

# Frequently Asked Questions

## About MyAbroadMDs

### What is MyAbroadMDs?

MyAbroadMDs is a digital platform specializing in proactive healthcare preparation for travelers. Unlike reactive healthcare services that only assist in emergencies, we ensure members have access to all necessary medical resources before departure—so they are fully prepared before their bags are packed.

Through personalized Curated Doctor Directories (CDD), we connect travelers with licensed English-speaking doctors in over 150 countries. Additionally, upon request, we can tailor recommendations to specific itineraries and provide names of medical specialists, along with assistance in facilitating introductions.

*Disclaimer: MyAbroadMDs provides research-based information only. Members should consult with a healthcare professional before making any medical decisions.*

### What services does MyAbroadMDs provide?

Upon completing membership registration, members receive a digital membership package via email that includes:

- A link to their Curated Doctor Directory (CDD) based on their destination and health needs
- Access to the PIMS (Personal Information Management System) to securely store private medical information and travel documents
- A Travel Health Guide with tips for managing medical needs while abroad
- Information on exclusive partner resources for additional healthcare and travel-related services

This ensures that members have all necessary healthcare resources before departure.

### How can I contact MyAbroadMDs?

For assistance, you can contact us via:

- Phone: 917-960-9543
- Email: [info@myabroadmds.com](mailto:info@myabroadmds.com)
- Live Chat: Available through our membership portal for technical support and general inquiries

Our team is available to assist with membership-related concerns, technical issues, and directory access.

## **Our Doctor Directory**

### **How does MyAbroadMDs select the physicians in its Curated Doctor Directory (CDD)?**

Our Curated Doctor Directory (CDD) is developed through a multilayered selection process to ensure accessibility and reliability for travelers. We take the following steps to maintain the quality of our listings:

- **Verification of Credentials** — All listed physicians are licensed MDs in their respective countries
- **English Proficiency** — We confirm that all listed doctors can communicate in English to assist international patients
- **Member Feedback** — User experiences and feedback help guide our directory's continuous improvement
- **Publicly Available Information** — We review Google ratings, clinic websites, and other reputable sources to provide additional insights into medical practices
- **Direct Outreach** — Where feasible, our team contacts doctors to confirm their availability and services. However, due to hospital policies, time constraints, or provider availability, not all physicians can be directly contacted

### **No Paid Listings Policy**

Physicians do not pay to be included in the CDD. Selection is based solely on the criteria outlined above, ensuring that listings remain independent and unbiased.

### **Important Disclaimer**

While we strive to provide accurate and useful information, MyAbroadMDs does not endorse, certify, or rank medical providers, nor do we verify the quality of care they provide.

The CDD is an informational resource only, and members should consult in advance with a healthcare professional before making any medical decisions.

### **What is the MyAbroadMDs Awards Program?**

The MyAbroadMDs Awards Program recognizes doctors in our CDD based on their engagement with travelers, responsiveness, and contributions to international healthcare accessibility.

### **Does receiving an award mean a doctor is endorsed by MyAbroadMDs?**

No. While the awards acknowledge participation and accessibility, they do not evaluate medical competency or quality of care. Awards do not constitute an endorsement, certification, or recommendation by MyAbroadMDs.

## **Personalized Services**

### **Does MyAbroadMDs tailor medical recommendations based on my itinerary?**

Yes. Upon request, we can tailor recommendations to your itinerary, providing names of local medical specialists in the areas you plan to visit.

*Important Note: MyAbroadMDs provides specialist names based on publicly available information, user feedback, and accessibility factors. However, we do not assess, verify, or guarantee the quality of care, availability, or services of any specialist. Members should consult in advance with a healthcare professional before making any medical decisions.*

### **Can MyAbroadMDs introduce me to medical specialists?**

We can assist in facilitating introductions to medical specialists in select locations. However, these introductions are for informational purposes only and do not constitute a formal referral, medical advice, or endorsement.

*Disclaimer: MyAbroadMDs is not responsible for the outcomes of any interactions between members and specialists. Members should consult in advance with a healthcare professional before making any medical decisions.*

## **Using Our Services**

### **Does MyAbroadMDs replace my current doctor?**

No. MyAbroadMDs is not a healthcare provider and does not offer medical diagnosis, treatment, or emergency services.

Our platform is strictly informational, helping travelers access resources and make informed decisions about healthcare abroad. We do not establish or interfere with doctor-patient relationships.

### **How does MyAbroadMDs assist in urgent medical situations?**

MyAbroadMDs provides contact details for English-speaking medical professionals, hospitals, and pharmacies in our directory. However, we are not an emergency response service.

If you are experiencing a medical emergency, immediately call local emergency services or visit the nearest hospital.

We recommend using your PIMS system to organize and streamline communication with healthcare providers in urgent situations.

