with a total market share of 25.5% in 2019, and is present in Angola, Cape Verde, Mozambique, Spain, France, Macau, Peru, Bolivia, Paraguay, and Chile.

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