



Global healthcare

# Virtual Doctor service FAQs

Get the answers and help you need. Our **Virtual Doctor** service allows our members to speak to a real doctor by phone or video call, wherever they are.



# Frequently asked questions

Here you'll find the answers to some key questions about the service and how it benefits you.



# Booking an appointment

What is the Virtual Doctor service?



It's just like having a consultation with your local doctor, because your **Virtual Doctor** can diagnose, refer, and in many cases, prescribe. All from the comfort of your home, hotel or office. It's an online medical service where you can speak to a real doctor on the phone or by video call – at a time that fits your schedule, from anywhere in the world.

Find out more about virtual doctors and how they could help you, [here](#).

Booking an appointment

All from the comfort of your home,  
hotel or office.

# Booking an appointment

**Does everyone have access to the Virtual Doctor service?**



If you're an AXA – Global Healthcare member, you'll be eligible for this service straight away<sup>1</sup>.

To activate the service, you'll just need your e-mail address and your AXA – Global Healthcare customer number, which will look something like this: INTL1234567. You will use your customer number as your access code which you'll be asked for when registering. You won't need to include INTL when submitting your number.

Booking an appointment

# Booking an appointment

Booking an appointment

When can I book a phone or video consultation?



You can access the **Virtual Doctor** service and book an appointment any time of the day or night. Just choose a phone or video call. Phone calls are available 24/7<sup>2</sup>. Video appointments in English, Spanish or Mandarin are available between 08.00 and 00.00 UK time, Monday to Friday. Video appointments in German are available between 08:00 and 20:00 CET, Monday to Friday.

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# Booking an appointment

Booking an  
appointment

Is there an app I can download?



Yes, the app you need to search for is called **Virtual Care from AXA**, it's available in the iOS and Android app store.

# Booking an appointment

Booking an appointment

How do I book an appointment? >

It's quick and easy. Just:

1. Go to [www.axaglobalhealthcare.com/doctor](http://www.axaglobalhealthcare.com/doctor) or download the **Virtual Care from AXA** app.
2. Fill out a few quick details, including your customer number (not including INTL) as your access code.
3. Verify your email address.

Then you're all set up to use the **Virtual Doctor** service right away.

Just register and follow the steps to book an appointment. To request a call back phone consultation, you can do this through your app or by calling **+44 (0)20 349 95487**.

# Booking an appointment

Booking an appointment

**Will I need to download any software to take part in a video call?**



If you use the **Virtual Care from AXA** app on your phone for your video appointment, everything is set up for you already. Simply join your appointment when it's time.

However, if you wish to use a laptop or a computer, the first time you try to access your video consultation you'll be asked to download VSee. Once the programme is downloaded, you won't be asked to download it again.

# Booking an appointment

Booking an appointment

Even if you're far from a Wi-Fi signal, you can talk to a doctor over a 3G, 4G or 5G signal.

What happens if I have no Wi-Fi?



Even if you're far from a Wi-Fi signal, you can talk to a doctor over a 3G, 4G or 5G signal. And if you have any problems with your signal during your consultation, the doctors will know how to reach you by phone.

# Using the service

Will I be able to call about a family member?



If you have anyone under the age of 18 covered on your health plan, you can join them on their consultation, or you can have the consultation on their behalf. Just log in as normal with your own username and password. When you're booking an appointment, use your child's information when asked for 'Patient Details'.

Family members over the age of 18 can also register for the service and book their own consultation, as long as they're covered by your global health plan from AXA.

Using this service

# Using the service

Will I be charged for registering or using the service?



No – the service is free. You don't need to worry about it affecting the price of your health plan, your out-patient allowance, your excess (if you have one) or the quotes we offer you at renewal time. This service is provided by a third party called Teladoc Health, so anything you talk to the doctor is also completely confidential.

While you won't be charged for the cost of your virtual consultation, you may be charged for the cost of your phone call if you use the call back service. Any calls to the service will be charged at your standard local network rate.

If you use the **Virtual Care from AXA** app, you won't be charged for the call back or video booking service.

Using this service

# Using the service

Is there a limit to how often I can use the service?



You can use the service as often as you need to. There are no limits on the number of consultations you, your family or any family members covered on your plan can have.

You can use the service as often as you need to.

