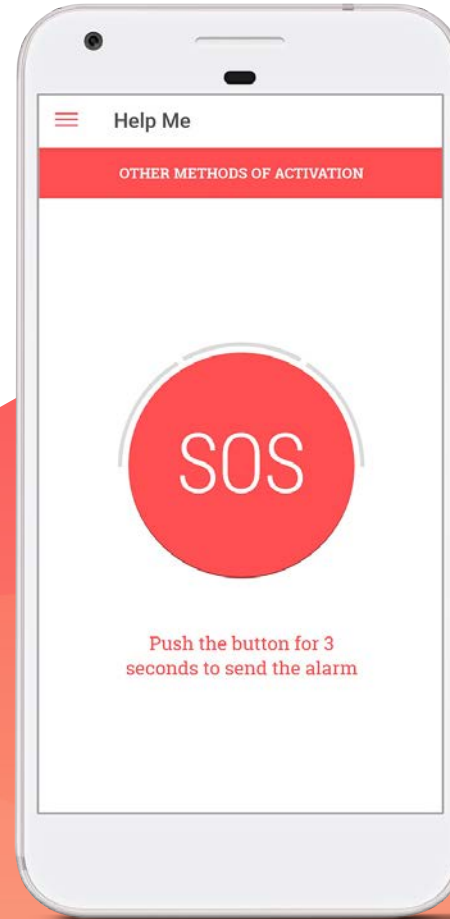




Dr. Security

powered by TeleMedik Assistance Technologies

24/7 Emergency Service



(787) 999-6200
drsecurityapp@telemedik.com
www.telemedik.com

TeleMedik Group

About us



+25 years

Experience in the health industry



URAC

Accreditation as a Health Call Center since 2001

** Utilization Review Accreditation Commission
(Health accreditation by Washintong DC)*



ISO 22320

Emergency management Qualified Alerts



+ 1 MM

Calls recieved and produced annually



+ 2 MM

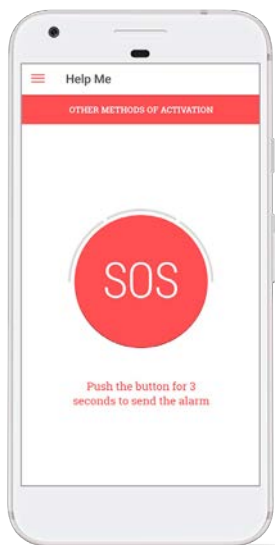
Lives served annually

We are a sum of avant-garde and passion for new E-health technologies

TeleMedik Group was founded in 1996 in the USA (Puerto Rico), and is currently leaders in health and safety services, with national and international presence.

We have **2 Contact Centers** with more than 500 assistance positions where social workers, doctors, nurses and qualified operators assist more than 2 million lives. We also have **14 proprietary Software** related to health care services, telemedicine and emergency management.

Dr. Security



Dr. Security is much more than an app, it is the emergency assistance system specialized in saving lives.

The Dr. Security system is made up of a mobile app connected to a Response Center that offers **assistance 24/7, 365 days a year**. It integrates an SOS button that allows the user to request help, sending the location and being assisted immediately by phone call.



Designed to provide assistance in distress



Health problems



Family protection



People of the third age



Pandemics (ex. COVID-19)



Earthquakes, floods, hurricanes, etc.



Personal accidents



Traffic accidents



Domestic violence



Robberies and kidnappings



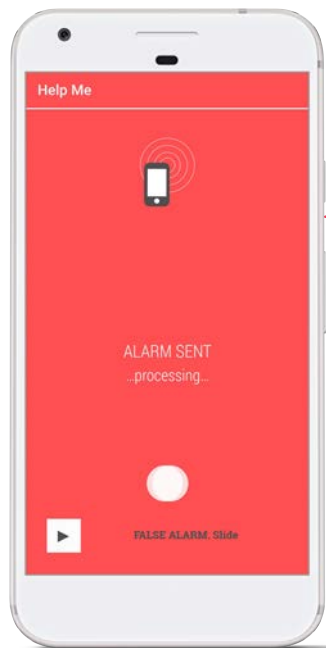
Fires

How does it work?

The system allows our service assistance act up to 5 times more faster than a traditional call.

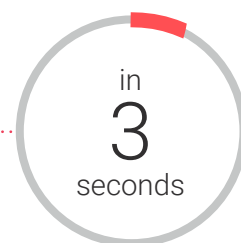
When the user activates the SOS button on the app, **it sends the distress request** together with the **exact location of the emergency, 10 seconds of audio and video, and personal and health data.**

These data are received in our Response Center, where our operators manage the situation immediately, knowing what has happened, where and to whom.



