

MEDICAL LIST

Activa DKV app Guide



PRESENTATION

In DKV we are Health activists. That's why we want to make your life easier and help you to feel better.

With this guide we want you to see all possibilities offered by the App Activa DKV. In this way, you will login and manage your health policy procedures in a simple and fast way. Moreover, you will know all services offered by your policy, so you can benefit fully from it.

Next, we will show you step by step how to access to every section so the registration and the beginning of its use will be as simple as possible!



[DOWNLOAD ACTIVA DKV](#)

[DKV EXPLANATORY VIDEO](#)

**IF YOU HAVE DOUBTS...
WE WANT TO HELP YOU WITH
OUR SUPPORT CHANNELS!**



WhatsApp channel:

Contact to our support staff.

Please, click on www.dkv.es/whatsapp or save the phone number **+34 960 160 602** and directly chat to them.

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 [+34960160602](https://www.dkv.es/whatsapp)

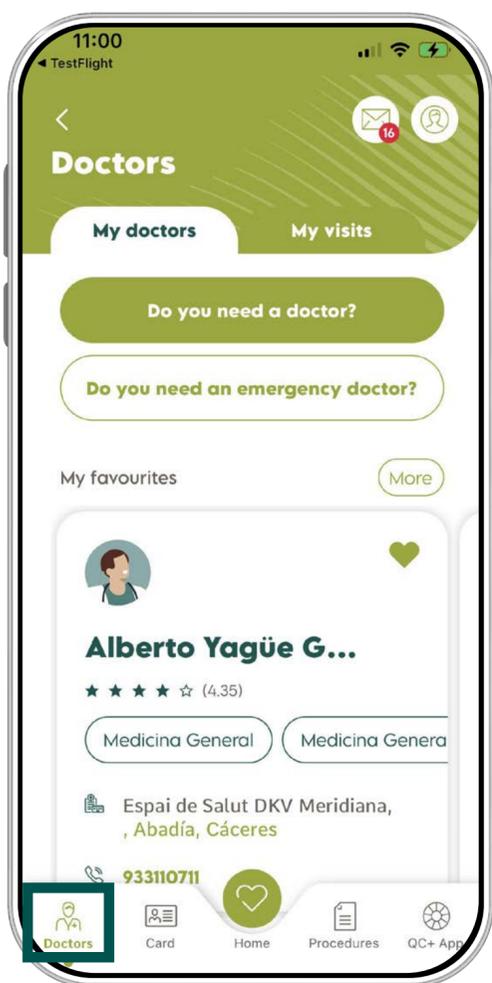
 atencionclientedigital@dkvseguros.es

LOOK UP THE MEDICAL LIST

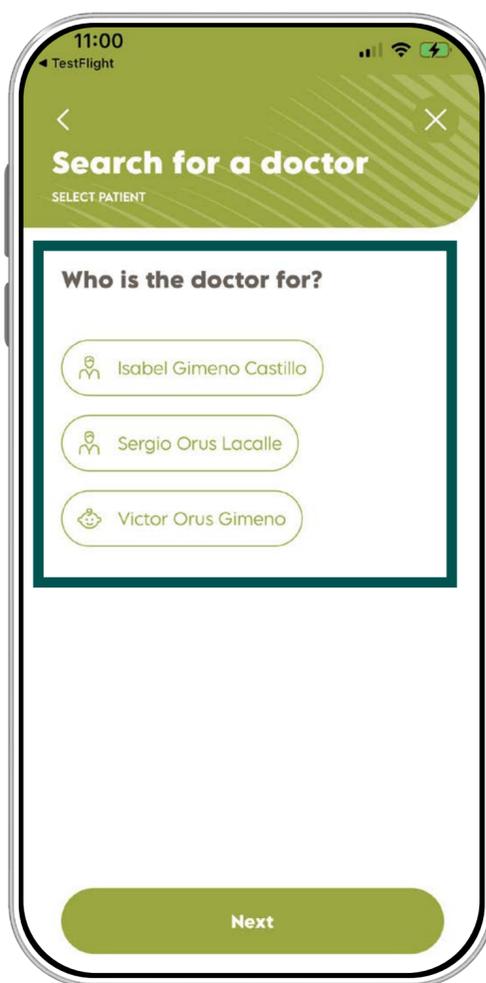
MY DOCTORS

To look the medical list up, please, follow these steps:

