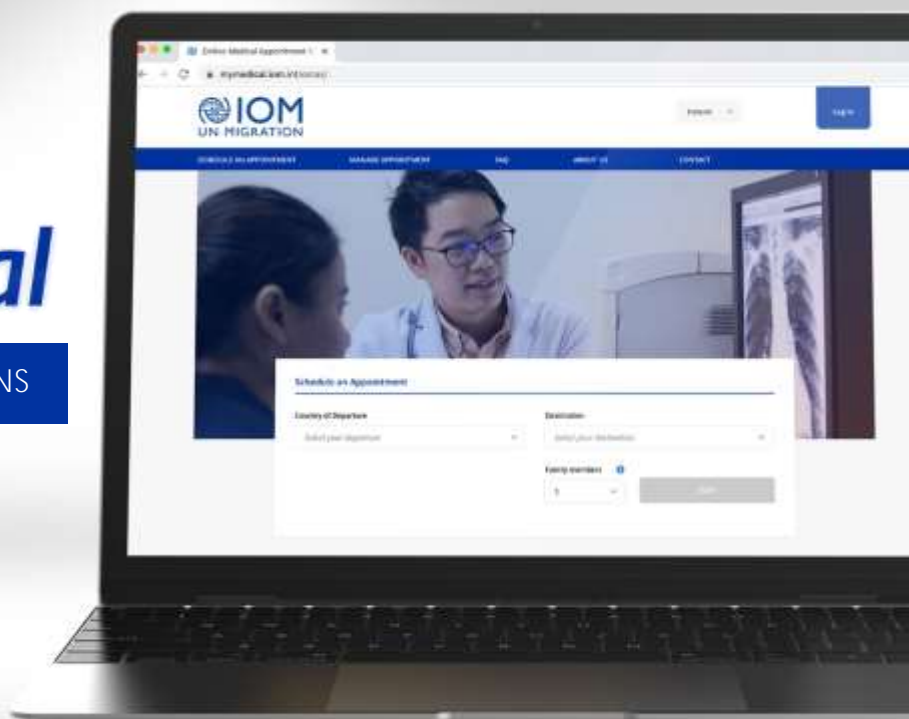


MyMedical

FREQUENTLY ASKED QUESTIONS



INTRODUCTION

Q. What is the Online Medical Appointment System?

A. IOM has developed an Online Medical Appointment System, MyMedical, where applicants can schedule appointments for a migration health assessment with participating IOM Migration Health Assessment Centers (MHACs). Currently, online appointments can only be made for certain IOM MHACs; in the future, this feature will be available in more IOM MHACs. The list of participating MHACs can be found [here](#).

Q. How can I schedule an appointment at an MHAC in a country that does not currently participate in the MyMedical?

A. You can contact the MHAC by email or telephone.

Q. What do I do if there is no IOM MHAC in my country?

A. Please refer to the list of accredited panel sites in your country. You can find this list on the immigration website of your country of destination.

Q. Can I schedule an appointment at the IOM MHAC in a different country?

A. If you are applying for a visa to Australia, Canada, New Zealand or the United States, you can choose where to make your appointment for the migration health assessment. If you are applying for a visa to

the United Kingdom, however, you may be required to show proof of residence in the country where you undertake the migration health assessment. If you are applying for a visa to the United States, you will need to make your appointment for the migration health assessment in the country where you have your interview with the U.S. Embassy

CHANGES

Q. Can I make changes to my online appointment once it is confirmed?

A. Yes, you can. However, there is a limit to the number of times you can make changes to the appointment online - only two changes are possible. If you need to make further changes, you should contact the MHAC by email or telephone.

Q. How can I change an appointment online?

A. Log into your user profile with your credentials to change your appointment. The MyMedical system accepts changes up to three (3) business days before the scheduled appointment. If your appointment is in less than three (3) business days and you need to make a change, please contact the MHAC by email or telephone.

Q. How many days in advance can I change my appointment?

A. You can make changes to your scheduled appointment up to three (3) business days before the appointment date.

Q. How can I add a Family member to my confirmed appointment?

A. You can call the IOM Migration Health Assessment Centre to check whether they can accommodate an additional member at your reserved appointment period.

SECURITY

Q. What data does the MyMedical capture?

A. The MyMedical system captures the information you enter to receive the service, such as your first and last name, your date of birth, sex, nationality, passport number and contact information.

Q. Who can view the data that I entered on my profile when scheduling my appointment?

A. Only the IOM staff members involved in the provision of migration health assessment services can access your data.

Q. How is my data protected?

A. All client information is handled in strict accordance with IOM's Data Protection Principles, which can be found at the following link: http://publications.iom.int/system/files/pdf/iomdataprotection_web.pdf

ACCESS

Q. Can I update the information in my user profile?

A. No, you are not able to update the information in your user profile, aside from changing the password.

Q. Is the MyMedical system available offline when I am not connected to WI-FI or mobile data?

A. No, an internet connection is required to access the system and make an appointment.

Q. Can I access MyMedical using my Facebook or Google account?

A. No, MyMedical cannot be accessed using other accounts, such as Facebook, Google or Skype.

Q. How old do I have to be to schedule an appointment myself?

A. You must be at least 18 years of age or older.

PAYMENT

Q. How much do the migration health assessment services cost?

A. Fees may vary depending on the country of the migration health assessment, country of destination, your age and the type of visa you are applying for. Please refer to the country specific information for more details about fees.

Q. How can I pay for my migration health assessment?

A. Available modes of payment vary depending on the IOM MHAC that you visit, and may include bank transfer, mobile pay, credit or debit card, or cash. Not all MHACs can accommodate every payment option. Please refer to the country-specific information for more details about fees and payment options at the MHAC you will be attending.

CANCELLATION

Q. How do I cancel an appointment?

A. Please log in and click on the “Manage appointment” button. The system will bring you to reschedule page where you can click on the “Cancel appointment” button. Then click “Confirm”.

MISSED APPOINTMENTS

Q. If I miss my Appointment, can I change it online?

A. Yes, you can change an appointment online up to two times. Please log in to your account and click on the “Manage appointment” button. If you know that you will be unable to attend a scheduled appointment, please cancel or change your appointment online, or alternatively, you can call the MHAC directly or send them an email.

EXPIRED EXAMS

Q. If my previous appointment has expired, can I use MyMedical to reschedule an appointment?

A. No, you cannot reschedule an appointment in MyMedical once the original appointment has expired. Please contact the MHAC by telephone or email to reschedule an appointment