

# Frequently Asked Questions (FAQ)

## Healy Telemedicine Platform

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### Table of Contents

1. General Questions
  2. Patient Questions
  3. Provider Questions
  4. Organization Questions
  5. Technical Questions
  6. Billing & Payments
  7. Privacy & Security
  8. Emergency & Urgent Care
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## General Questions

### What is Healy?

Healy is an AI-powered telemedicine platform that connects patients with qualified healthcare providers in Nigeria and across Africa through virtual consultations.

### How does Healy work?

1. **Register:** Create an account and verify your identity **(For Patient under institution)**
2. **Book Appointment:** Schedule a virtual or in-person consultation
3. **Consultation:** Meet with your provider via video or in-person
4. **Follow-up:** Receive prescriptions, test results, and follow-up care

### Is Healy available in my area?

Healy is available throughout Nigeria and expanding to other African countries. Check our app for current availability in your location.

### What types of healthcare services are available?

- Primary care consultations
- Specialist consultations
- Mental health services
- Prescription management
- Lab test ordering
- Health monitoring
- Emergency triage

## Is Healy HIPAA/NDPR compliant?

Yes, Healy is fully compliant with Nigeria Data Protection Regulation (NDPR) and follows international healthcare privacy standards including HIPAA principles.

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## Patient Questions

### How do I get started?

1. Visit your institution/clinic url: [www.cilinic.healy.ng](http://www.cilinic.healy.ng)
2. Create an account with your email and password
3. Verify your email
4. Book your first appointment
5. Also Download the Healy app from App Store or Google Play

### What do I need for a virtual consultation?

- Smartphone, tablet, or computer with camera
- Stable internet connection (WiFi recommended)
- Private, quiet space
- List of symptoms and questions
- Current medications list

### What if I need a prescription?

Providers can issue electronic prescriptions that are sent directly to your preferred pharmacy. You can choose home delivery or pickup.

### How do I get my test results?

Test results are delivered securely through the app. You'll receive notifications when results are available, and your provider will discuss them with you.

### Can I use Healy for emergencies?

**No, Healy is not for life-threatening emergencies.** For emergencies, call your local emergency number (112 or 999) or go to the nearest emergency department.

### What if I need to cancel an appointment?

You can cancel appointments up to 2 hours before the scheduled time. Late cancellations may incur a fee.

### How do I add family members to my account?

You can add dependents, elderly parents, or other family members to your account with appropriate permissions and consent.

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## Provider Questions

### Can I set my own schedule?

Yes, you have full control over your availability and can set your working hours, vacation time, and emergency availability.

### How do I handle prescriptions?

Use our integrated e-prescribing system to send prescriptions directly to partner pharmacies. Patients can choose pickup or delivery.

### What about malpractice insurance?

You must maintain your own professional liability insurance. Healy does not provide malpractice coverage.

### Can I see patients outside Nigeria?

Currently, Healy is focused on the Nigerian market, but we're expanding to other African countries.

### How do I handle difficult patients?

Follow professional guidelines, document interactions clearly, and contact Healy support for assistance with challenging situations.

### What if there's a technical issue during a consultation?

Have backup communication methods ready, document the issue, and reschedule if necessary. Healy support is available 24/7.

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## Organization Questions

### How do I register my organization?

1. Register in [www.healy.ng](http://www.healy.ng) or
2. Contact our sales team at [sales@healy.ng](mailto:sales@healy.ng)
3. Provide organization details and licenses
4. Choose a subscription plan
5. Complete organization setup
6. Add providers and patients

### What subscription plans are available?

- **Starter:** Up to 5 providers
- **Growth:** Up to 20 providers
- **Enterprise:** Unlimited patients and providers

### Can I customize the platform for my organization?

Yes, enterprise plans include customization options for branding, workflows, and integrations.

### How do I manage multiple locations?

You can add multiple clinic locations, assign providers to specific locations, and manage location-specific services and pricing.

### What about data security and compliance?

We provide enterprise-grade security, NDPR compliance, audit logging, and regular security assessments.

### Can I integrate with existing systems?

Yes, we offer EHR, laboratory, pharmacy, and billing system integrations through our API.

### How do I track provider performance?

Access comprehensive analytics including patient satisfaction, consultation metrics, and quality indicators.

### What training is provided for my staff?

We provide comprehensive onboarding, ongoing training, and 24/7 support for all organization members.

### Can I white-label the platform?

Enterprise plans include white-labeling options with your organization's branding.

### How do I handle billing and payments?

Choose from various payment methods, manage insurance billing, and access detailed financial reporting.

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## Technical Questions

### What are the system requirements?

**Mobile App:** iOS 12+ or Android 8+ **Web Browser:** Chrome 90+, Firefox 88+, Safari 14+  
**Internet:** Minimum 5 Mbps for video consultations **Device:** Camera, microphone, and speakers

### Is my data secure?

Yes, all data is encrypted end-to-end, stored in secure data centers, and protected by multi-factor authentication and regular security audits.

### What if I have technical issues?

- Check your internet connection
- Restart the app or device
- Clear app cache
- Contact support at support@healy.ng
- Call our technical support line

### Can I use Healy on multiple devices?

Yes, you can access your account on multiple devices. Your data syncs automatically across all logged-in devices.