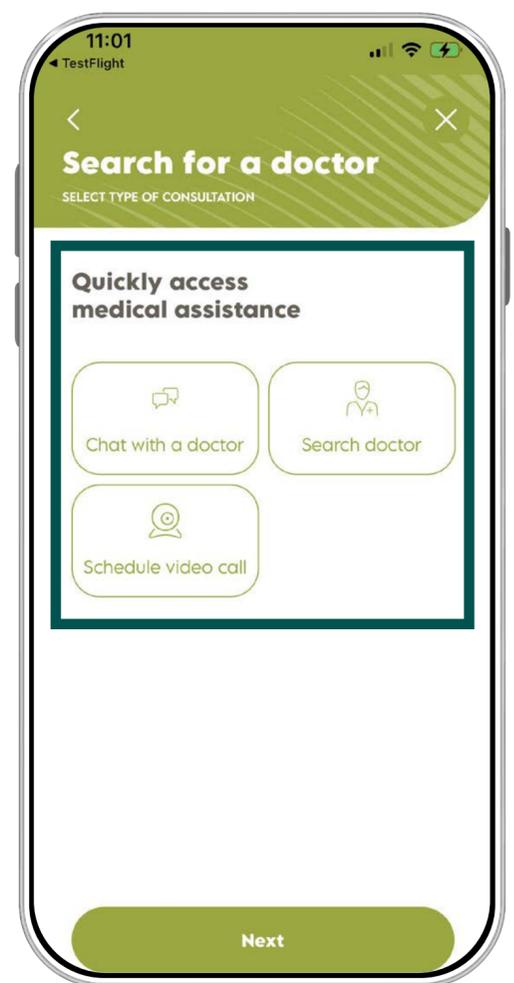
1. In the bottom bar menu, tap **“Doctor”**.
2. Choose whom the doctor is for.
3. You will get medical care quickly. There are three types of consultation you can make:
 - a. Chat with a doctor.
 - b. Schedule video call.
 - c. Search doctor.



1. Doctors



2. Who is the doctor for?



3. Choose the type of query

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LISTEN UP

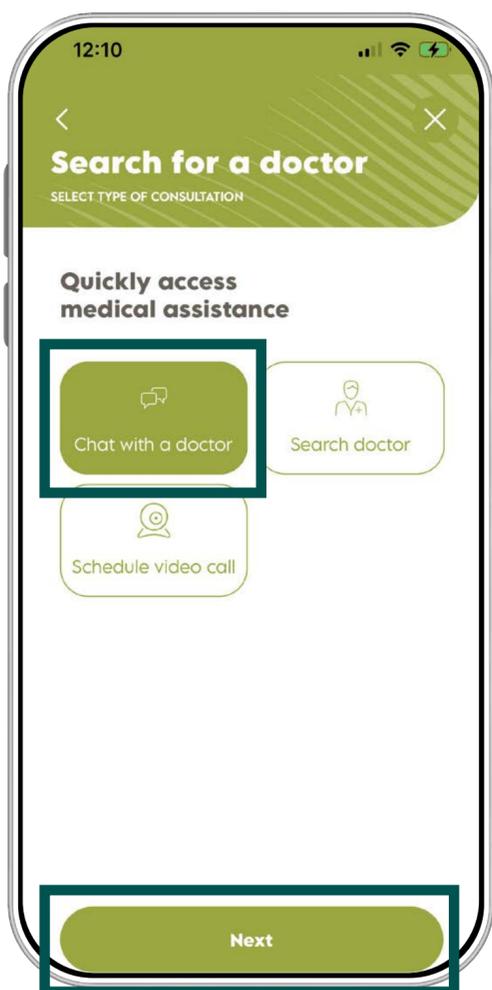
To carry out a query of the **medical list**, or to **chat to a doctor** or to **schedule an appointment**, you should be downloaded the app **Quiero Cuidarme Más**. If you have not done it, yet you can do it in these links:

- [Android](#)
- [iOS](#)

