












## FREQUENTLY ASKED QUESTIONS (FAQs)

### *Additional Language Versions*

This document is available in the following languages:

	English	<a href="https://data.my-health.today/website/en/faqs.pdf">https://data.my-health.today/website/en/faqs.pdf</a>
	Romanian	<a href="https://data.my-health.today/website/ro/faqs.pdf">https://data.my-health.today/website/ro/faqs.pdf</a>
	Bulgarian	<a href="https://data.my-health.today/website/bg/faqs.pdf">https://data.my-health.today/website/bg/faqs.pdf</a>
	Lithuanian	<a href="https://data.my-health.today/website/lt/faqs.pdf">https://data.my-health.today/website/lt/faqs.pdf</a>
	Polish	<a href="https://data.my-health.today/website/pl/faqs.pdf">https://data.my-health.today/website/pl/faqs.pdf</a>
	Ukrainian	<a href="https://data.my-health.today/website/ua/faqs.pdf">https://data.my-health.today/website/ua/faqs.pdf</a>
	Hindi	<a href="https://data.my-health.today/website/hi/faqs.pdf">https://data.my-health.today/website/hi/faqs.pdf</a>
	Russian	<a href="https://data.my-health.today/website/ru/faqs.pdf">https://data.my-health.today/website/ru/faqs.pdf</a>
	French	<a href="https://data.my-health.today/website/fr/faqs.pdf">https://data.my-health.today/website/fr/faqs.pdf</a>
	Arabic	<a href="https://data.my-health.today/website/ar/faqs.pdf">https://data.my-health.today/website/ar/faqs.pdf</a>
	Brazilian / Portuguese	<a href="https://data.my-health.today/website/br/faqs.pdf">https://data.my-health.today/website/br/faqs.pdf</a>
	Spanish	<a href="https://data.my-health.today/website/es/faqs.pdf">https://data.my-health.today/website/es/faqs.pdf</a>
	Urdu	<a href="https://data.my-health.today/website/ur/faqs.pdf">https://data.my-health.today/website/ur/faqs.pdf</a>

**Important Notice:** The English version of this FAQ is the official and legally binding version. Translations are provided for informational purposes only. In case of any discrepancies between the translated versions and the English version, the English version shall prevail.



## 1. About the Company

### Who is behind H2?

H2 is a digital healthcare platform operated by My Health Today LTD, a legally registered company in the United Kingdom.

### Company Details:

- Company Name: My Health Today LTD
- Company Registration Number: 16068507
- Registered Office Address: 7 Bell Yard, London, WC2A 2JR, United Kingdom
- Website: [h2.doctor](https://h2.doctor) | [my-health.today](https://my-health.today)
- Contact Email: [support@my-health.today](mailto:support@my-health.today)

### What is H2?

H2 is an online healthcare platform offering telehealth consultations, e-prescriptions, and medical document services. Patients can connect with licensed medical professionals for consultations, diagnosis, and health management.

### Is H2 a medical device?

No. H2 is a telehealth platform that connects patients with licensed healthcare professionals. It does not diagnose or treat medical conditions independently, nor does it function as a medical device under UK, EU, or US regulations.

### Does H2 have cybersecurity certifications?

Yes, H2 follows stringent security protocols and is Cyber Essentials certified, ensuring data protection, encryption, and safe transactions.

### What services does H2 provide?

H2 offers online healthcare services, including:

- Telehealth consultations (General Practitioners, Specialists, Mental Health Professionals)
- E-prescriptions (where legally accepted)
- AI-powered medical document translations
- QR code-verified medical reports
- Secure health data storage

### Is H2 a replacement for my local GP?

No. H2 is a private healthcare service designed to complement, not replace, traditional healthcare providers. Patients should maintain their primary care registration for in-person consultations, emergency care, and referrals.

### Is H2 part of the NHS?

No. H2 is a private healthcare platform and does not offer NHS-funded services.

