



Your 2024 Virtual Care communications

Every member who has access to our Virtual Care services will receive the following emails this year.

We'll contact any member who hasn't activated this service with details on how and why to register.

Meanwhile, Teladoc Health will email those who have activated the service to help them get the most out of it.



JANUARY

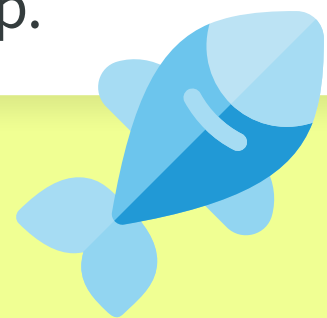
Have you had your moles checked?

- ▶ Keep an eye on any changes to the size or colour of your moles.
- ▶ With the Virtual Doctor service, a professional is always on-hand to take a look.
- ▶ The Virtual Doctor service is open all hours, even weekends and during the holidays.
- ▶ If in doubt, our Second Medical Opinion service can help provide the reassurance you need.

FEBRUARY

Looking after your heart health

- ▶ We share tips on how you can take better care of your heart.
- ▶ Thinking of getting a heart check? Here's what it involves.
- ▶ Speaking to a virtual doctor can be the first step to preventing heart-related illness. They can also refer you for a check-up.



MARCH

Menopause awareness: practical tips and things to look out for

- ▶ We'll cover the facts about the menopause and help you to identify the early signs.
- ▶ Whether you'd like some medical advice or support with your mental wellbeing, our experienced practitioners are here for you.
- ▶ Join us for an insightful webinar with medical professionals from Teladoc Health.

APRIL

Three of the best things about the Virtual Doctor service

- ▶ Wherever you are, you have a doctor at your fingertips 24/7.
- ▶ No matter how often you use the Virtual Doctor service, it'll never affect your outpatient benefit limit.
- ▶ Our doctors can prescribe, refer and review diagnostic tests.¹

¹ When medically necessary and subject to local regulation



MAY

The importance of good mental health in supporting wellbeing

- ▶ Explore how you can improve your overall wellbeing.
- ▶ If you're struggling with your mental health, our Mind Health service will connect you with a qualified psychologist for up to six free sessions.
- ▶ Family members on your policy can also get support from the Mind Health service.

JUNE

Alzheimer's Disease and brain awareness: what should you know?

- ▶ Let's find out a bit more about Alzheimer's: what are the symptoms?
- ▶ Learn how you can be more brain aware.
- ▶ Five ways to love your brain.



JULY

Staying fit in the summer

- ▶ Three of the best ways to stay active this summer.
- ▶ A good stretching routine is your best friend.
- ▶ How to tackle any injuries, niggles or health problems over the summer.



AUGUST

Travelling overseas? Don't let language barriers stop you from seeing a doctor

- ▶ Take a doctor away with you – phone consultations are available in 13 languages.¹
- ▶ Video consultations are available in English, Spanish, Mandarin and German.¹
- ▶ We'll always try to find you a doctor who speaks your language, as well as accommodate any specific language requests.¹

¹ Subject to availability

SEPTEMBER

What is Seasonal Affective Disorder (SAD)?

- ▶ What are the symptoms of SAD?
- ▶ Five self-care tips that can help with SAD.
- ▶ Psychologists from our Mind Health service can support with Seasonal Affective Disorder. Don't struggle alone.



OCTOBER

Let's be breast cancer aware

- ▶ How and when to check your breasts.
- ▶ Know the signs, follow your instincts.
- ▶ Want to double-check any symptoms? the Virtual Doctor service can provide advice, guidance and next steps.
- ▶ If you're not sure about a diagnosis, our Second Medical Opinion service can give you the reassurance you need.

NOVEMBER

Movember: Men's Health Awareness Month

- ▶ Five things men should know and do when it comes to their health.
- ▶ How can you get support? Our Mind Health service will get you talking to someone who can really help.
- ▶ Join our webinar on Men's Health – you'll learn more than you think.



DECEMBER

How can the Virtual Doctor service help you over the holidays?

- ▶ The Virtual Doctor service is available when other places aren't. Get the help you need 24/7, 365 days of the year.
- ▶ No need to leave your home or be on hold for hours to get through to a doctor, even during the holidays.
- ▶ No added stress about waiting to see a doctor once they're back open – have your questions answered quickly.