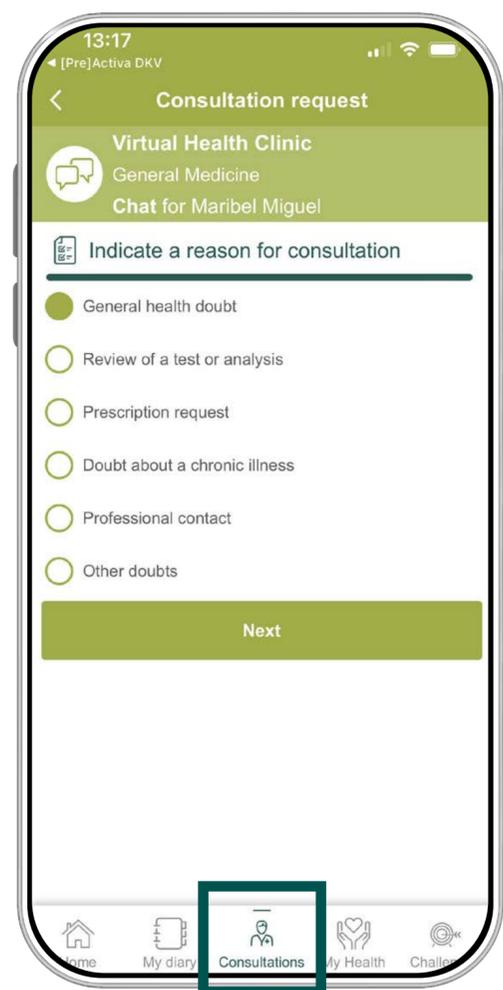
If you have any problem with the app, contact to us by [Whatsapp DKV](#) or through the [Activa app wall](#).

CHAT WITH A DOCTOR

1. Tap **“Chat with a doctor”**. You’ll be redirected to the **app Quiero Cuidarme Más**.
2. Point the reason of your query out. Select one of the shown ones; or click on **“Other doubts”**, and write your query.



1. Press “chat with a doctor”



2. Point the reason of your query out

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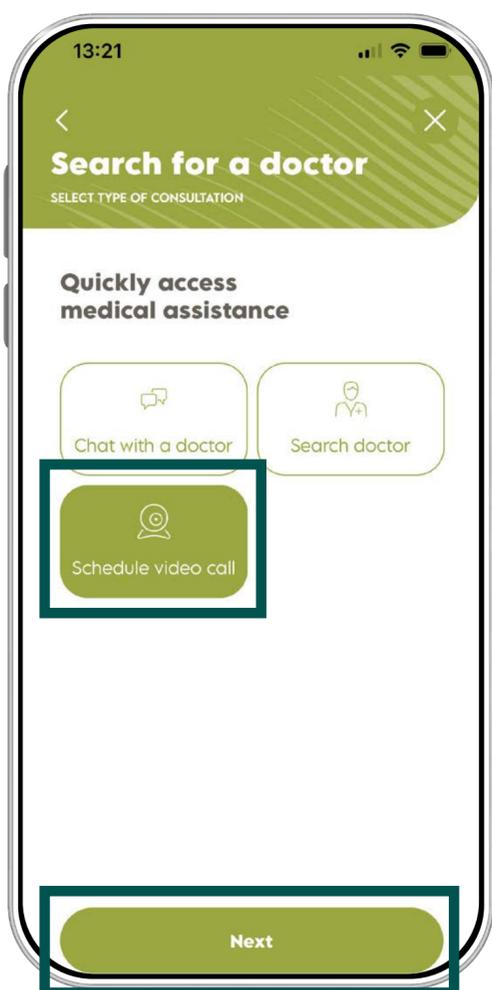
REMEMBER

To query the medical list for a doctor, you should have downloaded the app **Quiero Cuidarme Más**.

