



Global healthcare

Virtual Doctor service

With the **Virtual Doctor** service, our members can receive fast access to a trusted source of health advice, wherever they are in the world, whenever they need it.



What's the service?



Free and unlimited to use

With unlimited access to phone and video consultations, the Virtual Doctor service will make customers' benefits go further. There's no need to pay their excess or make a claim for a virtual consultation, unless further treatment is required.



Video appointments available 8am-midnight (UK time)

For problems that are difficult to explain, customers can show the doctor what's wrong with a video appointment from the comfort of their own home.



A call back from a doctor, 24/7

Whether they're travelling, working, or on holiday, customers can put their mind at rest day or night, with a call back from a doctor. So they can get back to focusing on what's important, sooner.



Easy access through a secure app or online portal

Customers can safely upload medical records, scans or test results to share with the doctor to get the most out of their video consultation.



Appointments for the whole family

Anyone covered by the plan can access the service, and parents can have consultations on behalf of their child.



In a language they understand

Medical terminology can be difficult in any language. With the service, customers can ask to speak to a doctor in a language they're familiar with. Phone consultations are available in 15 languages – English, Spanish, Mandarin, French, Arabic, Cantonese, Hindi, German, Greek, Malay, Thai, Japanese, Korean, Portuguese and Hungarian. And video consultations are available in English, Spanish, German and Mandarin. So you can relax knowing our doctors speak your language.¹



Knowledge of healthcare systems around the world

Over 77% of expats have at least one worry about accessing healthcare in their new country.² Using local knowledge, the Virtual Doctor service can help customers navigate the healthcare system in their area – alleviating stress, and providing reassurance that they're on the right path.



Independent, internationally qualified doctors

The Virtual Doctor service offers trusted medical advice, acting with the customers' health as their first concern.



Consistent care, anywhere

No need to worry about the local standard of care, customers using the service know they're getting an international standard of care wherever they are.

What's the service?

Want to know more?

Get in touch with your AXA representative, or visit: axaglobalhealthcare.com

1. Appointments are subject to availability. Members do not need to pay or claim for a consultation but they 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. Greek call-backs 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. From AXA – Global Healthcare research conducted in January 2019.

Using this service

Why use a virtual doctor?

Customers can contact the **Virtual Doctor** service for any non-emergency conditions. Some of the ways our customers are already using the service include:

- Requesting advice on new or existing medical conditions
- Support with accessing treatment and care in any location
- Information on which holiday vaccinations to get, and where they can get them
- Maternity, or child's health concerns
- Advice on allergies and allergic reactions
- Mental health guidance
- Assistance with ear, nose & throat issues
- Queries about musculoskeletal disorders.

Who are the doctors?

We've partnered with healthcare leaders, **Advance Medical** (a Teledoc Health Company). They've got over 18 years' experience in providing medical advice and support to customers around the world, giving a consistent standard of care from internationally qualified doctors operating across eight global hubs. The local doctors offer non-emergency medical advice, specialist referrals and fit notes, as well as prescription advice and a summary of the video consultation for the members' records.

Advance Medical has great in-house language capabilities.¹ With video consultations available in four core languages – English, German, Spanish and Mandarin plus a range of languages for customers to choose from over the phone, the team will always try to help.

How to access the service

All customers will need to activate their access is their customer number, which they'll find on their membership card. It'll be in this format: [INTL]1234567 (they won't need to use the INTL part). For example, using the format above, it'd be 1234567.

To get started, customers can search '**Virtual Doctor from AXA**' in their mobile app store, or gain access through the online portal at virtualdoctorfromaxa.com



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