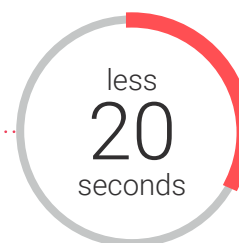
Alarm received

At the Response Center



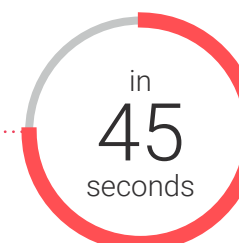
Localized emergency

Exact location and affiliate information



What happened?

10 seconds of audio and 10 of video receive



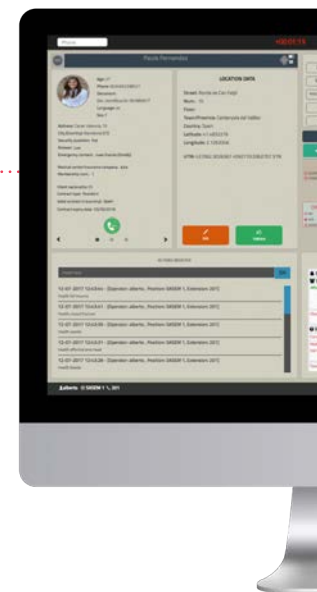
Check

Contact with the user and the appropriate support agency



Help on the way

Operational management on the go



SOS Alert Methods

| The system integrates 3 different methods to send an alarm:



SOS button

Send the alarm after pressing the button on the screen for 3 seconds.

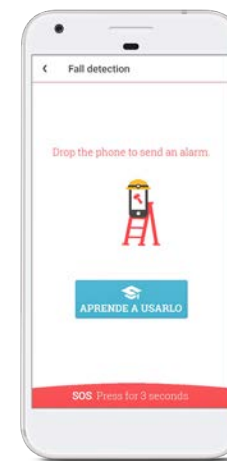
...



Bluetooth button

Wireless button that works up to 49 feet from the device. Send the alarm by pressing it.

...



Fall detector

Activates the alarm when detecting an impact or sudden fall in which the device get involved.

Response Management Center

**Verify the emergency
in seconds**

It receives, analyzes and classifies the emergency automatically, guaranteeing direct contact by traditional call or remote control for exhaustive monitoring of the alert process until its completion. Divided into two screens for simultaneous management, it adapts to operating protocols for optimal resolution of the incident.



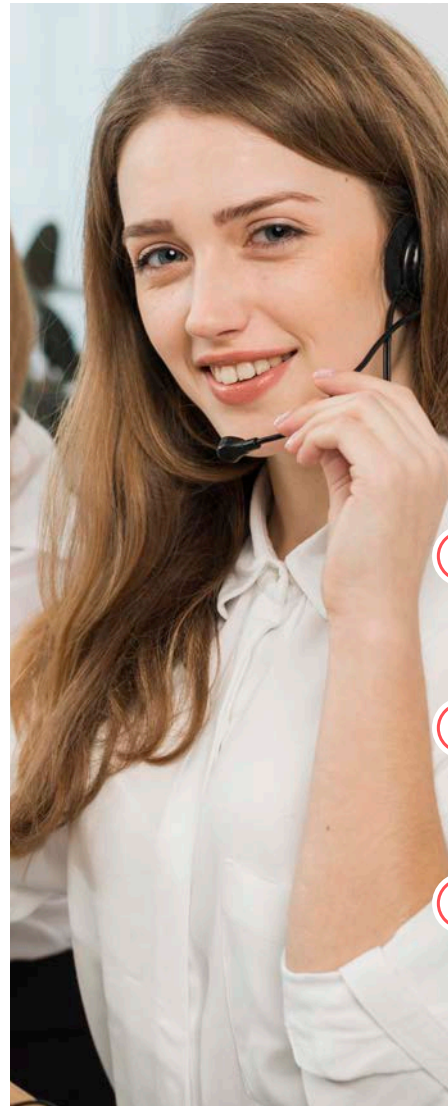
- List of alerts
- Analysis and categorization
- Emergency verification
- In-Live Geolocation
- Remote attendance management
- Closing with detailed report

24/7 Multidisciplinary assistance service

We have the only Response Center in Puerto Rico that includes multidisciplinary clinical management.

We have more than 500 professional and specialized assistance jobs, that includes social workers, doctors, nurses and qualified operators. We have different specialized service lines active, likewise, **we have the potential to attend and respond to the emergency of an affiliate internally, without the need to refer the call to an external service such as 9-1-1**, except for situations of extreme urgency.

- **NAL:** Nursing and health orientation line.
- **Return to activity:** Preparedness, response and control program against COVID-19.
- **Integrated Mental Health.**
- **ADFAN:** Administration line for families and children of the Government of Puerto Rico.



