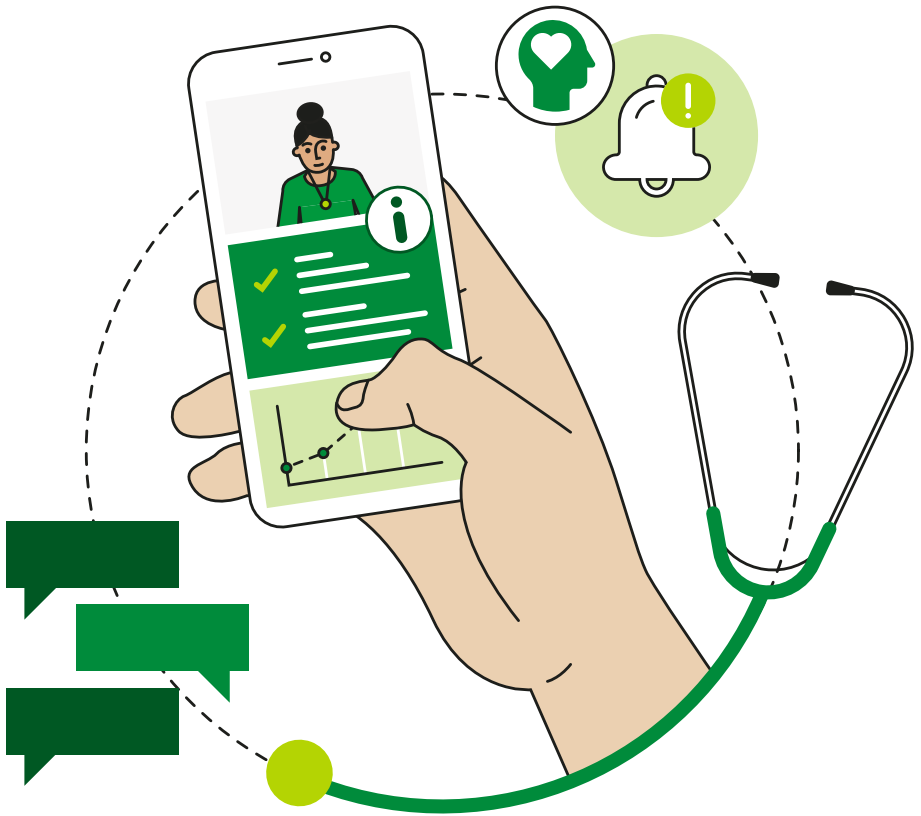


Virtual GP Service

An employer's guide



Provided by

Teladoc
HEALTH


**Legal &
General**



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Welcome to the Virtual GP Service

The Health365 app from Teladoc Health is designed to help your employees manage their health by providing fast and direct access to a Virtual GP, Mental Health and Physiotherapy service.

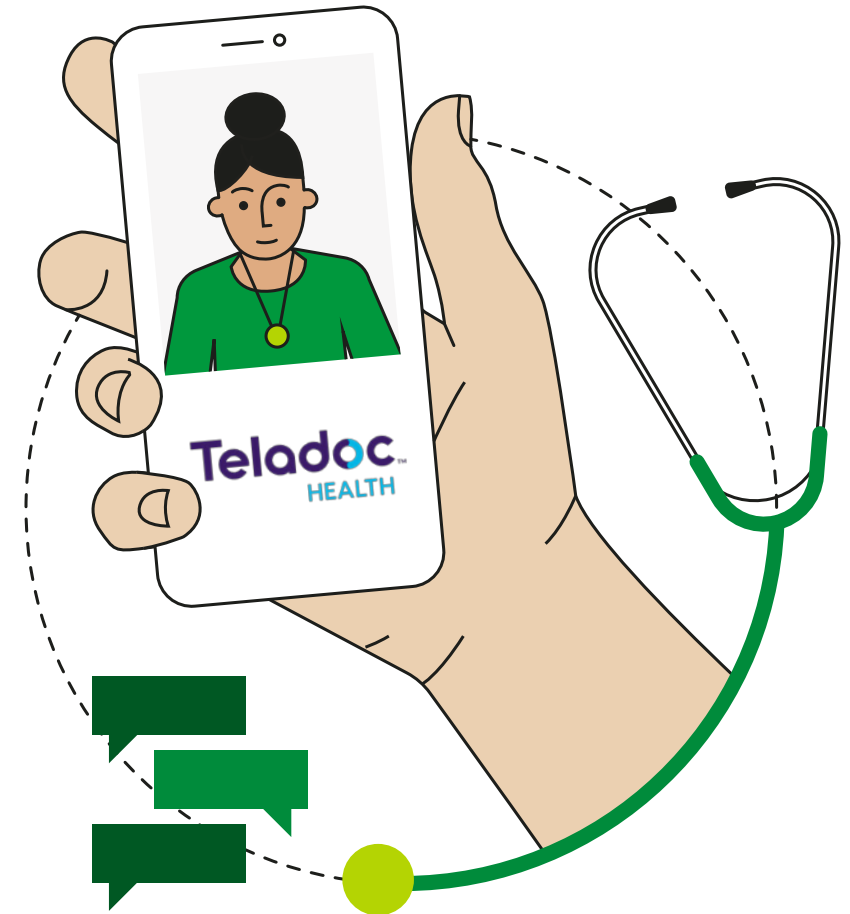
Available 24/7, 365 days a year, your employees and their immediate family* have access to medical and wellbeing support in the moments that matter. Health365 also provides access to Mental Health services for employees through targeted single session therapy, and their children through Child Mental Health consultations.