### Can I use H2 from outside the UK?

Yes, but service availability depends on local healthcare regulations. Patients should check whether online consultations and e-prescriptions are accepted in their country before using the service.

## 2. Booking Appointments & Consultations

### How do I book an appointment?

- Appointments can be booked directly through: H2 website ([h2.doctor](https://h2.doctor)).

### What languages are consultations available in?

- Consultations are conducted in the patient's preferred language, based on available practitioners.
- Medical documents, including prescriptions, can be automatically translated into selected languages using AI-based translation.

### How long does a consultation last?

- Standard appointments last 15 minutes and the 30-minute appointment time option.
- Extended appointments may be available depending on the patient's needs.

### What medical conditions can be treated via telehealth?

- Minor illnesses (e.g., colds, flu, infections, allergies).
- Chronic condition management (e.g., diabetes, hypertension, thyroid issues).
- Skin conditions (e.g., acne, eczema, dermatitis).
- Mental health support (e.g., anxiety, mild depression, stress management).
- General health concerns and second opinions.

### What conditions cannot be treated via telehealth?

#### H2 does not treat:

- ✗ Medical emergencies (e.g., chest pain, severe bleeding, seizures).
- ✗ Conditions requiring physical examination or in-person treatment.
- ✗ Life-threatening mental health crises (e.g., psychosis, suicidal ideation).

**Emergency Notice:** If you are experiencing a medical emergency, please call 999 (UK), 112 (EU), 911 (US), or seek urgent medical attention immediately.

### 3. E-Prescriptions & Medication

#### Can I get a prescription from H2?

Yes, H2 doctors may issue electronic prescriptions (e-prescriptions).

#### Are H2 prescriptions valid in all countries?

No. The validity of e-prescriptions depends on local pharmacy and healthcare regulations. Some countries (e.g., Spain) accept digital prescriptions, while others (e.g., the UK) may require a local GP review before filling prescriptions.

#### If my prescription is not accepted, what should I do?

- Check local regulations regarding e-prescriptions.
- Consult a local doctor for an in-person evaluation if needed.
- Use the translated diagnosis document in the local language to request a prescription from a local GP.

#### Are there any restrictions on what can be prescribed?

Yes. **H2 does not prescribe:**

- ✗ Controlled substances (e.g., opioids, benzodiazepines, strong painkillers).
- ✗ High-risk medications requiring physical examination or monitoring.
- ✗ Medications restricted by local laws.

#### How do I receive my prescription?

- If eligible, the e-prescription will be issued electronically and can be presented to a participating pharmacy.
- Some pharmacies may require verification or additional documentation before dispensing medication.

#### How do I verify my prescription?

- Each prescription includes a QR code for verification.
- Pharmacies can scan the QR code to confirm prescription authenticity.

### 4. QR Code & Document Verification

#### What is QR code verification for medical documents?

All medical documents issued via H2 (including consultation summaries, diagnoses, prescriptions, and referrals) contain a unique QR code. This allows healthcare providers, pharmacies, and employers to verify the authenticity of documents instantly.



### **How do I verify a document using a QR code?**

To verify a medical document:

1. Open your phone's camera or QR code scanner.
2. Scan the QR code displayed on the document.
3. The system will redirect you to a secure page verifying the document's authenticity.

### **Can my employer or local doctor verify my documents?**

Yes, as long as they have internet access to scan and check the QR code for authentication. However, acceptance of online documents depends on local regulations.

### **Can my prescription be verified using a QR code?**

Yes, every prescription includes a QR code for verification. However, prescription acceptance depends on pharmacy regulations in your country.

## **5. AI-Powered Symptom Checker (Health Quest)**

### **What is the HealthQuest Symptom Checker?**

HealthQuest is an AI-powered tool available on the H2 platform to help users assess symptoms and receive guidance on possible conditions.