### What happens during internet outages?

Critical information is available offline, and data syncs when connection is restored. Video consultations require stable internet.

### How often is the app updated?

We release updates monthly with new features, security improvements, and bug fixes. Enable automatic updates for best experience.

### Can I export my data?

Yes, you can export your medical records and consultation history at any time through your account settings.

### Is there an API for developers?

Yes, we provide a comprehensive API for healthcare organizations and developers. Visit healy.ng for documentation.

### What about accessibility features?

Our app includes screen reader support, high contrast mode, font size adjustment, and keyboard navigation for accessibility compliance.

### How do I report bugs or technical issues?

Use the in-app feedback feature, email support@healy.ng, or call our technical support line.

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## Billing & Payments

### What payment methods are accepted?

- Credit/Debit cards (Visa, Mastercard, Verve)
- Bank transfers
- Mobile money (Paga, OPay, etc.)

- Digital wallets

### **Is insurance accepted?**

Yes, we work with major Nigerian insurance providers. Check coverage before booking and have your insurance information ready.

### **What if I can't afford the consultation?**

We offer payment plans, sliding scale fees for qualifying patients, and partner with NGOs for subsidized care.

### **How do I view my payment history?**

Access your complete payment history, download receipts, and track expenses in your account settings.

### **Are there hidden fees?**

No, all fees are clearly displayed before booking. There are no hidden charges or surprise bills.

### **What about international payments?**

Currently, we accept Nigerian Naira and are expanding to support other African currencies.

### **How do I dispute a charge?**

Contact our billing department at sales@healy.ng within 30 days of the charge.

### **Can I get invoices for tax purposes?**

Yes, you can download detailed invoices and tax documents from your account.

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## **Privacy & Security**

### **How is my health information protected?**

- End-to-end encryption for all data
- Secure data centers with 24/7 monitoring
- Regular security audits and penetration testing
- Compliance with NDPR and international privacy standards
- Strict access controls and authentication

### **Who can see my medical information?**

Only you and your authorized healthcare providers can access your medical information. We never share your data with third parties without your explicit consent.

### **How long is my data stored?**

Medical records are stored according to regulatory requirements (typically 7 years) and your preferences. You can request data deletion at any time.

### **Is my information used for research?**

Only anonymized and aggregated data may be used for research with your explicit consent. Personal information is never shared.

### **How do I know my data is safe?**

We use industry-standard security measures, regular security assessments, and compliance with healthcare data protection regulations.

### **What if there's a data breach?**

We have comprehensive incident response procedures and will notify affected users within 72 hours as required by law.

### **Can I control who sees my information?**

Yes, you have granular control over data sharing, provider access, and privacy settings in your account.

### **Is video consultation secure?**

Yes, all video consultations are encrypted end-to-end and cannot be accessed by unauthorized parties.

### **How do I report privacy concerns?**

Contact our privacy officer at [support@healy.ng](mailto:support@healy.ng) or call our privacy hotline.

### **What about data portability?**

You can export your data at any time and transfer it to other healthcare providers as needed.

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## **Emergency & Urgent Care**

### **What constitutes a medical emergency?**

- Chest pain or pressure
- Difficulty breathing
- Severe bleeding
- Loss of consciousness
- Stroke symptoms (facial drooping, arm weakness, speech difficulty)
- Major injuries or trauma

### What should I do in an emergency?

**Do not use Healy for emergencies.** Call your local emergency number immediately: - **Nigeria: 112 or 999 - Go to nearest emergency department**

### What about urgent but non-emergency situations?

For urgent care needs, you can: - Book same-day appointments through Healy - Use our urgent care finder - Visit nearby urgent care centers - Call our urgent care hotline

### Can Healy help determine if my situation is an emergency?

Yes, our AI triage system can help assess urgency and direct you to appropriate care. However, if you're unsure, always seek emergency care.

### What if I have an emergency during a virtual consultation?

Providers can guide you through emergency procedures and help you get immediate care, but you should call emergency services directly.

### How does the emergency button work?

The emergency button in the app: - Calls your local emergency number - Shares your location with emergency services - Provides emergency contacts to responders - Shares critical medical information

### What information is shared in emergencies?

Only critical medical information needed for emergency care is shared, including: - Name, age, and contact information - Medical conditions and medications - Allergies and emergency contacts - Current location

### Can I set up emergency contacts?

Yes, you can add multiple emergency contacts who will be notified in case of emergencies.

### What if I'm traveling and have an emergency?

The emergency button works throughout Nigeria and will connect you to local emergency services wherever you are.

### How do I prepare for medical emergencies?

- Keep emergency contacts updated
  - Wear medical ID if you have chronic conditions
  - Keep a list of medications and allergies
  - Know your nearest emergency department
  - Have a first aid kit at home
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## Still Have Questions?

### Contact Support

- **Email:** [support@healy.ng](mailto:support@healy.ng)
- **Phone:** +234-806-3055-417
- **Help Center:** [healy.ng](https://healy.ng)

### Business Inquiries

- **Sales:** [sales@healy.ng](mailto:sales@healy.ng)

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**This FAQ is regularly updated. For the most current information, check our app or website, or contact our support team.**

**Remember: Healy is not for medical emergencies. Always call emergency services for life-threatening situations.**