

Take care of your health  
**QARE**

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# 1. How to activate **your Qare account?**

# Register via the activation email

- You should have received an activation email with the subject "**Access the Qare teleconsultation service...**" in your inbox (main or spam):
  - **Register by clicking on the activation button**



## 2. Preparing for your first **teleconsultation**

# Complete your profile

- Once your account is activated, complete your profile:
  - Your general information  
(age, date of birth, weight, height..)
  - Your medical record  
(health coverage, medical history, allergies, follow-up of teleconsultations with your doctor...)



**You can also add your spouse and children as Qare beneficiaries\*.**

*\*with a payment of €1 per month including VAT*



All your data is stored with an approved Health Data Host, which guarantees the integrity and confidentiality of your data.

**Carnet de santé complété à :**

19%

Complétez votre carnet de santé pour faciliter le diagnostic du praticien

[Renseigner mes informations](#)

Dossier médical	Mes informations	Personne à contacter
<b>Informations générales</b> <span>•</span> <span>▼</span>	Prénom _____ Nom _____ Téléphone <span>FR</span> _____ Adresse e-mail _____ Adresse _____ Complément _____ France <span>▼</span> Assureur <span>Selectionnez une valeur</span> <span>▼</span> Newsletter <input checked="" type="radio"/> Oui <input type="radio"/> Non	Prénom _____ Nom _____ Téléphone <span>FR</span> - 06 12 34 56 78 Adresse e-mail _____ Adresse _____ Complément _____ Ville _____ Code postal _____ Selectionnez votre pays <span>▼</span>
<b>Médecin traitant en France</b> <span>•</span> <span>▼</span>		
<b>Antécédents médicaux</b> <span>•</span> <span>▼</span>		
<b>Gynécologie</b> <span>•</span> <span>▼</span>		
<b>Antécédents chirurgicaux</b> <span>•</span> <span>▼</span>		

[Ajouter un bénéficiaire](#)

**Prénom NOM**

[Supprimer mon compte](#)

31% de votre profil est complété. Veuillez compléter votre profil.

# Consult a doctor

- Once you have completed your information, you can :

- **Consult a doctor immediately,**  
*(5min waiting time on average)*
- **Make an appointment later** for a video consultation with the doctor of your choice, at a time of your choice!  
*(+50 specialities available)*



**Our practitioners are available 7 days a week, from 6am to midnight.**



spécialité  
Médecin Généraliste

Localisation  
Toute la France

Téléconsulter un praticien loin de chez vous ne vous garantit pas le remboursement par la Sécurité Sociale

Disponibilités sur [Toute la France](#)

Pour effectuer une recherche, saisissez une spécialité ou un nom dans le champ de recherche, ou utilisez les différents critères proposés. Vous pouvez également consulter la liste de nos praticiens immédiatement disponibles ci-dessous.

Médecin généraliste Pédiatre Psychiatre Dermatologue Gynécologue

 <b>Dr Admane HAJJI</b> Médecin Généraliste	Disponible dans 2 h	Tarif Inclus Ville Paris (75017)	Ven. 12:00	-	-	-	<a href="#">Voir l'agenda complet</a>
 <b>Dr Jean-Marie DESSAINT</b> Médecin Généraliste	Disponible dans 21 h	Tarif Inclus Ville PARIS (75017)	Sam. 6:45	20:30	20:45	21:00	<a href="#">Voir l'agenda complet</a>
 <b>Dr Dominique PERIGNON</b> Médecin Généraliste	Disponible dans 1 j	Tarif Inclus Ville Paris (75017)	Sam. 10:00	10:15	10:30	11:00	<a href="#">Voir l'agenda complet</a>
 <b>Dr Abdelkader BEN YOUSSEF</b> Médecin Généraliste	Disponible dans 1 j	Tarif Inclus Ville PARIS (75017)	Sam. 10:20	11:00	11:20	11:40	<a href="#">Voir l'agenda complet</a>

# Making an appointment "later" (1/2)

- If you choose to make an appointment later by clicking in the search bar
  - You have access to the directory of available doctors and their diaries



**You are free to choose the doctor and the time that suits you.**



*The search bar allows you to find a doctor by name or specialty.*

*The practitioner's profile allows you to find out more about their place of practice, their professional practice or their academic background.*

The screenshot shows a search bar at the top with the text "Un médecin, une spécialité ..." and a "Rechercher" button. Below the search bar is the profile of Dr. Pierre BROCA, a General Practitioner (Médecin Généraliste) at the Centre de santé Accès Santé. The profile includes a photo, name, specialty, and a "Consultation" icon. A "Découvrir sa fiche" button is located at the bottom of the profile. To the right of the profile is a calendar view for the dates "Du 11 mar au 14 mar.". The calendar shows appointment slots for four days: JEU. (11 mar.), VEN. (12 mar.), SAM. (13 mar.), and DIM. (14 mar.). The slots are represented by teal buttons with times: 10:40, 12:10, 12:20 on Thursday; 08:10, 08:20, 08:30 on Friday; and 12:00, 12:10, 12:20 on Saturday. A "Plus de disponibilités" link is at the bottom of the calendar. A grey arrow points from the "Découvrir sa fiche" button to the search bar, and another grey arrow points from the search bar to the calendar.



