

Virtual GP Service

An employer's guide



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 your employees manage their 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, your employees and their immediate family have access to medical and wellbeing support in the moments that matter. Health365 also provides access to mental health services for employees through targeted single session therapy, and their 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.

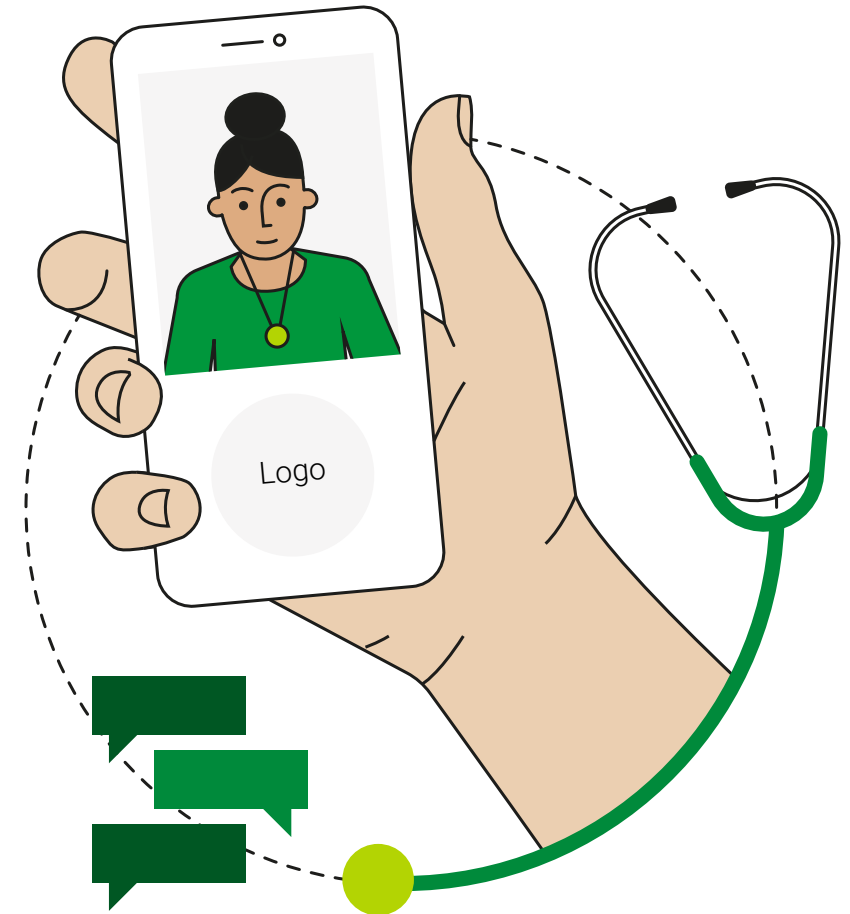
Immediate family

Immediate family includes your employee's 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 where the employee is the parent or legal guardian.

For Virtual GP and Mental Health Services, children under the age of 18 will need to be added to a parent's account to register them.

Employees' partners, spouses, registered civil partners and eligible children over the age of 18 will need to register in their own name.

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 your employee do just that.

Virtual GP doesn't replace your employee's registered GP. Instead, it's there when they 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 the illness or condition and once they have feedback from the specialist consultant they will contact the employee 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



Employees have the option to **request 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 your employee qualifies 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 your employees when they need it most. The individual is at the heart of this 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 your employees and their 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 (over 18s)

- Patient is encouraged to prepare for the session by focusing on their goals.
- Patient and therapist agree to deal with their nominated concern in a 50-minute session.
- The session has a purpose and further help is available if needed.
- Patient will 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

- Access to the Virtual GP, mental health and physiotherapy services is through the Health365 app or portal from Teladoc Health for employees covered by our Group income protection.
- 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:

Employees can request a mental health assessment for their 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 employee for an initial consultation which may take up to 30 minutes. They aim to develop a more detailed understanding of the child's needs and conduct an initial assessment of suitability for the service.

Child consultation:

If deemed clinically appropriate, a consultation with a psychologist, which could last up to 90 minutes, will be booked. This will be conducted by a psychologist with the employee and their 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 parent and child
- Support to gain a better psychological understanding of their child's experience
- Guidance to the employee on managing their child's needs within their family structure
- Information on how to navigate support systems for the employee, child and family unit
- A summary report of the assessment and recommendations, along with supportive materials and resources is sent to the employee after the consultation.



