

Virtual GP Service

Guide for employees



Provided by

Teladoc
HEALTH


**Legal &
General**



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Welcome to the Virtual GP Service

The Health365 app from Teladoc Health is designed to help you manage your health by providing fast and direct access to a Virtual GP, Mental Health and Physiotherapy service.

Available 24 hours a day, 365 days a year, you and your immediate family will have access to medical and wellbeing support in the moments that matter. Health365 gives you access to mental health services through targeted single session therapy, as well as your children through child mental health consultations.

The Online Physiotherapy service also offers quick and easy access to a highly qualified physiotherapist by video or over the phone, without the need for a referral from a GP.

About Teladoc Health

Teladoc Health is a global virtual care leader, with over 76 million members and 12,000 clients throughout the world.

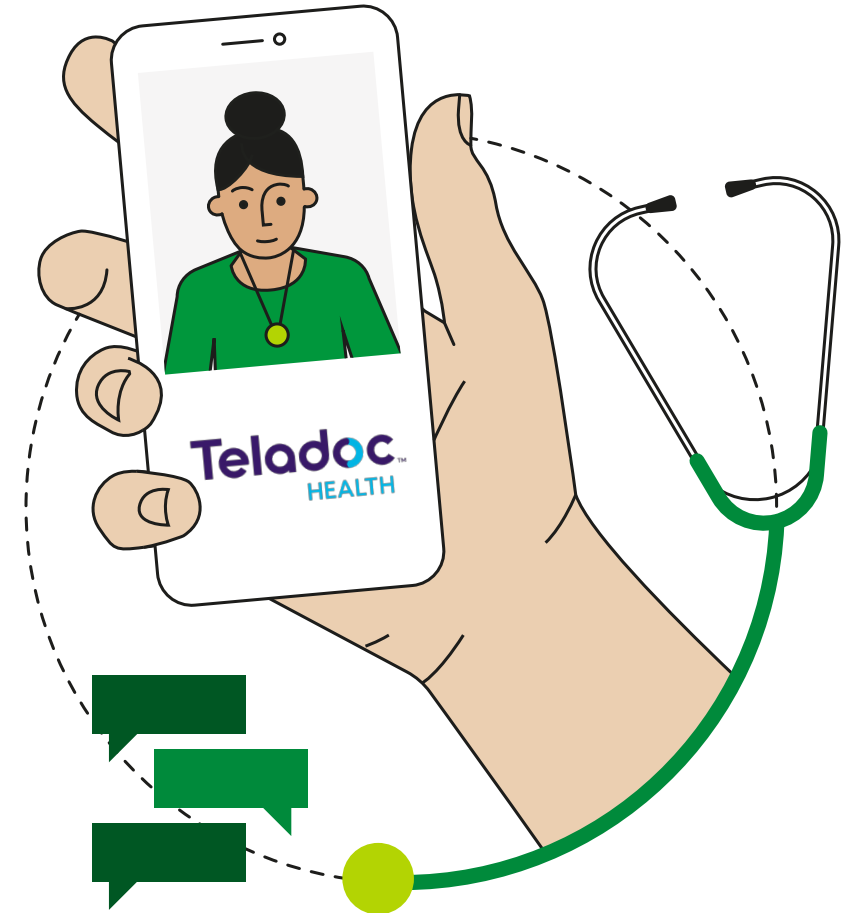
Immediate Family

Immediate family includes your partner, spouse or registered civil partner and children up to the age of 18 years old or up to the age of 21 years old if in full time education and you are the parent or legal guardian.

Your spouse, partner, registered civil partner and eligible children over the age of 18 will need to register under their own name.

Children under the age of 18 will need to be added to a parent's account to register them.

Dependants under 18 are not eligible for the Online Physiotherapy service.



Virtual GP Service

Booking a GP appointment when you need it and at a time that fits around you isn't always easy but Virtual GP lets you do just that.

Virtual GP doesn't replace your registered GP. Instead, it's there when you need fast answers and peace of mind for a medical problem that isn't an emergency. Virtual GP can provide support for a range of concerns through phone or video – it can be just as effective as a traditional face-to-face appointment.

In addition, GPs have direct access to consultants in several specialities (dermatology, Ear, Nose and Throat (ENT), diabetes, endocrinology and neurology) for rapid advice and guidance.

If required, the GP can ask for expert advice on your illness or condition and once they have feedback from the specialist consultant they will contact you with details of an appropriate management plan.



Benefits of Virtual GP



24/7 access to a team of GPs including those with an extended specialist role.



Sick Notes at no cost



You have the option to **request a female or male GP**



GPs have time to listen and focus on health needs during each 30-minute video or phone consultation



Prescription service* – free same day/next day delivery, available 7 days a week



Private specialist referral at no cost

* These are private prescriptions issued at no cost. However pharmacies will charge for the medication and dispensation, even if you qualify for NHS exemptions or discounts.

Mental Health Services

Good health starts with positive mental wellbeing.