Using this service

# Using the service

What can I use the service for? >

You can speak to a virtual doctor about any non-emergency medical queries; it's just like going to your family doctor. You can get advice on anything from how to treat an upset stomach, to a video consultation to review a scan, test result or an x-ray. Or maybe you have questions about which vaccinations you might need for your trip abroad – whatever it is, the doctors will be happy to help.

In some circumstances, the doctors can also provide prescriptions, but, this does depend on the type of medication you need and which country you're in. Where it's not possible, the doctor will always advise you on the best next steps to take.

If you want to speak to someone about your mental wellbeing, the doctors can help too. The **Mind Health** service is one of the support services available as part of your health plan with AXA<sup>1</sup>. It gives you access to a real psychologist over a phone or video call, for up to six sessions, when you feel as though you need some mind health support<sup>3</sup>.

The service is provided by Teladoc Health, which provides the **Virtual Doctor** service and the **Second Medical Opinion** service you also have available to you.

The **Mind Health** service is available to all individual and SME members<sup>1</sup>.

If your health plan is provided by your employer, please visit your healthcare hub to see whether this service has been included as part of your cover. Alternatively, please speak to a member of our team.

You can find out more about the **Mind Health** service, [here](#).

Using this service

# Using the service

Can I speak to a doctor who speaks my language?



Yes, with a number of languages spoken in-house, when you use the call back service, the team will always try to find you a doctor who speaks your language.

Depending on availability, phone consultations with doctors are available in languages such as: French, Arabic, Farsi, Cantonese, Hindi, Malay, Thai, Japanese, Korean, Portuguese, Italian, Hungarian and Greek (Greek call-backs are available between 09:00 and 21:00 EET, 7 days a week).

Video consultations are always available in three core languages (English, Spanish and Mandarin). Our service providers, **Teladoc Health**, also always try to accommodate specific language requests. German video calls are also available between 08:00 and 20:00 CET, Monday to Friday.

Using this service

# Using the service

You can use the service wherever you are...

Can I use the service when I'm travelling, or when I'm at home?



You can use the service wherever you are – you'll get the same consistent support no matter which country you're in. Plus, you can often speak to someone who's familiar with your local healthcare system and able to advise you on the next steps if you need further treatment.

Using this service

# After the consultation

Can the doctor provide me with a fit note or refer me to a specialist?



Yes, depending on local regulations where you are, the doctors should be able to give you a fit note if you need one. And if you need to see a specialist, your doctor will be able to recommend which type of specialist you should see and if necessary, provide an open referral for you (where possible).

If you do need further treatment, remember to call us so we can check that your treatment is covered by your plan.

After the consultation

1 The Virtual Doctor and Mind Health services are now available to all individual and SME members as part of their health plan. Access to the Virtual Doctor and Mind Health services is available for all Large Corporate groups who have chosen the upgrade. If you are unsure whether your plan includes this service, please check your health hub, or contact your AXA representative or company's HR team.

2 Appointments are subject to availability. You do not need to pay or claim for a consultation but you 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. Video appointments are available in English, Spanish and Mandarin between 08.00 and 00.00 UK time, Monday to Friday. Video appointments in German are available between 08:00 and 20:00 CET, Monday to Friday.

3 This service provides members with access to six sessions with a psychologist, per mind health concern, per membership year.

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# After the consultation

What happens if I need medication or further treatment?



If you need to visit a specialist, the doctor will let you know which type of specialist you should see. Once you have this information, call us using the number shown on your membership card to check if the treatment is covered by your policy. In addition, if you have cover for prescriptions and dressings on your plan, you can send us the invoice and receipt for any medication you've been prescribed. Prescriptions available if medically necessary and subject to local regulations.

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# After the consultation

Do I need to send anything to the virtual doctors?



The only time you'll be asked to send anything to the virtual doctors is if you're using the service in mainland UK for the first time. Due to mandatory regulation in the UK, the doctors would need to do a security check and you'll be asked to send a photo of yourself, along with a photo of your driving license or passport to verify your identity. The doctors will explain this process to you during your conversation with them, and you'll only need to do it once.

After the consultation

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# After the consultation

Once I've had my appointment, will I receive a record of our conversation?



Yes, if you've registered on the portal or the app, you'll be able to log in to see the doctor's notes from your phone or video consultation. You'll also be able to access any documents that the doctor discussed sharing with you, such as referral letters or exercise regimes.

After the consultation

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