Increase the quality of service in terms of optimization of assistance.



Improves the perception of the user and his satisfaction, since he feels attended in a personalized way, from the comfort of his home or the place where the emergency occurred.



Increase the level of loyalty of the user due to the sense of protection that the service offers.

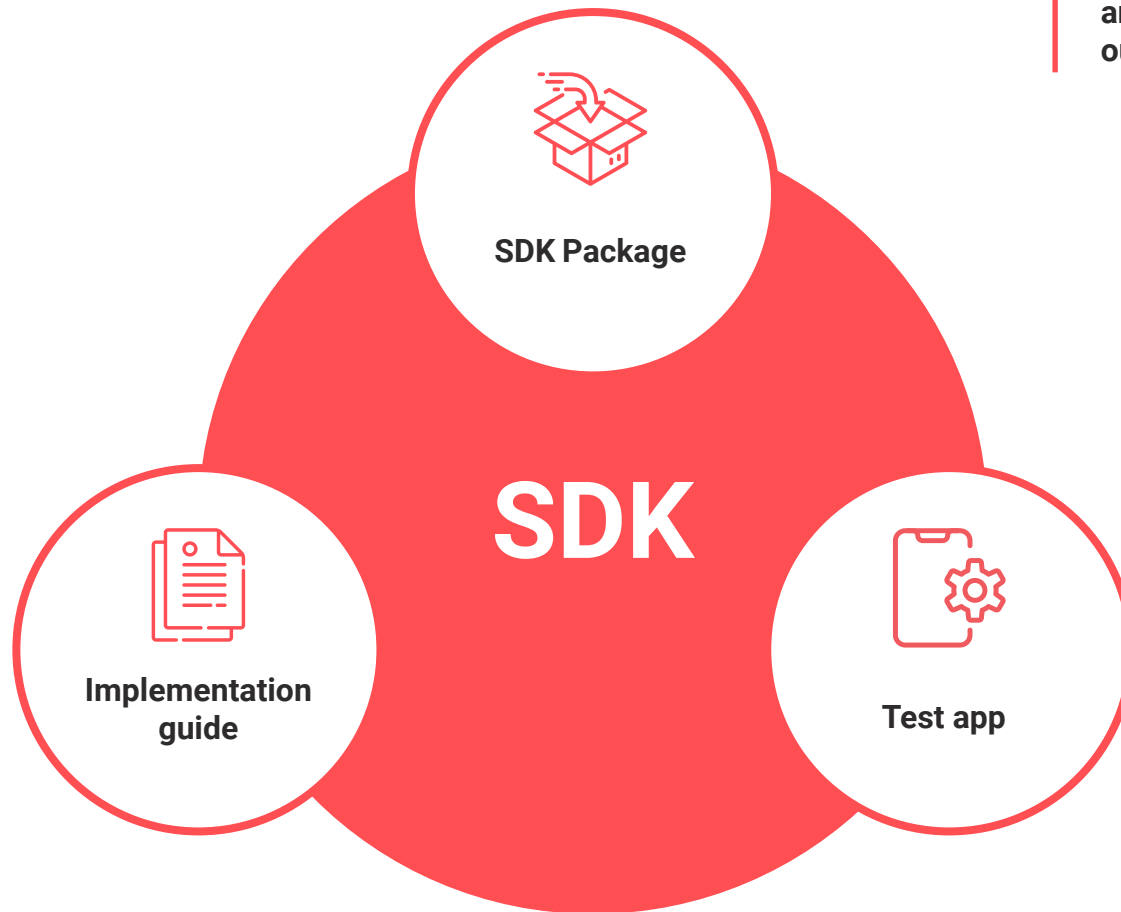
Do you have an app?

Add value by integrating Dr. Security

Our **SDK (Software Development Kit)** is developed to be able to be included in an existing app quickly and easily. It adapts to the graphical environment (UX / UI) of the software, adding the powerful functionality of attending to emergencies and facilitating the user to enjoy all the advantages from the same app.

What we offer

SDK



We have adapted to the needs of our clients, listening to them and analyzing their current tools, creating a development to integrate our PERS Dr. Security, in their membership App.



What is included in the SDK package



Transparent registration and login

Our registration and login process **is complemented with the one already existing in your app**, so users will not perceive the change:

They will access the membership app in the usual way.

...



SOS button

SOS method that is located on the screen and **sends a request for help after pressing it.**

It allows including a countdown before sending the alarm (ex. 3-second countdown with the option for the alarm to be canceled by the user if it has been activated by mistake).

...



