



Put a doctor in their pocket

With a virtual doctor service, our customers can receive fast access to a trusted source of health advice, wherever they are in the world, whenever they need it.

What's the service?



Free and unlimited to use

With unlimited access to phone and video consultations, the virtual doctor service will make customers' benefits go further. There's no need to pay their excess or make a claim for a virtual consultation, unless further treatment is required.



Video appointments available 8am-midnight (UK time)

For problems that are difficult to explain, customers can show the doctor what's wrong with a video appointment from the comfort of their own home.



A call back from a doctor, 24/7

Whether they're travelling, working, or on holiday, customers can put their mind at rest day or night, with a call back from a doctor. So they can get back to focusing on what's important, sooner.



Easy access through a secure app or online portal

Customers can safely upload medical records, scans or test results to share with the doctor to get the most out of their video consultation.



In a language they understand

Medical terminology can be difficult in any language. With the service, customers can ask to speak to a doctor in a language they're familiar with.



Appointments for the whole family

Anyone covered by the plan can access the service, and parents can have consultations on behalf of their child.



Knowledge of healthcare systems around the world

Over 27% of expats find it difficult to access care in their new location. Using local knowledge, the virtual doctor service can help customers navigate the healthcare system in their area – alleviating stress, and providing reassurance that they're on the right path.



Independent, internationally qualified doctors

Our virtual doctor service offers trusted medical advice, acting with the customers' health as their first concern.



Consistent care, anywhere

No need to worry about the local standard of care, customers using the service know they're getting an international standard of care wherever they are.



Why use a virtual doctor?

Customers can contact the virtual doctor service for any non-emergency conditions. Some of the ways our customers are already using the service include:

- ✓ Requesting advice on new or existing medical conditions
- ✓ Support with accessing treatment and care in any location
- ✓ Information on which holiday vaccinations to get, and where they can get them
- ✓ Maternity, or child's health concerns
- ✓ Advice on allergies and allergic reactions
- ✓ Mental health guidance
- ✓ Assistance with ear, nose & throat issues
- ✓ Queries about musculoskeletal disorders

Who are the doctors?

We've partnered with healthcare leaders, **Advance Medical**. They've got over 18 years' experience in providing medical advice and support to customers around the world, giving a consistent standard of care from internationally qualified doctors operating across eight global hubs. The local doctors offer non-emergency medical advice, specialist referrals and fit notes, as well as prescription advice and a summary of the video consultation for the members' records.

Advance Medical has great in-house language capabilities. With video consultations available in three core languages – English, Spanish and Mandarin plus over 20 languages for customers to choose from over the phone, the team will always try to help.

Want to know more?

Get in touch with your
AXA representative, or visit
axaglobalhealthcare.com

How to access the service

For individual and SME customers, the virtual doctor service is automatically included with any plans with out-patient cover.* For Large Corporate groups, the virtual doctor service can be included as an optional upgrade. Please speak to your AXA representative for more details.

To get started, customers can search '**Global Care for Expats**' in their mobile app store, or gain access through the online portal at **globalcareondemand.com/expats**

*This means that the virtual doctor service isn't available on Standard, Core, and Bronze levels of cover – unless the customer has opted to include an out-patient upgrade where applicable. To discuss eligibility, speak to your AXA representative.