The online Physiotherapy service also offers quick and easy access to a highly qualified Physiotherapist by video or over the phone, without the need for a referral from a GP.

About Teladoc Health

Teladoc Health is a global virtual care leader, with over 76 million members and 12,000 clients throughout the world.

*Immediate family includes your employee's partner, spouse, or registered civil partner and children under 18 where the employee is the parent or legal guardian.



Virtual GP Service

App: **Health365**

Booking a GP appointment when you need it and at a time that fits around you isn't always easy but Virtual GP lets your employee do just that.

Virtual GP doesn't replace your employee's registered GP. Instead, it's there when they need fast answers and peace of mind for a medical problem that isn't an emergency. Virtual GP can provide support for a range of concerns through phone or video – it can be just as effective as a traditional face-to-face appointment.

The GPs can help your employees in several ways, including:

- Writing same day private prescriptions
- Issuing sick notes
- Offering private specialist referrals



Benefits of Virtual GP



24/7/365 access to a team of GPs including those with an extended specialist role.



Employees have the option to **request female or male GP**.



Prescription service – free same day/next day delivery, available 7 days a week.



Sick Notes at no cost.



GPs have time to listen and focus on health needs during each video or phone consultation that can last up to 30 minutes.



Private specialist referral at no cost.

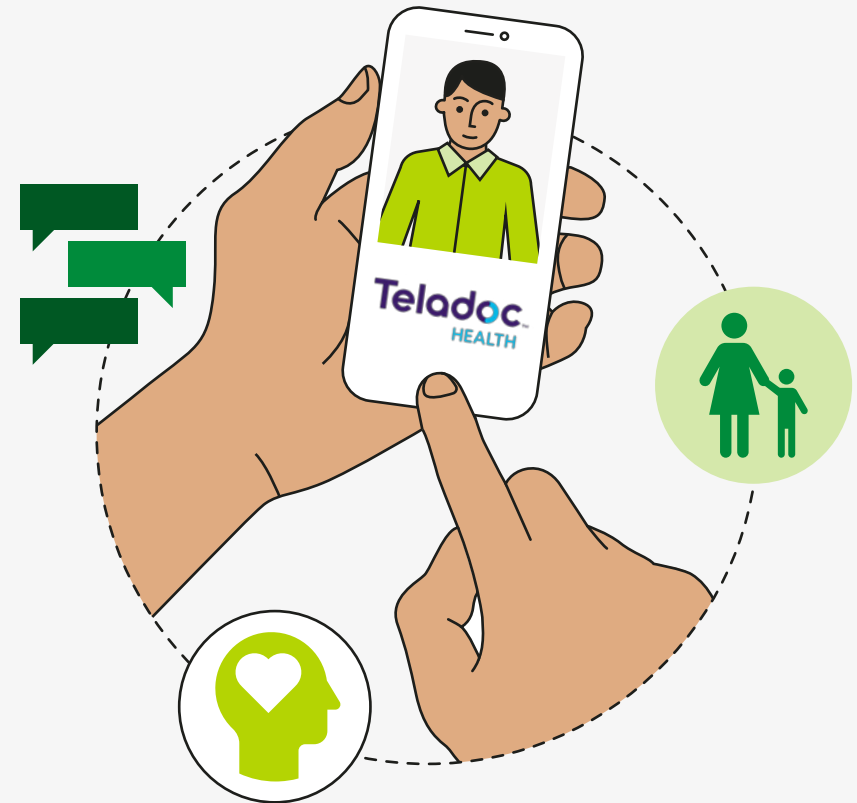
Mental Health Services

App: **Health365**

Good health starts with positive mental wellbeing.

Wellbeing is primarily centred in the mind, but is inextricably linked with physical health, financial health and social health. The comprehensive wellbeing support is designed with mental wellbeing at its core to help your employees when they need it most. The individual is at the heart of this care package making sure that expert support is available in the moments that really matter.

We've partnered with Teladoc Health to help provide access to mental wellbeing support for your employees and their immediate family.*



Single session therapy for adults

Single session therapy is provided by Teladoc Health's Clinical Psychologists with specific training in this practice.

How the service works (over 18s)

- Patient is encouraged to prepare for the session by focusing on their goals.
- Patient and therapist agree to deal with their nominated concern in a session that could last up to 50 minutes.
- The session has a purpose and further help is available if needed.
- Patient will receive bespoke self-help material to achieve the agreed goals after the consultation.
- A follow-up session can be organised to check on progress and offer further advice.

Good to know

- Virtual GP, Mental Health and Physiotherapy services can be accessed through Teladoc Health's app, Health365 and their portal by employees covered by our Group Income Protection. The service can also be offered to employees we're not covering, where at least 60% of your employees are covered by us.
- All GPs are NHS-trained and registered with the General Medical Council
- The service is available to your employees and their immediate family*.
- No personal or medical information is shared with Legal & General.