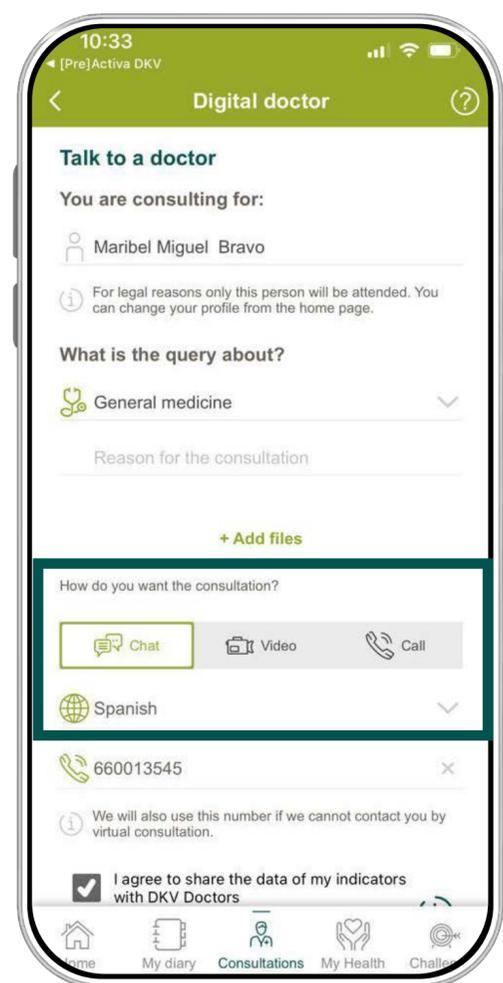
If you had any problem with the app medical chat, contact to App Support Team either to the phone numbers **900 812 320** o **876 500 420** or by the email: soporte@dkvservicios.com.

SCHEDULE VIDEO CALL

1. Tap “**Schedule video call**”. You will be redirected to the app **Quiero Cuidarme Más**.
2. Select the type of query: **chat, video, or call**. Here you can also select **the language** you want to be contacted.



1. Select “Schedule a video call”.



2. Choose the type of query: **Chat, video, or call**. Also select the **language** you want to be contacted.

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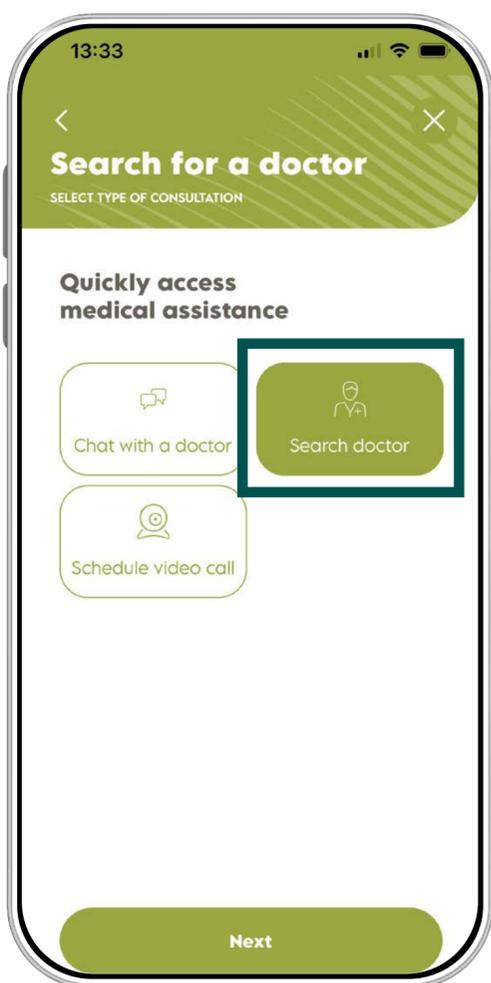
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IMPORTANT

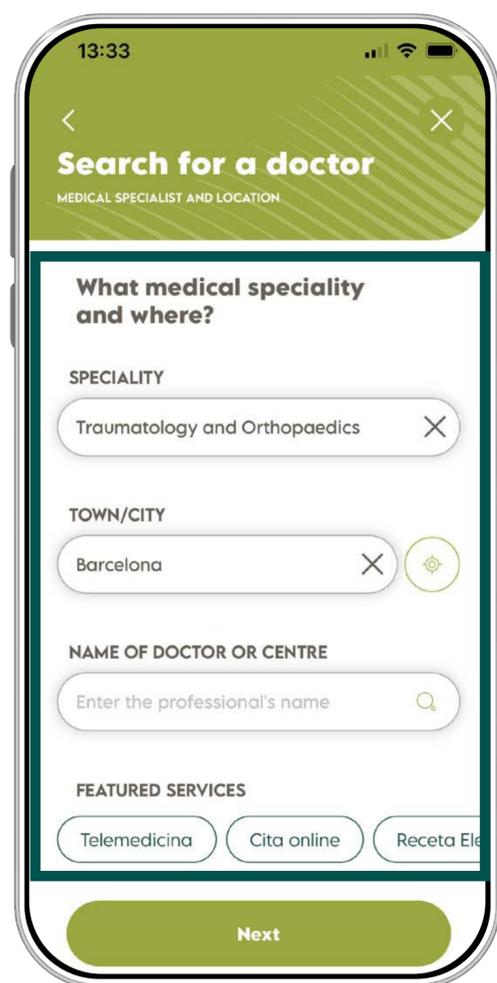
You can also choose the language and point the contact phone number. If you had any problem when scheduling a video call in the app, contact to App Support Team either to the phone numbers **900 812 320** o **876 500 420** or by the email: soporte@dkvservicios.com.

