



Virtual Doctor

Global healthcare

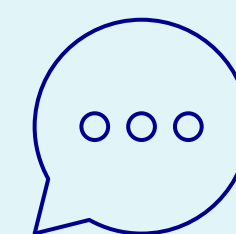
The **Virtual Doctor** service lets your clients speak to a doctor on the phone or by video chat – at any time¹, from anywhere in the world. **All at no extra cost to members.** It's just like talking to a local doctor, but without having to wait for an appointment. It really doesn't get much handier.

How it works

By partnering with Teladoc Health², we've unlocked access to over 450 qualified doctors – so customers can get in touch for guidance on any non-emergency health concern they have. Once registered for the **Virtual Doctor** service, customers can book a video consultation, or request a call back from a doctor in their own language. When it's time for their appointment, customers can use their smart phone, laptop, tablet or computer to attend their video consultation.



Unlimited access to primary care with qualified doctors



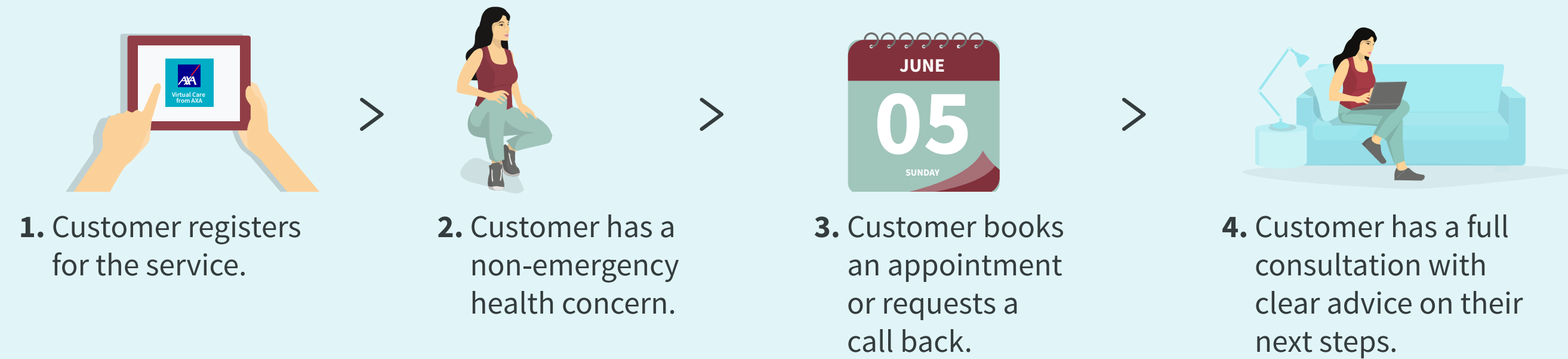
Speak to a doctor from anywhere, in a language of their choice



Free to access service – no excess to pay, no impact on outpatient allowance



The customer journey



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



Who's eligible?

Access to the **Virtual Doctor** service is available for all new and existing individual and SME customers as part of their health plan, and any new large corporate groups. Access to the **Virtual Doctor** service is also available to any existing large corporate groups who have chosen the upgrade.

To check if your client is eligible, get in touch with your AXA representative.

What are our customers saying?

“I have used this service a few times - it’s incredibly easy, efficient and helpful to fit into my everyday life. In this instance, I also found the doctor to be very pleasant, personable and empathetic, which made the experience extra positive.”

AXA – Global Healthcare customer, 2021

Benefits for individuals and families

- ✓ Speak to a doctor from the comfort of their home, hotel or office – at any time of the day or night¹. There’s no need for them to visit their local doctor, find a doctor while abroad, or wait for an appointment.
- ✓ The doctor can expertly diagnose, refer – and in many cases – prescribe medication.⁶
- ✓ Activating the **Virtual Doctor** service is quick and easy. It takes just minutes and they can use the service right away.⁷
- ✓ **Virtual Doctor** consultations don’t come out of their outpatient allowance. And the excess (if applicable) doesn’t apply either. They’ll just need to let us know if they’re referred for any additional treatment, so we can make sure it’ll be covered by their plan.
- ✓ Customers can use the service as many times as they need to, without impacting the price of their plan. So they’re free to use the service any time they feel unwell, or if they simply have a general worry they want to talk about. It’s their call.

Benefits for businesses

- ✓ Offering the **Virtual Doctor** service is an innovative way to deliver their employee wellbeing strategy, helping valued employees connect to medical help quickly, so they can get back on their feet – and back to work.
- ✓ When an employee uses the **Virtual Doctor** service, it’s not a claim. Which means it will never affect their claims spend or your clients’ renewal premiums. Use of the **Virtual Doctor** service doesn’t affect the outpatient allowance either, which means the benefit limit can be stretched further. They’ll just need to let us know if they’re referred for any additional treatment, so we can make sure it’ll be covered by their plan.
- ✓ 55% of **Virtual Doctor** consultations⁵ don’t lead to any further consultations via **Virtual Doctor** or otherwise. Which means your clients’ business saves money where an employee might have gone for a face-to-face consultation with a specialist, which would come out of the outpatient benefit.

96%

of customers who’ve used the service would recommend it³

57%

stayed at home as a result of using the service⁴

163

the number of countries where the service has been used⁵

Useful links

For your clients
[Virtual Doctor FAQs](#)

[Virtual Doctor video](#)

For your business clients
[Virtual Doctor service guide](#)

1. Appointments are subject to availability. Customers do not need to pay or claim for a consultation but will be charged for the cost of the initial phone call when using the call back service. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Telephone appointments in Greek are available between 09:00 and 21:00 EET, 7 days a week. Video appointments are available between 08.00 and 00.00 UK time, Monday to Friday. Video appointments in German are available between 08:00 -20:00 CET, Monday to Friday.

2. These services are provided by an independent third-party, [Teladoc Health](#). 3. 96% of customers who completed the Virtual Doctor survey following their appointment said they’d recommend the service. Measured between July 2017 - September 2023. 4. 57% of customers who completed the Virtual Doctor survey following their appointment stayed at home as a result of using the service. Measured between July 2017 - September 2023. 5. Data provided by Teladoc Health monthly reporting September 2023. 6. Prescriptions available if medically necessary and subject to local regulation. 7. To activate their Virtual Doctor service, your clients will need their email address and customer number. Visit [virtualcarefromaxa.com](#) for more details.

AXA Global Healthcare (EU) Limited. Registered in Ireland number 630468. Registered Office: Wolfe Tone House, Wolfe Tone Street, Dublin 1. AXA Global Healthcare (EU) Limited is regulated by the Central Bank of Ireland. AXA Global Healthcare (UK) Limited (reg. no.3039521), registered in England with registered office at 20 Gracechurch Street, London EC3V 0BG United Kingdom. AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority in the UK. AXA Global Healthcare (Hong Kong) Limited is registered in Hong Kong (No. 2293457). Registered Office: 10th Floor, Vertical Square, 28 Heung Yip Road, Wong Chuk Hang, Hong Kong. PB102538g/01.24