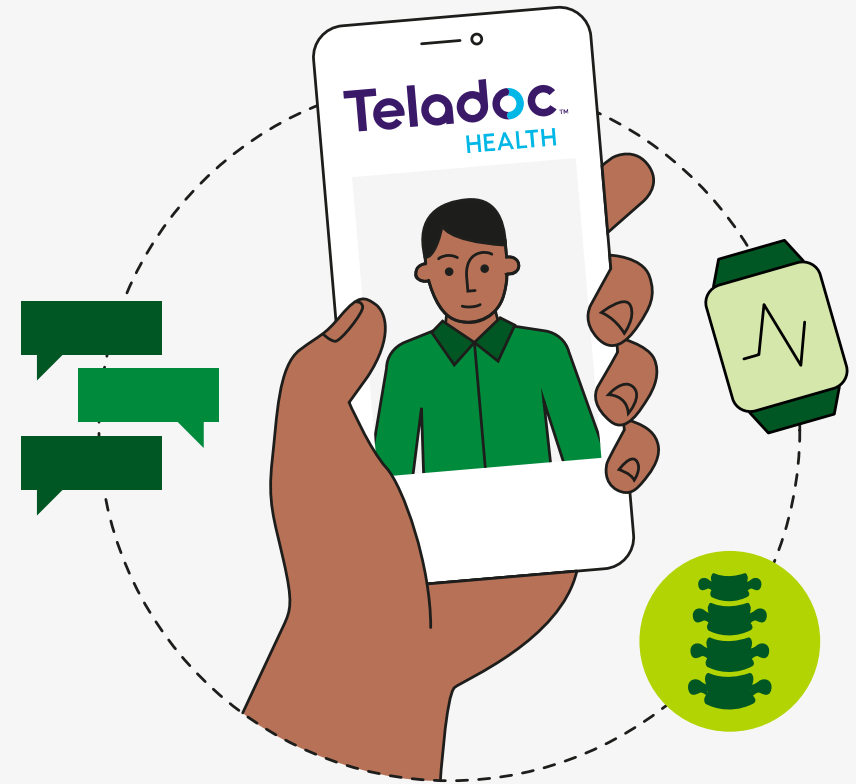
Online Physiotherapy Service

The Online Physiotherapy service 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.

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

The first appointment is a detailed assessment to identify their 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.

They will have access to expert advice using the most up to date guidance and evidence, with a clear rehabilitation plan based on their individual needs. Please note; this service is not available to dependants under 18 years of age.



Benefits of online physiotherapy

- Access to a specialist musculoskeletal Physiotherapist providing a seamless customer journey.
- No delay in starting treatment with most employees assessed 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 their convenience, to assess and diagnose their issue and begin their treatment plan. Please note for simple conditions 45 minutes may not be required.
- Remote access to a 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
- Employees examination and treatment alongside their 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

By having a Group Income Protection policy in place with us, you'll be able to provide access for your employees immediately.

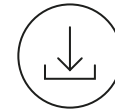
You'll need to provide an membership/customer number to your employees to allow them to complete the following registration process.

Your company's membership/customer number is your Legal & General Group Income Protection policy number. You can find this on your policy particulars or by asking your adviser. It should be a letter followed by a series of numbers, for example, G0070596.

We recommend you encourage your employees to download and set up their account right away when you launch the benefit to them. This ensures the service is ready to use if they need it. They can also do this by scanning the QR code.



How your employees can register for Health365



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



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



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



4. They'll be asked to complete their personal details, including 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 their country location and this field is automatically completed. Press **'continue'**.



5. Once completed they'll need to enter a membership/customer number which will be your Legal & General Group Income Protection policy number. Your employee will need to set up a password and confirm that they've read and agreed to the **terms and conditions** and privacy **policy**. Once completed, they'll select **'register'**.



6. They'll then receive a **"Thank you for registering"** notification through the app.



7. They're now able to log in and utilise the service.

Employees aged under 18 will not be able to set up a profile in their own name due to clinical governance restrictions, but a parent or legal guardian can do this on their behalf to access the services.

Employees' spouse, partner or registered civil partner or child over 18 will need to register separately in their own name.

Find out more

For more information, visit:

legalandgeneral.com/employer/group-protection

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