SEARCH A DOCTOR

1. Tap **“Search doctor”**. You will be redirected to the **app Quiero Cuidarme Más**.
2. Choose the speciality and town and tap **“Next”**. There will be two tabs: **“See inlist”** or **“See on map”**.



1. Choose
“request make an
appointment”



2. Choose the medical
speciality and the
town.

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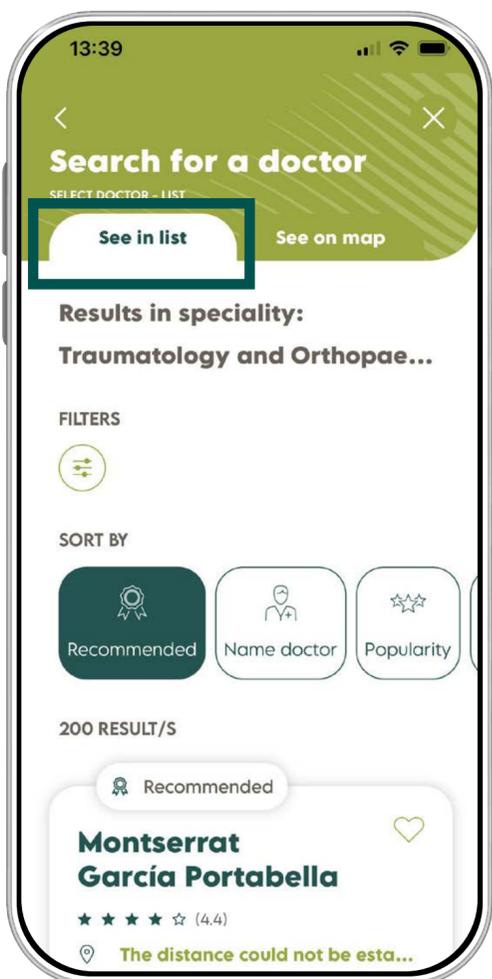
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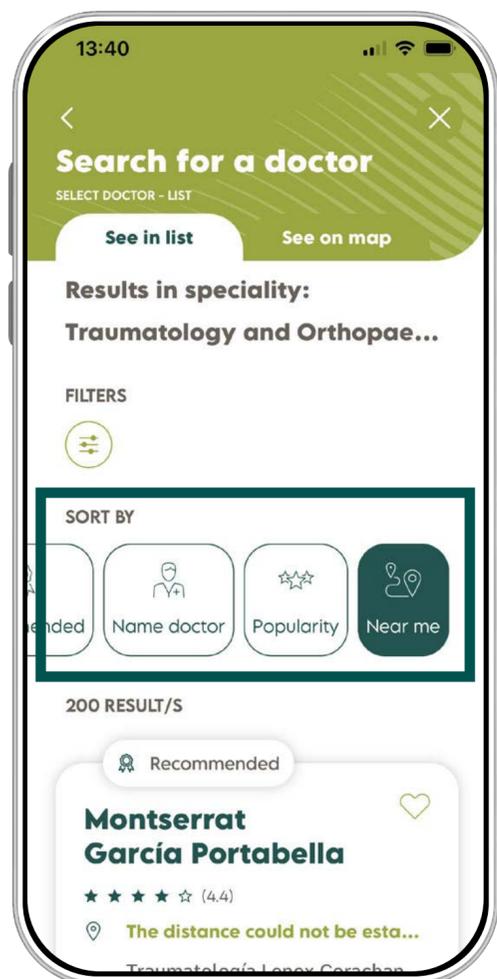
ATTENTION

When looking the medical list up, **do not** input neither the **postal code** nor the **“online appointment”** service, so, at this moment, there is an error in this service. We are working on it, now, so it can be solved asap. If you had any problem to make an appointment through the app, contact to us by [Whatsapp DKV](#) or through the [Activa app wall](#).

