



Second Medical Opinion

Global healthcare

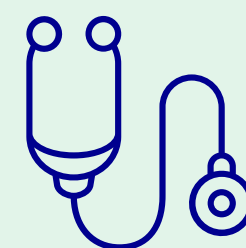
Your clients can get an independent second medical opinion from experienced medical experts if they're unsure of the diagnosis they've received, or want reassurance the treatment they're taking is right for them.

Not only that, we'll also provide them with a medically trained case manager who can speak to local health providers in their preferred language, offering support from diagnosis to recovery. All of which can help your clients to focus on getting better.

How it works

By partnering with Teladoc Health¹, we've unlocked access to over 450 qualified doctors who are supported by a network of over 50,000 specialists.² So, if a customer needs reassurance about their diagnosis or treatment plan, we'll help them get their case reviewed by a team of global experts.

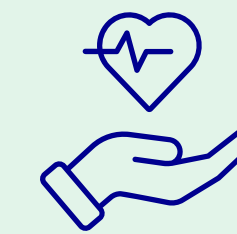
Customers are assigned a doctor who'll be their dedicated case manager, and, with permission, they'll gather all the necessary medical reports and test results from previous treatment. Once the case has been reviewed by leading specialists, the case manager will guide the customer, over the phone, towards any tests and treatment they might need. And should the customer need further treatment after receiving a second opinion, their case manager will continue to support them, offering guidance when they need it most.



Reassurance on any diagnosis or treatment plan

20+

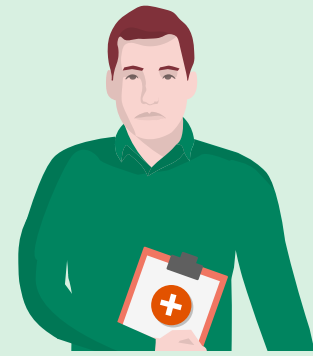
languages spoken by the Second Medical Opinion team²



Consistent quality care and advice, available over the phone from anywhere in the world



The customer journey



1. Customer receives a diagnosis or treatment plan they're unsure of.

2. Customer requests a Second Medical Opinion through the **Virtual Care from AXA** app or portal
OR
Customer contacts AXA – Global Healthcare, who pass on their case to Teladoc Health.

3. Customer is contacted by a case manager within 24 hours* to discuss their case over the phone.

4. Leading specialist reviews case file and test results, and creates a report with recommendations for the customer.



5. Case manager sends specialists report to customer, calls to advise on next steps.

6. If customer requires further treatment, case manager continues to monitor progress.

We recommend all customers register for their **Virtual Care from AXA** service right away. That way, they can feel reassured there are appointments available to them whenever they need it. Encourage your clients to register today at virtualcarefromaxa.com or speak to them about downloading the app.



What are our customers saying?

96%

of customers who've used the service would recommend it³

51%

of customers had a change in treatment plan⁴

15%

of customers had a change in diagnosis⁴

*Customers will usually be contacted the next day, from the date of their referral to discuss next steps.

Second Medical Opinion

Benefits for individuals and families

- ✓ Offers reassurance and clarity of customer's diagnosis and treatment plan (including the side-effects of prescribed medications) in the customer's preferred language.
- ✓ Customer gains better understanding of their medical condition, local medical practices and culture.
- ✓ Personalised care and support from a medical professional – their appointed doctor is the customer's case manager throughout the whole journey.

Benefits for businesses

- ✓ Provides fast, high quality access to healthcare for employees, that gets them back to work quickly, wherever they are.
- ✓ Employee is directed to most clinically appropriate care in the first instance, which could avoid unnecessary treatment costs.
- ✓ Helps mitigate wellbeing and financial challenges faced by employers by reducing the risk of failed assignments due to ill-health.

In a world where healthcare is inconsistent from country to country, we provide access to high-quality, portable healthcare, anywhere.

Useful links

For you to share with your clients

[Second Medical Opinion video](#)

[Second Medical Opinion service](#)

¹ These services are provided by an independent third-party, Teladoc Health.

² Figures provided by [Teladoc Health](#), 2023.

³ Based on responses to customer experience survey following engagement with the Second Medical Opinion service. Between 1 Oct 2020 – August 2023. Data provided by Teladoc Health.

⁴ Measured between May 2019 – August 2023. Data provided by [Teladoc Health](#).

