

GLS/C/927-24

CIRCULAR

13 November 2024

**TELEHEALTH SERVICE BY TRUDOC**

Dear Parents,

I am writing to inform you of an important change in how we provide healthcare at our school.

In line with new standards from Dubai Health Authority (DHA), we are taking the step to modernise and digitise our medical provision with the introduction of a comprehensive telehealth service that allows us to benefit from exceptional healthcare provision during school hours from a team of fully qualified doctors.

This new service is provided by TruDoc, an organisation that has been offering quality healthcare since 2011 and is fully endorsed and recommended by DHA. We intend to trial the service from 18 November 2024 to 17 January 2025, after which it will be closely assessed to determine whether we implement it permanently.

The introduction of the service requires careful restructuring of the medical team in our school clinic as we replace our on-site doctors with TruDoc's provision. All other medical staff remain unaffected and are receiving full training ahead of the trial's start date to ensure seamless continuity of care. In addition, Dr Mirrah Agha Kandil, GEMS Education's Group Medical Director, as well as our newly appointed Group Head Nurse, Marinette Saratan, will be available throughout the trial period to provide support.

I want to assure you that keeping our students safe and healthy at all times remains our top priority as we maintain our commitment to providing the highest standard of medical care that our families have rightly come to expect. We continue to work closely with the relevant education and healthcare regulators to ensure all requirements are fully met.

It is also pertinent to note that in line with regulatory guidelines, GEMS schools in Abu Dhabi already successfully operate without doctors on-site. The move to telehealth therefore brings us closer to the model in operation in Abu Dhabi schools.

The outcome of the trial will be communicated to all families in due course. In the meantime, should you have any questions or concerns, please contact Ms. Viny Agnes – Safeguarding Lead and Head of Pastoral Care at [viny.a\\_gls@gemsedu.com](mailto:viny.a_gls@gemsedu.com).

I very much appreciate your support as we make this important transition.

Warm regards,



**Asha Alexander**  
**Principal**

أشا ألكسندر  
مديرة المدرسة

**Executive Leader - Climate Change** الرئيس التنفيذي - تغير المناخ