# Making an appointment "later" (2/2)

- Once the doctor and the schedule have been chosen:
  - Your appointment will appear on your personal space in the  
**"You can find your next appointment"** on the homepage or in the **"Consultations"** tab.

Votre prochain rendez-vous

[Voir tous les rendez-vous](#)

À venir



**Dr Thomas Chiomento**  
Médecin Généraliste

Pour : **Martine Martin**  
Motif : **test**

15 août 2022 07:15



**A reminder will be sent to you by email and sms about ten minutes before the appointment time.**

# Start your teleconsultation

- 30 minutes before your appointment time, you will be able to access the virtual waiting room by clicking on  
**You can also click on "Start teleconsultation" in "Your next appointment".**



During this waiting period, you will have the possibility to :

- Start audio and video **connection tests**
- **Upload documents** that you wish to bring to the doctor's attention for the teleconsultation. *(photo, old prescription, medical result, medical recommendation...)*

# After the teleconsultation

- A few minutes after the end of the teleconsultation, you will be able to download or print **the documents (consultation report, prescription, etc.)** issued by the doctor in **your "Consultation history"** space.

## Vos derniers documents

[Voir tous les documents](#)



**Dr Jordan Gendre**  
Médecin Généraliste

25 mai 2020



Compte-rendu



Médicaments



**With Qare, you have the possibility of seeing the same doctor again for a better medical follow-up.**

# My documents

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The teleconsultation report, the prescription and/or the work stoppage issued by the practitioner following your teleconsultation will **only be available in your personal space.** They will never be sent to your email address.

You can download and print them permanently.

The orders are available under four headings according to the nature of their content:

- Medicines
- Biology
- Imaging
- Other (e.g. prescription for physiotherapy)

# 3. Going further with **Qare**

# With Qare, consult +50 specialities

## **Medical specialties** - *Without advance payment within the framework of your offer, with your carte vitale number and your mutual insurance company*

- General Practitioner
- Pediatrician
- Gynecologist
- Dermatologist
- ORL
- Psychiatrist
- Addictionologist
- Geriatrician
- Nutritionist
- Endocrinologist-diabetologist
- Allergist
- Cardiologist
- Pulmonologist
- Gastroenterologist
- Oncologist
- Radiotherapist
- Functional rehabilitation chiropractor
- Rheumatologist
- Sports Doctor
- Urologist
- Sexologist
- Aesthetic doctor
- Plastic Surgeon
- Cardiovascular Surgeon
- Orthopaedic Surgeon
- Anaesthetist

## **Other health professionals** - *With advance payment, possibility of reimbursement from your mutual insurance company*

- Dentist
- Midwife
- Clinical psychologist
- Podiatrist
- Physiotherapist
- Therapist
- Dietitian
- Speech therapist

# Some examples of reasons for teleconsultation:

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## Generalist

Management of seasonal illnesses (flu, gastro...), monitoring of chronic pathologies and adaptation of treatments (diabetes, cholesterol...), prescription of imaging or biological tests



## Psychologist

Help and follow-up of mental health problems (depression, anxiety, stress...), help and follow-up of addiction withdrawal (drugs, tobacco, alcohol) or work psychology (burn out, harassment...)



## Dermatologist

Follow-up and renewal of treatment for chronic dermatological diseases, information and diagnosis on the appearance of new rashes or skin lesions (stings, burns, angiomas, urticaria, etc.)



## Gynaecologist

Information and treatment of gynaecological problems such as contraception, sexually transmitted infections, voluntary interruption of pregnancy, mycosis, etc.



## Dietician

Introduction and monitoring of a diet (weight loss, muscle mass gain, diabetic diet, cholesterol-lowering diet, ...), advice on adopting a balanced diet on a daily basis...




## Psychiatrist

Follow-up, treatment and therapeutic adaptation of patients suffering from neuroses (depression, bipolarity, phobia, hysteria, chronic anxiety, panic disorder...) but also from psychoses (schizophrenia, paranoid delusions, hallucinations...)

## 4. Who to contact **in case of need?**



# Who to contact in case of need?

- If you have a question about **your student offer**, contact your internal students health service [sante-etudiants@universite-paris-saclay.fr](mailto:sante-etudiants@universite-paris-saclay.fr) .
- If you have **a more general question** about the essentials of teleconsultation, its regulatory framework etc., or would like to access some advice, we invite you to consult our **BLOG** or our **Qare FAQ**.
- If you encounter **a technical problem** during your teleconsultation or wish to provide us with any information, you can contact customer service from 6:00 a.m. to midnight via :
  - The chatbot available at the bottom left of your patient area 
  - By e-mail: [service-client@qare.io](mailto:service-client@qare.io)
  - By telephone: 01 86 76 10 32

Thank you for your  
attention

**Take Qare of yourself !**