



Your Virtual Doctor 2023 communications

Every member who has access to the Virtual Doctor service 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

Explore your Virtual Doctor membership and benefits

- ▶ Three things Virtual Doctor can help you with that you didn't know about
- ▶ More about appointments, diagnosis, prescriptions and available support
- ▶ Start 2023 with digitally powered healthcare for you and your loved ones



February

Menopause - practical tips and things to look out for

- ▶ Be aware of the early signs as you enter uncharted territory
- ▶ Overcome anxiety with our virtual care services
- ▶ Speak to our experienced practitioners to guide you through this new phase in your life



March

Busting some common myths about Virtual Doctor

- ▶ With Virtual Doctor, you have access to highly trained and experienced doctors at your fingertips
- ▶ Our doctors can prescribe¹, refer and review diagnostic tests
- ▶ The service is available whenever you need it – 24/7

¹ When medically necessary and subject to local regulation

April

Accessing Virtual Doctor can save your outpatient benefit limits

- ▶ You don't need to visit the doctor in person
- ▶ A Virtual Doctor consultation isn't a claim and won't affect your outpatient benefit limit
- ▶ You can speak to a real doctor to discuss your options and manage health concerns effectively
- ▶ The service is free and unlimited

May

Mole checks

- ▶ Keep an eye on any changes to the size or colour of your moles
- ▶ With Virtual Doctor, a professional is always on-hand to take a look
- ▶ Virtual Doctor 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

June

Don't let a language barrier prevent you from seeing a doctor

- ▶ We'll always try to find you a doctor who speaks your language
- ▶ Phone consultations are available in 13 languages¹
- ▶ Video consultations are always available in English, Spanish, Mandarin and German
- ▶ We'll also try and accommodate any specific language requests¹

¹ Subject to availability

July

The importance of mental health for overall wellbeing

- ▶ Explore more ways of enhancing your wellbeing with us
- ▶ Enjoy access to support and tools for good mind health
- ▶ If you're struggling, let us refer you to a mental health practitioner
- ▶ Encourage family members on your policy to do the same

August

Don't rely on 'Dr Google' - what can happen if you self-diagnose

- ▶ From false reassurance to delayed diagnoses, self-diagnosis can be dangerous
- ▶ Virtual Doctor can help you avoid these risks and provide the help and advice you need
- ▶ Virtual Doctor can help treat certain issues, alleviate fears, identify symptoms and give you accurate reassurance

September

How do you use Virtual Doctor when you have an underage dependant on your plan?

- ▶ Virtual Doctor can oversee health concerns for you and your dependants
- ▶ You can join them on a call or simply have the consultation on their behalf
- ▶ Virtual Doctor provides professional support for any family member covered on your policy

October

Did you know?

- ▶ Teladoc have carried out consultations with members all over the world
- ▶ We offer consultations in 13 different languages
- ▶ Teladoc consults on countless conditions. What do you think is the most common?



November

Preparing for flu season

- ▶ Consider a flu jab for you and your family
- ▶ Wash your hands often with soap and water
- ▶ Don't risk a doctor's waiting room during the winter months – stay safe at home
- ▶ Contact Virtual Doctor regarding any of your concerns – before, during and after flu season

December

If you're here, there and everywhere, don't wait until you get home to see a doctor

- ▶ Check out your travel vaccinations for your destination
- ▶ Get advice on what supplies to pack for your trip
- ▶ Think about how you can stay active while you're away
- ▶ Access tips on getting good-quality sleep while moving through different time zones