### **Can I use insurance with MyAbroadMDs?**

MyAbroadMDs does not directly process insurance claims, nor do we have formal agreements with any insurance providers. Members should check their individual insurance policies to determine coverage eligibility.

Some doctors in our network may require upfront payments, but members may submit claims independently for potential reimbursement. We recommend storing a digital copy of your insurance card within the PIMS system for convenience.

### **Is my data safe with MyAbroadMDs?**

MyAbroadMDs prioritizes data security and privacy. However, we do not store, process, or access your private medical or personal information.

All data stored within the PIMS system remains on your personal device and is not accessible by MyAbroadMDs.

For further details, please refer to our Privacy Policy and Terms of Service.

## **Common Questions & Concerns**

### **How is MyAbroadMDs different from travel insurance?**

**Travel insurance is reactive - we're proactive.**

While travel insurance is important (and we recommend it!), it primarily focuses on emergency care and reimbursement. MyAbroadMDs complements your insurance by:

- **Pre-travel planning:** We connect you with specialists before you depart to ensure continuity of care
- **Non-emergency care:** Travel insurance typically doesn't help when you need a doctor for a sinus infection, mild allergic reaction, or prescription refill
- **Language barrier elimination:** We specifically provide English-speaking doctors, while insurance may direct you to any available provider
- **Personalized care:** Insurance companies don't create personalized medical directories tailored to your specific health needs and travel locations

Many of our members use our service alongside travel insurance for comprehensive protection.

## Couldn't I just find doctors online myself?

### Finding qualified medical care abroad requires more than a search engine.

When you're feeling ill in an unfamiliar country, the last thing you want is to spend hours:

- Researching doctors with uncertain credentials
- Determining which providers speak English well enough to understand your symptoms
- Reading reviews in foreign languages
- Trying to schedule appointments across time zones or language barriers
- Wondering if the provider accepts international patients

MyAbroadMDs has already researched our network of providers across 150+ countries for:

- Medical credentials and practice standards
- English proficiency
- Availability for international patients
- Communication responsiveness
- Quality of care

Our Curated Doctor Directory is personalized to your specific health needs and travel itinerary, saving you valuable time and reducing stress.

## Is my medical data secure with PIMS?

### Your privacy and security are our top priorities.

We've implemented multiple layers of protection:

- Your PIMS (Personal Information Management System) is only available on your smartphone as you access our organization system via a downloadable PDF
- **You control your data:** Unlike many health platforms, your information is only accessible by you - we cannot access your personal records
- **No cloud storage vulnerability:** Your information isn't held in a centralized database that could be compromised
- **Compliant with international standards:** Our security protocols meet or exceed global data protection requirements
- **Transparent privacy policy:** We clearly explain how any data you share is used and protected

Our founder's background in both healthcare and cybersecurity informed our approach to creating a platform that prioritizes your privacy while ensuring critical medical information is available when needed.

## What if I never need to use the service?

**Peace of mind is valuable, but our service offers benefits beyond emergencies.**

Many members initially join for "just in case" protection, but discover the everyday value:

- **Pre-travel consultations:** Addressing health concerns before departure
- **Medication management:** Assistance with prescription names and availability abroad
- **Cultural navigation:** Understanding different healthcare systems and practices
- **Digital organization:** Having important medical documents in one secure, accessible location
- **Family coordination:** Keeping everyone's health information organized while traveling

Just as you might purchase travel insurance without hoping to use it, MyAbroadMDs provides security that enhances your travel experience regardless of whether you need medical attention.

**Is this only for people with health conditions?**

**MyAbroadMDs is valuable for all travelers, regardless of current health status.**

Even perfectly healthy travelers can benefit from:

- **Unexpected illness:** Common travel-related issues like food poisoning, infections, or injuries
- **Preventative care:** Access to advice about regional health concerns or outbreaks
- **Prescription help:** Assistance with lost, stolen, or depleted medications
- **Document organization:** Secure digital storage for identification, immunization records, and insurance information
- **Peace of mind:** The confidence to explore freely knowing qualified medical help is easily accessible

Our different membership levels accommodate various travel styles and health needs, from occasional vacationers to frequent international travelers.

**How does this compare to telehealth services?**

**We go beyond video calls to deliver comprehensive international healthcare access.**

While telehealth services can be helpful, they have significant limitations for international travelers:

- Many telehealth providers aren't licensed to treat patients across international borders
- Remote doctors can't perform physical examinations when needed
- Telehealth providers often can't prescribe medications internationally
- Language and cultural barriers may still exist with general telehealth platforms

MyAbroadMDs provides:

- In-person access to qualified local doctors who speak English
- Specialists familiar with both local and international medical standards
- Support for prescription needs within the country you're visiting
- The option for telehealth when appropriate, but in-person care when necessary

We ensure you have the right type of care for your specific situation, wherever you are in the world.