Additional alert methods

It includes **2 additional alert methods** to the SOS button that the user can configure when needed:

- **Bluetooth button**
- **Fall detector**

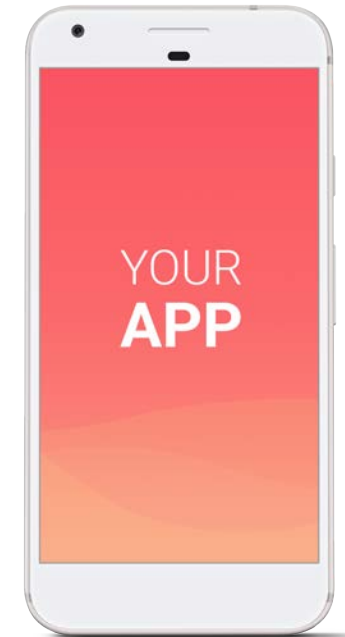
...



It is complemented by your app

Designed so that the different elements can be located in your app as you want and **without the need to make major changes** to its visual composition.

...



Integration in your application

SDK



Insert the SDK into your application easily and conveniently.



Patented development for **native apps**:

Android OS
iOS OS

Java & Kotlin
Objective-C & Swift



Ready for **quick integration** into your application.



SDK ready in a period of **24/48** working hours.



It includes a **detailed development guide**, accompanied by a **test app** that facilitates the developing process.

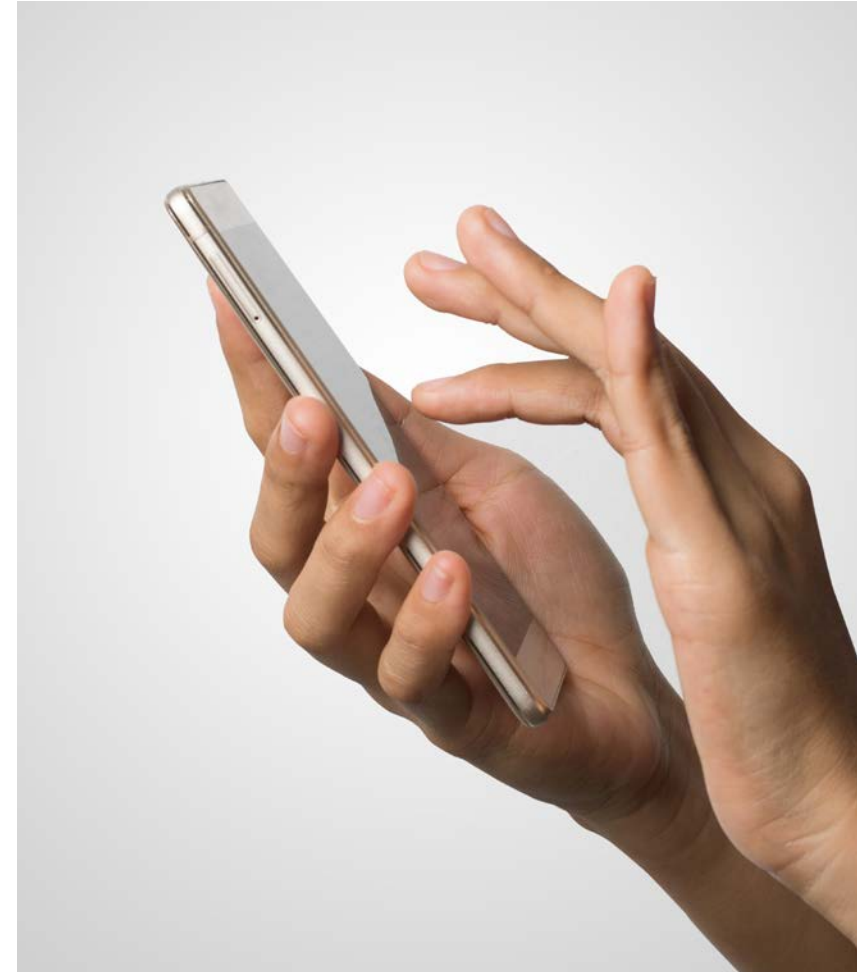


We offer additional **24/7 support**.

Advantages of including the SDK

Value for your app

- Successful integration of our SDK has shown that **members have come to value the membership app much higher.**
- You can increase **the volume of downloads and the engagement of your membership app users.**
- It will allow the Marketing department to have justified reasons of interest to generate communications with customers.
- **Relevance service** for the user.
- **Unique and exclusive** emergency management Software.
- It is not necessary to integrate software services, or share access, or dump the database of your clients, since it is the insurance company that is always in control.





Central office

Calle Felipe de Plana 5, Carr. 20, 3 Cll Felipe De Plana
km 2, Guaynabo, 00965

(787) 999-6200
info@telemedik.com
www.telemedik.com