### **How does the symptom checker work?**

- Users enter symptoms and medical history.
- The system analyzes input based on a vast medical knowledge base.
- It provides potential causes and suggests whether a doctor consultation is necessary.

### **Does HealthQuest provide a diagnosis?**

No, HealthQuest is **NOT** a substitute for professional medical advice. It provides symptom assessments but does not replace a consultation with a licensed medical practitioner.

### **Can HealthQuest recommend treatments?**

HealthQuest does not prescribe medication but can suggest when to see a doctor based on symptom severity.

### **Is my data secure when using HealthQuest?**

Yes, all inputs are processed securely under GDPR, HIPAA, and CCPA regulations. HealthQuest does not store identifiable medical records unless the user consents to save their assessment for future consultation.

## 6. Health Data Tracking & Wearable Integrations

### Can I connect my health tracker (e.g., Fitbit, Apple Health, Garmin) to H2?

- Yes! Users can integrate wearable devices to share real-time health metrics with their healthcare providers.
- Supported metrics include heart rate, sleep patterns, blood oxygen levels, and physical activity.
- This feature helps doctors make more informed assessments of your health.

### Why should I integrate my wearable device with H2?

- Enables doctors to track vital signs over time for better diagnosis.
- Helps monitor chronic conditions (e.g., heart disease, diabetes).
- Allows for personalized health recommendations based on real data.

### Can my doctor see all my health tracker data?

- Only data you consent to share will be visible to your doctor.
- Users can enable/disable specific metrics in their privacy settings.

### Is my wearable data secure?

Yes! Data is encrypted and stored securely following GDPR and HIPAA compliance.

## 7. Payment & Subscriptions

### What payment methods are accepted?

- Credit & Debit Cards (Visa, Mastercard, American Express)
- Stripe Payments (secure online transactions)
- Bank Transfer (manual payments where applicable)

### Are there any additional fees?

- A 10% platform maintenance fee is applied to all transactions.
- Additional charges apply for AI-powered translations beyond the first free document for PAYG users.

### Can I cancel my subscription?

- Users can cancel subscriptions anytime via account settings.
- Refunds are available only if the cancellation occurs before the renewal date.

## 8. Security & Data Privacy

### How does H2 protect my data?



- End-to-end encryption protects consultations, prescriptions, and user data.
- Compliance with GDPR, CCPA, HIPAA, and Cyber Essentials certification.
- Multi-factor authentication (MFA) for account security.

#### **Does H2 share my personal data?**

- H2 does not sell or share patient data with third parties.
- Data is shared only when required for medical or legal purposes, as outlined in the [Privacy Policy](#).

#### **Can I delete my account?**

- Yes. Users can request account deletion by contacting [support@my-health.today](mailto:support@my-health.today).
- Medical records are retained for the legally required period before being securely erased.

### **9. General Questions**

#### **Is H2 user-friendly?**

- Designed to be simple, intuitive, and accessible for all users.
- Works on PC, Mac, tablets, and smartphones (Android & iOS).
- No software installation needed—H2 is web-based.

#### **Can I consult a doctor while travelling?**

- Yes, as long as telemedicine is legal in your location.
- Prescription validity depends on local laws.

#### **Will translated documents be accepted internationally?**

- Translations are for informational purposes and do not replace official documents.
- It is the patient's responsibility to confirm whether translated documents are accepted by their employer, insurance provider, or local healthcare system.

#### **Can I use H2 if I have an employer or insurance healthcare plan?**

H2 is not yet integrated with insurance or employer-sponsored plans but may offer these options in the future.

### **10. Need More Help?**

- General Support: [support@my-health.today](mailto:support@my-health.today)
- Security & Privacy Concerns: [security@my-health.today](mailto:security@my-health.today)
- Data Protection Officer (DPO): [dpo@my-health.today](mailto:dpo@my-health.today)

*Still have questions? Visit our Help Center or contact our support team at [support@my-health.today](mailto:support@my-health.today).*