3. To see the available professionals in the list, click on the tab **“See in list”**. Do the search by **“Near me”**, by **“Name Doctor”**, by **“Popularity”** or by **“Recommended”**.
4. Choose a medical centre and call to make an appointment.



3. You will see two tabs “see in list” or “see on the map”.
See in list



4. Search by: **“Near me”**, by **“Name doctor”**, by **“popularity”** or by **“recommended”**.

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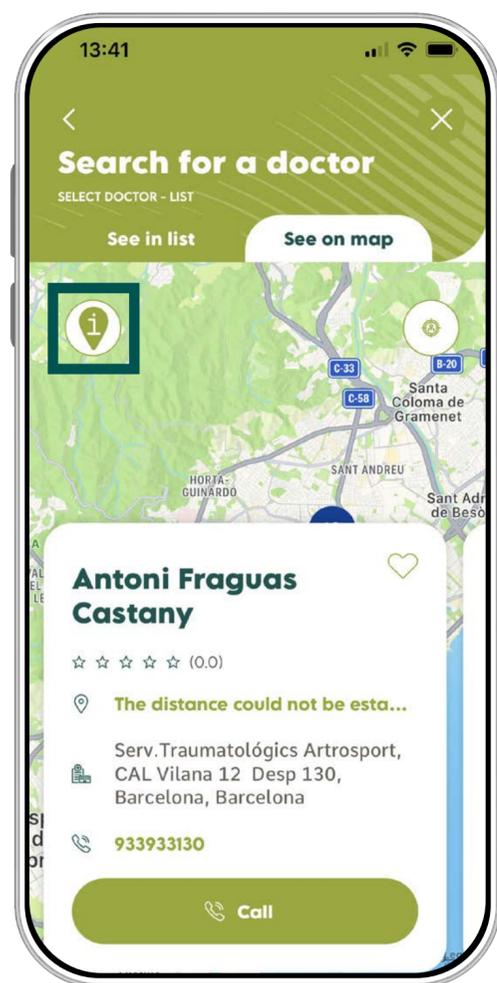
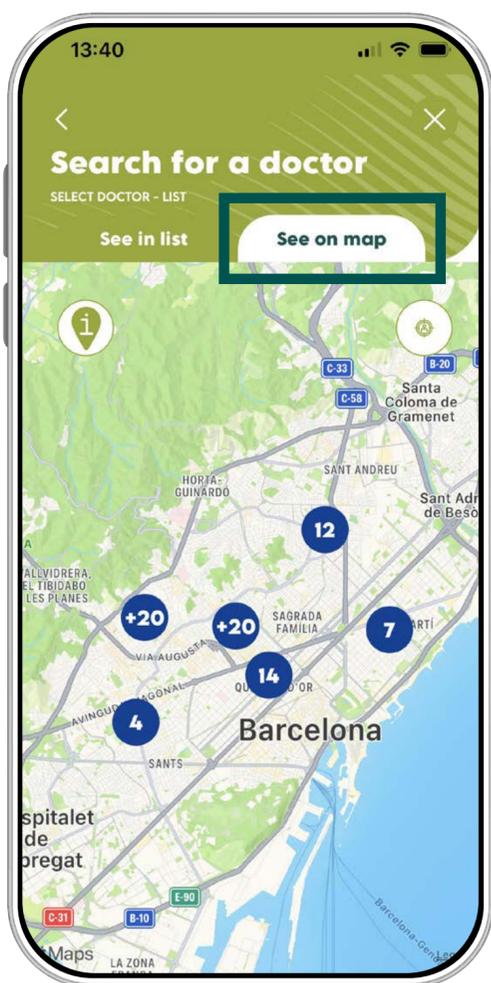
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TIP

Add your selection as **favourite** by clicking on the “**heart-shaped**” icon. You will keep it and you will not have to do the search again.

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5. To see the available professionals in the list, click on the tab “**See on map**”. It will be shown all the available Health staff and their location.
6. Choose a medical centre; and call to make an appointment.



IMPORTANTE

To see a medical centre location, you should have activated the option “**Location services**”. Go to “**Settings**” > “**Privacy and Security**” (iOS) / “**Location Services**” (Android) > Location > Yes/No (iOS) – Turn On/Off (Android).

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OTHER INTERESTING GUIDES...



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> [Coverages](#)

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