



# Giving you the answers you need



Our Virtual Doctor service allows our members\* to speak to a doctor by phone or video call, wherever they are. Here you'll find the answers to some key questions about the service.



\*The Virtual Doctor from AXA service is now available to all individual and SME members (excluding those whose health plan is insured by AXA General Insurance Hong Kong Limited). Access to the Virtual Doctor from AXA service is available for all Large Corporate groups who have chosen the upgrade. If you are unsure whether your plan includes this service, please check with your AXA representative.

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 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. Prescriptions are available if medically necessary and subject to local regulation.

## Booking an appointment

### Q What is the Virtual Doctor service?

A It's a great service that offers you access to independent doctors around the world via a video or telephone consultation. Find out more about virtual doctors and how they could help you, [here](#).

### Q Does everyone have access to the Virtual Doctor service?

A If you're an AXA - Global Healthcare member with a policy number starting in BXI, BXC, BDI or BDC you'll have access to this service already. You can check your policy number on your membership card, or in your online account.

The Virtual Doctor from AXA service is also currently available for all Large Corporate groups who have chosen the upgrade. If you aren't sure whether you have access or not, please get in touch, and we can let you know.

To sign up, you'll just need your e-mail address and your AXA - Global Healthcare customer number, which will look something like this: INTL1234567 or 1234567A.

### Q When can I book a phone or video consultation?

A You can access the Virtual Doctor service and book an appointment any time of the day or night.

Video consultations are available Monday to Friday, 08:00–00:00 GMT. You can request a doctor to call you back for a phone consultation at any time, they're available 24 hours a day, 7 days a week.

### Q Is there an app I can download?

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

### Q How do I book an appointment?

A All you need to do is download the app onto your smart phone or tablet. Search 'Virtual Doctor from AXA' in the iOS or Android [app store](#).

Once you've downloaded the app, you'll need to register before you can book a video appointment or request a doctor to call you back.

Alternatively, you can book a video consultation, by visiting: [axaglobalhealthcare.com/doctor](https://axaglobalhealthcare.com/doctor). 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

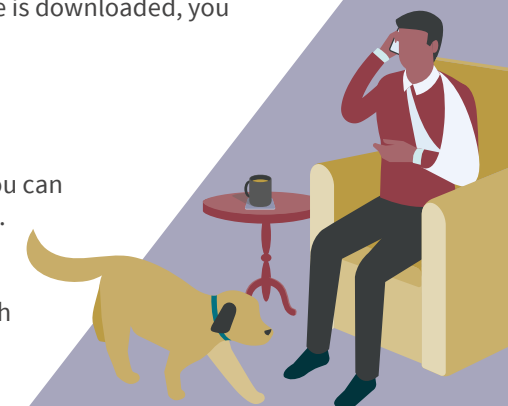
### Q Will I need to download any software to take part in a video call?

A If you use the 'Virtual Doctor 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.

### Q What happens if I have no wifi?

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



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## Using the service

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### Q Will I be able to call about a family member?

**A** If you have a child under the age of 18, who's also covered under your health plan, you can accompany them on their consultation, or you can have the consultation on your child's behalf. Just log in as normal with your own username and password. When you're booking an appointment, input your child's information under '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.

### Q Will I be charged for registering or using the service?

**A** No – the service is free to use. It's provided by Advance Medical and is included as part of your global health plan from AXA. Even if you have a consultation, you don't need to make a claim (unless you need further treatment or medication) so it won't affect your health plan benefit limits.

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

**A** You can use the service as often as you need to. There are no limits on the number of consultations you or your family can have.



### Q What can I use the service for?

**A** Speak to a doctor for any non-emergency medical query, 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.

If you're feeling stressed and want to speak to someone about your mental wellbeing, the doctors can help. 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.

### Q Can I speak to a doctor who speaks my language?

**A** 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, so you can get the most out of your consultation.

Video consultations are available in three core languages (English, Spanish and Mandarin). But if you'd prefer another language, please include your preferred language when you book the appointment and the team will try to help. Video appointments are also available in German between 08:00 -20:00 CET, Monday to Friday.

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

**A** Yes, 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.

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## After the consultation

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

A 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 a doctor to doctor referral for you.

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

### Q What happens if I need medication or I need further treatment?

A 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, we recommend you contact AXA - Global Healthcare using the number shown on your membership card to check the treatment is covered by your policy. In addition, if you have cover for drugs and dressings on your health plan, you can contact AXA to make a claim for your medication.

### Q Do I need to send anything to the virtual doctors?

A The only time you'll be asked to send anything to the virtual doctors is if you're using the service in mainland UK. 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.

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

A Yes, if you've registered on the portal or the app you'll be able to log in to see the doctors 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.

