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Who can use the CDI Telehealth service for YesMilano?

The CDI Telehealth service for YesMilano is reserved for YesMilano-enrolled students who are of legal age and have opted into the initiative.

What is included in the CDI Telehealth service for YesMilano?

By registering for the CDI Telehealth service, you receive:

- **Subscription to the SaluberMD platform**, including a personal medical record, digital reminders, integration with iOS Health app, and wellness data management.
- **Specialized teleconsultation** (including post-visit medical report and prescription for medications or additional diagnostic tests post-visit, if deemed necessary by the doctor).
- **Ability to book tests and in-person visits at CDI centers** at discounted prices for YesMilano students.



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What are the medical and healthcare specializations in the project?

Specialties offered by CDI include Dermatology, Urology, Gynecology, Psychology, General Medicine, Orthopedics, Physiatry, Ophthalmology, ENT.

How long does a visit last?

A specialized teleconsultation lasts for 15 minutes, while a psychological consultation lasts for 30 minutes.

What is/not included in the service?

The telehealth service can be used to book and conduct teleconsultations with a doctor, psychologist as long as it's not of an emergency/urgent nature. CDI and SaluberMD do not handle emergency calls; patients should contact 118 or the nearest Emergency Room.

How much does the teleconsultation cost?

The cost of a teleconsultation with CDI specialists for YesMilano students is 50 euros.

Who is the provider of CDI Telehealth service for YesMilano?

The CDI Telehealth service for YesMilano is provided by Centro Diagnostico Italiano, a comprehensive outpatient healthcare facility focused on prevention, diagnosis, and treatment. CDI uses SaluberMD Platform for this project. SaluberMD is an international telehealth services company that offers specialized medical teleconsultations through its app. Founded by doctors, SaluberMD operates in the United States, Israel, Thailand, Bahrain, Italy, and Spain.

What is the purpose of downloading the SaluberMD app?

To access the service, you need to download the SaluberMD app. You can book a teleconsultation with a CDI specialist through the SaluberMD app, where doctors can discuss and examine health queries, answer questions, and provide post-visit reports and prescriptions.

With our Electronic Medical Record, you can provide doctors access to your medical history and diagnostic images, enabling them to address a clinical case, make a diagnosis, or suggest an appropriate treatment plan through video



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conferencing. Additionally, the platform offers a digital reminder feature for medication intake, physical activity tracking, and measurement of vital parameters as needed. It also includes wellness data management and integration with the iOS Health app.

How does it work?

Upon registration in the app, you'll be prompted to create an account with registration details sent via email after service payment. After completing the registration process, the secure app access via login and password allows you to easily select a medical specialty offered by CDI and book a teleconsultation based on the available schedule.

Which devices and operating systems are supported?

The app is developed for iOS and Android smartphones and tablets. It can be downloaded from major app stores (Google Play Store and Apple App Store).

Where can I download the app for my smartphone or tablet?

The app can be downloaded and used on the latest devices and tablets by accessing major stores (Google Play Store and Apple App Store). During installation, consent for managing Camera, Photo Gallery, Geolocation, and Microphone is required.

What if I don't receive the confirmation email?

Wait for a few minutes or check your spam folder. In case of issues, contact customer_it@salubermd.com with the subject: "CDI registration failure."

What if I have issues accessing the app?

Check for an optimal network signal and connect to Wi-Fi if possible. If the app freezes during access, try closing it without uninstalling.

How are doctors and professionals selected?

CDI has selected professionals based on student requests. Selected doctors for the project speak both English and Italian and have undergone the Screen Side Manner training for effective remote consultations.

Screen Side Manner is a scientific method for acquiring digital skills in healthcare, wherein specific techniques are applied to optimize the effectiveness of remote



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consultations. The process includes guidelines for conducting a proper medical history, assessing key clinical signs, and optimizing supportive care.

[Can I use the CDI Telehealth service for YesMilano from abroad and change the language?](#)

Yes, the app allows language modification. By opening the menu on the top left, pressing "Account" allows access to profile configuration where the app language can be modified. It is recommended to ensure your smartphone or tablet is set to the same language.

[Can I use the CDI Telehealth service for YesMilano for someone else?](#)

For privacy reasons, the CDI Telehealth service for YesMilano cannot be used for other individuals.

[How are my data managed?](#)

The service complies with GDPR. Information regarding the treatment of health information and other personal information is provided in the Privacy Policy, available in the "Support" section.

[How is the management of my health data compliant with privacy regulations?](#)

Information on the treatment of health information and other personal details is provided in the Privacy Policy, accessible within the app.

[Will I receive an invoice for the provided service?](#)

Yes, if the teleconsultation is paid, you will receive the invoice directly from CDI. Additionally, the invoice will be accessible in the app under "Visit History."

[Will I receive a medical prescription and a medical referral?](#)

Yes, you will receive your referral. And if deemed necessary, the doctor will generate a prescription for medication purchase and/or a prescription for additional diagnostic tests. These documents will be sent via email to the user's email address and can also be downloaded in .pdf format directly from the app.

[Can I cancel the CDI Telehealth service for YesMilano?](#)

Yes, you can cancel the service by sending an email to customer_it@salubermd.com with the subject "Service cancellation".



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