Wellbeing is primarily centred in the mind, but is inextricably linked with physical health, financial health and social health. The comprehensive wellbeing support is designed with mental wellbeing at its core, to help when you need it most. Whether it's you or another member of your immediate family, the individual is put at the heart of the care package, making sure that expert support is available in the moments that really matter.

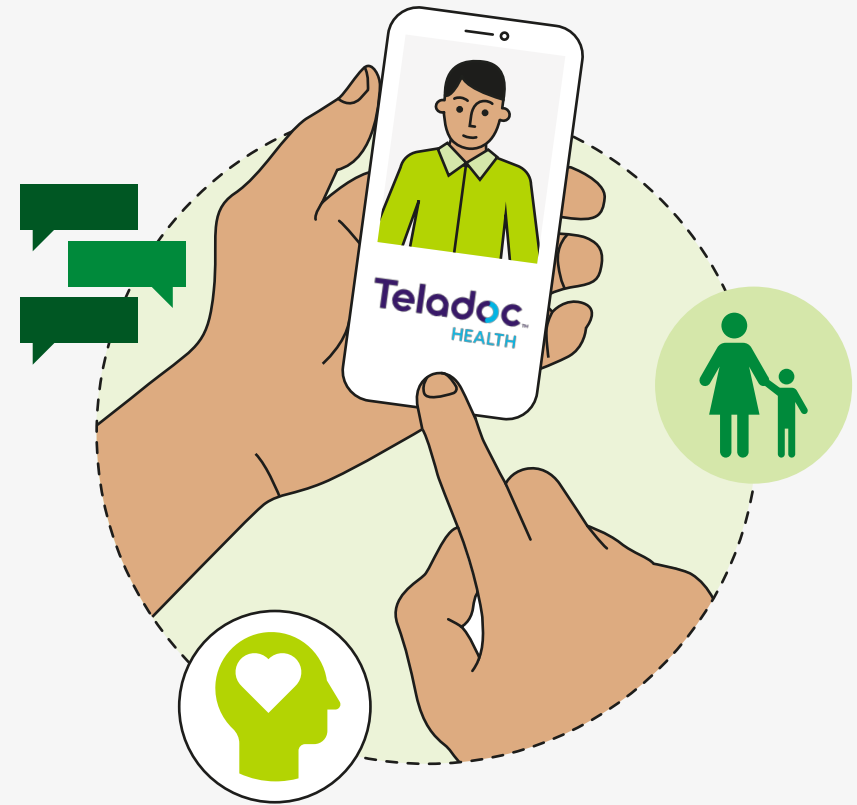
We've partnered with Teladoc Health to help provide access to mental wellbeing support for you and your immediate family.

Single session therapy for adults

Single session therapy is provided by Teladoc Health's clinical psychologists with specific training in this practice.

How the service works (for over 18s)

- You're encouraged to prepare for the session by focusing on your goals.
- You and the therapist agree to deal with your nominated concern in a 50-minute session.
- The session has a purpose and further help is available if needed.
- You'll receive bespoke self-help material to achieve the agreed goals after the consultation.
- A follow-up session can be organised to check on progress and offer further advice.



Good to know

- You can access the Virtual GP, mental health and physiotherapy services through the Health365 app or portal from Teladoc Health.
- All GPs are NHS-trained and registered with the General Medical Council
- No personal or medical information is shared with Legal & General

Child Mental Health Consultations

A service that enables family members to express and explore difficult thoughts and emotions safely. Tailored support on treatment, resources and self-help management is provided. It must be deemed clinically appropriate to access this service.

How does it work?

Consultation request:

You can request a mental health assessment for your child (under 18 only) on the Health 365 app, portal or by contacting customer services on the phone.

Parental consultation:

A psychologist will contact the you for an initial consultation which may take up to 30 minutes. They aim to develop a more detailed understanding of your child's needs and conduct an initial assessment of suitability for the service.

Child consultation:

If deemed clinically appropriate, a consultation of up to 90 minutes with a psychologist will be booked for you and your child (where appropriate). This session aims to explore the child's relationships at home, school and social networks, and to formulate an in-depth assessment of the child's needs.

Outcome:

The psychologist will offer advice and guidance during the session which may include:

- Behavioural techniques for you and your child
- Support to gain a better psychological understanding of your child's experience
- Guidance to you on managing your child's needs within the family structure
- Information on how to navigate support systems for you, your child and family unit
- A summary report of the assessment and recommendations, along with supportive materials and resources is sent to you after the consultation.



