# Covid-19 UAE App – FAQs

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## About Covid-19 UAE App

Covid-19 UAE is the Ministry of Health and Prevention's Official Mobile App on Covid-19 management. The App provides real-time Covid-19 statistic within UAE, and provides a full stack of services like: latest news about Covid-19 , a self-assessment survey, real-time stats, live calls, location of the nearest health centres, helpline information and digital psychological advise channels.

## Features

- Daily Covid-19 cases tally in UAE
- Case classification based on self-assessment survey i.e. High Risk, Medium Risk, Low risk
- Digital channels for psychological support
- Live video calls for high-risk cases with Ministry's health care professionals
- Latest Covid-19 news
- Covid-19 self-awareness materials
- Hotlines numbers and locations of MOHAP's nearest diagnostic centers
- Covid-19 vaccine request for individuals and families, corporates and senior citizens home vaccination

## What is Self-Assessment survey?

Self-Assessment survey is symptom based survey to classify an individual as low, medium and high risk case and advises on respective medical care which is required.  High risk individuals are directed to MOHAP medical specialists via video calls, who provide them expert medical advise.

## How to seek psychological advice through App ?

MOHAP has initiated awareness campaign on mental health support especially during pandemic. Mental health support is provided via 4 digital channels i.e. Call, WhatsApp, Email, Audio Video Call

## Covid-19 Vaccine Appointment

With MOHAP's Covid-19 UAE App, you could easily book covid-19 vaccine appointment at your own convenience

## For Senior Citizens:

This service is only for citizens who are **60 years of age and above**

1. Choose Senior Citizens Home Vaccine from booking screen
2. Provide your details i.e. Name, Emirates ID, Contact Number, Nationality
3. Provide desired appointment details i.e. Emirates, desired date, filling in your address, interactive map shows your current pinned location for logging map coordinates in system
4. Confirm OTP
5. View details on digital appointment card
6. You should receive a confirmation SMS

## For Individuals, Families

1. Choose Residents, Workers, Families from booking screen
2. Select Appointment Category
3. Provide your details i.e. Name, Emirates ID, Contact Number
4. Choose appointment details i.e. Emirate, desired date, desired center, and preferred slot
5. Click Submit
6. Confirm OTP
7. View the details digital appointment card
8. You should receive a confirmation SMS with appointment details

## Bulk Appointment for Companies

This feature enables corporates to request for bulk booking for their employees. You may apply for bulk appointment choosing the appropriate category, providing the details and attaching an authorization letter. You would be notified via SMS Once request is approved by authorities, after which you could book appointments via App on suitable date with suitable number of employees group which you wish to get vaccinated. You would need to bring original Emirates IDs of each of staff.

## Map during Senior Citizen Appointment booking

As senior citizens vaccine booking is a request for home visit, interactive map would automatically pick your current location, in-case you wish to change you can pin a different location of your choice on map. Please make sure to provide exact address details for mobile team to visit your home for vaccine administration.

## Can I book Vaccine appointment for my family members?

Yes vaccine appointment could be booked for family members and dependents, provided that same mobile number is used for booking appointments.

## How do I choose the Vaccine dose?

Vaccine dose is automatically selected from MOHAPs system, if you have already received Dose 1 you would automatically be given appointment for Dose 2, if not you would be give appointment for Dose 1.

## What if No Slots Available message?

While booking home vaccine appointment for senior citizens after choosing desired date, No slots available message means home vaccine mobile team in selected Emirate is not working on that day of week or appointments are already full for that date. i.e. Different Home Vaccine Centers have different work days.

## How do I know if my appointment is successfully booked?

After completing all vaccine booking steps filling out all required data, you should see a digital vaccine card with appointment details. You could always access this digital card anytime by clicking My Appointments from App home screen .

## Can I cancel or change my appointment?

Appointments could be cancelled upto 24 hours before appointment time. Appointments could be changed as well to a different date of your choice depending on slot availability.

## How do I access my appointments on a different phone?

If you change your phone or access the app from another family members phone, you can access the appointment information by entering your mobile number, you will have to verify your mobile number by verifying the  OTP sms.

### What is My Pass?

My pass is your digital vaccination appointment card which you need to present at MOHAP vaccinations centers along with your original emirates ID.

## Using Covid-19 UAE App

Installing the App

The Covid-19 UAE App is available on Play Store and App Store and could be downloaded using below links

**Google Play Store:**
COVID19 UAE - Apps on Google Play
**Apple App Store:**
COVID-19 UAE on the App Store (apple.com)

### App Languages

The Covid-19 UAE App comes in 3 languages i.e. Arabic, English and Urdu.

## Privacy and security

### How is my Data protected

Covid-19 UAE App ensures the confidentially of of user information gathered for appointment booking. Moreover any data or information is not shared.