Global healthcare

Virtual Doctor service FAQs

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



GET STARTED

Frequently asked questions

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

- Booking an appointment
- Using this service
- After your consultation



Booking an appointment

- **What is the Virtual Doctor service?**
- Does everyone have access to the Virtual Doctor service?
- When can I book a phone or video consultation?
- Is there an app I can download?
- How do I book an appointment?
- Will I need to download any software to take part in a video call?
- What happens if I have no Wi-Fi?

The **Virtual Doctor service** connects you with a qualified doctor via phone or video call from anywhere in the world – home, hotel, office or overseas. Your **Virtual Doctor** can diagnose, refer and in some cases prescribe.[1]

Find out more about virtual doctors and how they could help you here.

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If you're an AXA Global Healthcare member, you'll be eligible for this service straight away[2].

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

Booking an appointment

- What is the Virtual Doctor service?
- Does everyone have access to the Virtual Doctor service?
- **When can I book a phone or video consultation?**

  You can book an appointment any time of day. Callbacks are typically within 24 hours. If you select a video consultation, you'll be able to select the day and time of your appointment.
- Is there an app I can download?
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The app you need to search for is called **Virtual Care from AXA**. It's available on iOS or Android.

If you have the **AXA Global Healthcare** app as part of your plan, you can access your virtual services here all in one place.

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It's quick and easy. Just:

1. Access the Virtual Doctor service by visiting the website or downloading the **Virtual Care from AXA** app.
2. Fill out a few details including your customer number (not including INTL) as your access code.
3. Verify your email address.

OR

If you have the **AXA Global Healthcare** app as part of your plan:

1. Access the Virtual Doctor service by logging into the **AXA Global Healthcare** app.
2. Go to the Virtual Care tab to register.

Once you've followed these simple steps. you're all set up to use the Virtual Doctor service right away and can start requesting an appointment.

You can also request a call back by calling:
+44 (0) 20 349 95487.

Note: Due to mandatory regulation in the UK, you'll need to undergo a security check. You'll be asked to send a photo of yourself, along with a photo of your driving license or passport to verify your identity. Please be aware this check is done by Onfido.

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- What happens if I have no Wi-Fi?

If you access Virtual Doctor via the **Virtual Care from AXA** app or **AXA Global Healthcare** 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, and it's the first time you're joining a video consultation, you'll be asked to download **VSee**. Once the programme is downloaded, you won't be asked to download it again.

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- **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 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?

Will I be charged for registering or using the service?

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

What can I use the service for?

Can I speak to a doctor who speaks my language?

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

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.

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No, you won't be charged for using the Virtual Doctor service. Consultations are unlimited and don't impact the price of your plan, your outpatient allowance, your excess (if you have one) or the quotes we offer you at renewal.

However, while you won't be charged for the virtual consultation, you may be charged for the phone call if you use the call back service. All calls will be charged at your standard network rate.

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

Using the service

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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.

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You can speak to a virtual doctor about any medical problem, big or small.

Got a mole that doesn't look right? Tiredness you can't shift or a lump you want advice on? **Virtual Doctor** is here for it all.

As well as **Virtual Doctor**, you also have access to our **Mind Health** and **Second Medical Opinion** services.

If your health plan is provided by your employer, please visit your healthcare hub to see which services are included as part of your cover. Alternatively, please speak to a member of our team.

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Depending on your location, virtual consultations are available in multiple languages. Please see our **Virtual Care FAQs** for a full list.

Using the service

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- **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.

After your consultation

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

What happens if I need medication or further treatment?

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

Depending on local regulations where you are, the doctors may be able to give you a sick 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.

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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.

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 are available if medically necessary and are subject to local regulations.

After your consultation

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What happens if I need medication or further treatment?

Once I've had my appointment, will I receive a record of the 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.

1 The Virtual Doctor service is provided by Teladoc Health and is part of the Virtual Care from AXA offering. Telephone appointments can be booked 24/7, 365. Callbacks are typically within 24 hours. Operating hours vary according to region. For availability in your local market and further information on the Virtual Doctor service, please **click here**.

2 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 healthcare hub, or contact your AXA representative or company's HR team.

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PB66725g/09.25