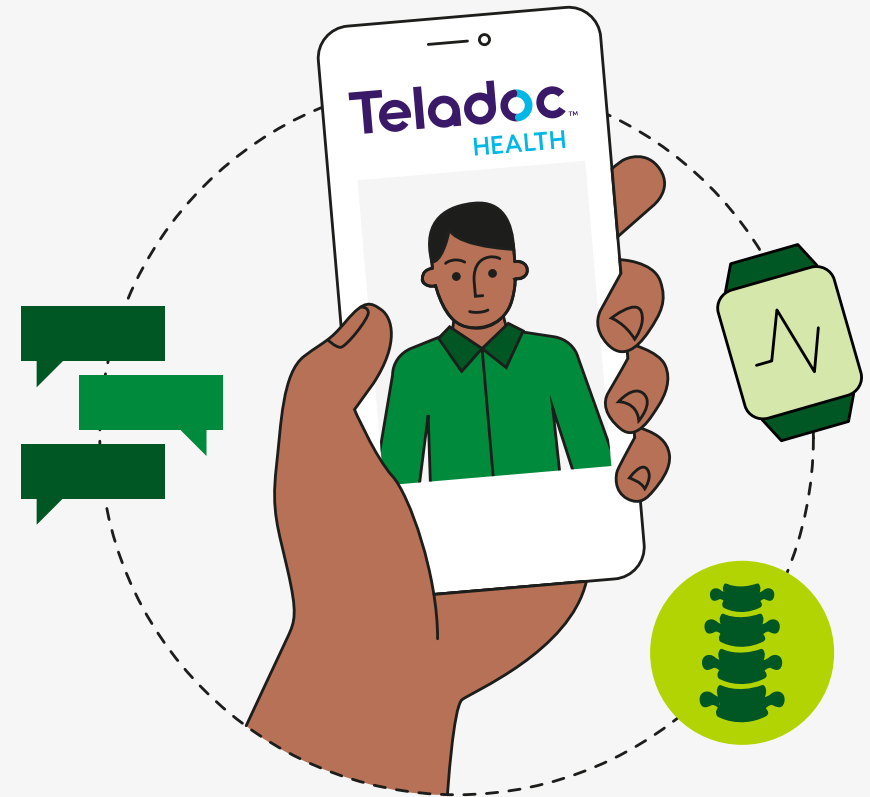
Online Physiotherapy Service

The online Physiotherapy offers quick and easy access to a highly qualified Physiotherapist through a video link or over the phone if preferred, without the need for a referral from a GP. Please note, this service is not available to dependants under the age of 18.

You can request an appointment through the app or the portal. You'll receive a link to complete a brief questionnaire about your symptoms. You can then book an appointment with the Physiotherapist of your choice, choosing between a phone or a video consultation, at a time that is convenient for you.

The first appointment is a detailed assessment to identify your individual needs. A treatment plan is then formulated including advice, a link to the appropriate exercise videos, and further follow up sessions depending on the clinical need.

You will have access to expert advice using the most up to date guidance and evidence, with a clear rehabilitation plan based on your individual needs.



Benefits of online physiotherapy

- Access to a specialist Physiotherapist providing a seamless customer journey.
- No delay in starting treatment with most appointments arranged within 48 hours.
- A GP referral is not required to see one of the Physiotherapists, saving unnecessary time and potential delay.
- A 45 minute thorough and holistic initial consultation accessible at your convenience, to assess and diagnose your issue and begin your treatment plan. Please note for simple conditions 45 minutes may not be required.
- Remote access to your rehabilitative program at any time.
- Where suitable, an onward referral can be arranged at any time during treatment.

Good to know

- No need for over the phone triage or pre appointment authorisation which can often delay access to care
- Up to six sessions are provided per condition, without an additional charge
- All Physiotherapists are a least three years post qualification, with extensive experience in the assessment and management of musculoskeletal problems.
- Your examination and treatment alongside your personal information will remain confidential
- All Physiotherapists are also registered and regulated by the Health and Care Professions Council (HCPC).

How to get set up with Health365

We recommend you download and set up your account as soon as your employer launches the service. This ensures everything is ready for you to use in case you need it in future. You can also scan the QR below.



Registering for an account



1. You can scan the QR code to download the **Health365** app in the Apple App Store or Google Play store.



2. Once you click on the app icon you'll be asked to create a profile, if using the service for the first time. Click on **'create a profile'**.



3. This takes you to the **'Register for the Health-365'** page. Click on **'continue'**.



4. You will be asked to complete your personal details, including your name, email address, date of birth, gender, preferred language, and contact telephone number. ID verification is mandatory on all profiles with a suitable form of documentation such as a passport or driving licence. The app detects your country location and this field is automatically completed. Press **'continue'**.



5. Once completed please enter your company's membership/customer number. Please speak to your employer to find out your company's membership/customer number. It should be a letter followed by a series of numbers. For example, G0070596. You will need to set up a password and confirm that you have read and agreed to the **terms and conditions** and **privacy policy**. Once you have completed this, select **'register'**.



6. You will then receive a **"Thank you for registering"** notification through the app.



7. You are now able to log in and utilise the service.

If you are under 18, a parent or legal guardian will need to set up a profile in your name so you can access the services. This is due to clinical governance restrictions.

If you have a spouse, partner, registered civil partner or child over the age of 18, they will need to register separately in their own name.

Find out more

For more information, please speak
to your HR representative.

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