



ZEBROLD AI 12-DAY FOLLOW-UP PROTOCOL

How Zebrold AI follows patients for twelve days after a consultation and alerts the doctor

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1. Purpose

After a consultation, Zebrold AI checks in with the patient regularly for twelve days to see how the patient is recovering and to remind the patient to take medicines on time. If symptoms get worse or anything seems wrong, it alerts the doctor straight away. This protocol sets out exactly what it does, and what it must never do.

2. Enrolment

A patient is enrolled in follow-up when a prescription is issued and the patient has agreed to follow-up in the consent form. The patient chooses the channel (app message, text message or other approved channel) and the language. The patient may leave the programme at any time by saying so.

3. Schedule of contact

Day	Contact	Content
Day 0	Welcome	Confirms the medicines, doses and timings in plain language and explains how to reply and when to seek urgent help.
Days 1 to 3	Daily check-in and reminders	Reminds the patient before each dose; asks whether the patient has taken it and whether symptoms are better, the same or worse.
Days 4 to 8	Check-in every day, reminders as prescribed	Asks about symptoms, side effects and difficulty with the medicines.
Days 9 to 11	Check-in every second day	Asks about recovery and reminds the patient to finish the full course, especially of antibiotics.
Day 12	Closing check-in	Asks about recovery, tells the patient to book a new consultation if symptoms continue, and sends a summary to the doctor.

The doctor may shorten, extend or change this schedule for an individual patient.

4. Escalation to the doctor

Level	Trigger	Action
Red flag	Patient reports trouble breathing, swelling of the face or throat, chest pain, fainting, confusion, a severe reaction, heavy bleeding or any symptom on the doctor's red-flag list	Zebrold AI immediately tells the patient to seek emergency help and to call the local emergency number, and alerts the doctor and the on-duty team at once.
Worsening	Patient says symptoms are worse, or a new symptom or side effect appears	The doctor is alerted within one hour in working hours, or within four hours otherwise, and contacts the patient.
No response	Two check-ins in a row without a reply, or missed medicine doses reported twice	A member of staff tries to contact the patient by telephone; the doctor is informed if contact fails.
Questions about medicines	Patient asks to change, stop or double a dose	Zebrold AI does not answer; it tells the patient that the doctor will respond, and alerts the doctor.

The response times above are the standard and are confirmed by the medical lead.



5. What Zebroid AI must never do

- Diagnose, name a condition or say that a symptom is harmless.
- Advise a change of medicine, dose or timing.
- Delay an alert to the doctor because it appears to be a false alarm.
- Send messages that include more health information than is needed, or to a number that has not been confirmed as the patient's.

6. Message standards

Messages from Zebroid AI are short, calm, in plain language and in the language chosen by the patient. They never name a condition, never reassure a patient that a symptom is harmless, and never give a medical instruction other than the instruction written on the prescription. Every message identifies Zebroid AI as an automated assistant working with the patient's doctor and tells the patient how to reach a person.

Purpose	Example of the kind of message
Medicine reminder	It is time for your medicine as your doctor prescribed. Reply TAKEN once you have taken it.
Symptom check	How are you feeling today compared with yesterday: better, the same or worse?
Escalation notice	Thank you for telling us. We have informed your doctor, who will contact you. If you have trouble breathing, chest pain or a severe reaction, go to the nearest hospital or call your local emergency number now.
Closing	Your 12-day follow-up is ending. If you still feel unwell, please book a new consultation with your doctor.

7. Languages and accessibility

Zebroid AI offers the languages that the platform supports for consultations, and a patient may change the language at any time. Messages are written so that they can be read by screen readers, and, where a patient cannot read messages, the doctor may arrange a telephone call instead.

8. Children, older patients and carers

For a child, messages are sent to the parent or guardian who gave consent. For an older or vulnerable patient, messages may be sent, with the patient's agreement, to a named carer. The doctor records the arrangement.

9. Privacy in follow-up

- Messages are sent only to the verified contact of the patient or guardian and contain the least health information needed.
- No message includes a diagnosis or the name of a sensitive condition.
- Replies are stored in the patient's record and may be seen only by the treating doctor, the medical lead and authorised staff.
- Patients may leave follow-up at any time; the doctor is told, and a final note is added to the record.

10. Performance measures

Measure	Target
Red-flag alerts delivered to a doctor within 5 minutes	100%
Worsening alerts answered by the doctor within the stated time	At least 95%



Measure	Target
Patients reached at least once each scheduled day, or by telephone after two missed check-ins	At least 90%
Missed or late escalations	Zero; each is reviewed as an event

11. Roles in the follow-up process

Role	Responsibility
Treating doctor	Sets the schedule and red-flag list for each patient; reviews alerts and the closing summary
On-duty medical team	Takes red-flag alerts outside the treating doctor's working hours
Support staff	Phone patients who do not respond; record the outcome
Technical lead	Keeps the service reliable and the alerts timely
Medical lead	Owns this protocol and reviews its performance

12. Reliability and fallback

The alert service is monitored all day, every day. If Zebroid AI cannot send or receive messages, or an alert cannot reach a doctor, the technical lead informs the medical lead at once, and the support team contacts patients in follow-up by telephone in the order of risk set by the medical lead. Fallback steps are recorded, and the failure is reported as an event under CYD-CLN-03.

13. Special situations

If a patient says that he or she has been admitted to a hospital, the follow-up is paused and the doctor is informed. If the patient does not respond and cannot be reached by telephone, the doctor decides whether to contact the emergency contact or the authorities. If a patient shows signs of distress or of thoughts of self-harm, Zebroid AI treats the message as a red flag, gives the local emergency and crisis contact details and alerts the doctor at once.

14. Records and review

Every message and alert, with the time it was sent and received and the doctor's response, is stored in the patient's record. The medical lead reviews alerts, response times and missed escalations every month, and any missed red flag is reported as an event under CYD-CLN-03.

Approval

This document is approved by the directors of Zebroid Private Limited, the operator of Consult Your Doctor.

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Electronically signed | November 5, 2026

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