Child Mental Health Consultations

A service that enables family members to express and explore difficult thoughts and emotions safely. Tailored support on treatment, resources and self-help management is provided.

How does it work?

Consultation request:

Employees can request a mental health assessment for their child on the Health 365 app, portal or by contacting customer services on the phone.

Parental consultation:

A Psychologist will contact the employee for an initial consultation which may take up to 30 minutes. They aim to develop a more detailed understanding of the child's needs and conduct an initial assessment of suitability for the service.

Child consultation:

A scheduled consultation which could last up to 90 minutes is conducted by a Psychologist with the employee and their child (where appropriate). This session aims to explore the child's relationships at home, school and social networks, and to formulate an in-depth assessment of the child's needs.

Outcome:

The Psychologist will offer advice and guidance during the session which may include:

- Behavioural techniques for parent and child
- Support to gain a better psychological understanding of their child's experience
- Guidance to the employee on managing their child's needs within their family structure
- Information on how to navigate support systems for the employee, child and family unit
- A summary report of the assessment and recommendations, along with supportive materials and resources is sent to the employee after the consultation.



Online Physiotherapy Service

App: **Health365**

The online Physiotherapy offers quick and easy access to a highly qualified Physiotherapist through a video link or over the phone if preferred, without the need for a referral from a GP.

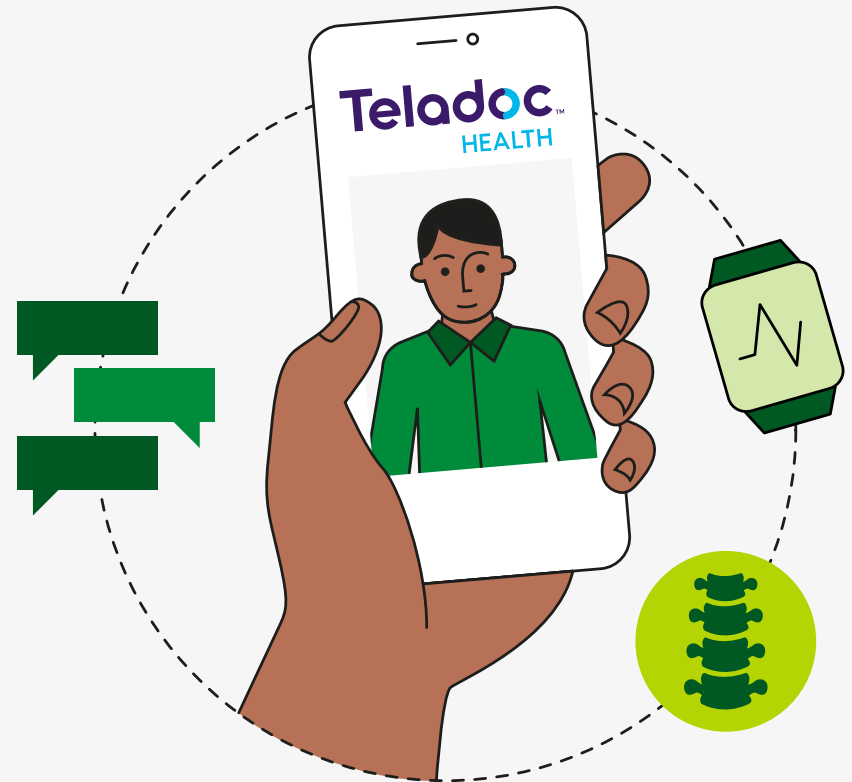
Employees can request an appointment through the app or the portal. They'll receive an email and SMS to complete a brief pre-screening questionnaire about their symptoms. They can then book an appointment with a Physiotherapist of their choice through the email and SMS sent, choosing between a phone or a video consultation, at a time that's convenient for them.

The first appointment is a detailed assessment of their condition to formulate a diagnosis and their goals for recovery. A treatment plan is then formulated including advice, a link to the appropriate exercise videos, and further follow-up sessions depending on the clinical need.

Employees will have access to expert advice, guidance and evidence, to create a clear rehabilitation plan based on their individual needs.

Benefits of online Physiotherapy

- Access to a specialist Physiotherapist providing a seamless customer journey.
- No delay in starting treatment with most appointments arranged within 48 hours.
- Direct access to a Physiotherapist without the need to speak to a GP first, saving unnecessary time and potential delay.
- A thorough and holistic initial consultation accessible at their convenience, which could last up to 45 minutes, to assess and diagnose their issue and begin their treatment plan. Please note for less complex conditions, 45 minutes may not be required.
- Remote access to their rehabilitative program at any time.
- Where appropriate, an onward referral can be arranged at any time during treatment.



Good to know

- No need for over the phone triage or pre-appointment authorisation which can often delay access to care.
- Where appropriate, up to six sessions are provided per condition, without an additional charge.
- Further treatment sessions can be requested for an additional condition, without charge.
- All Physiotherapists are at least three years post qualification, with extensive experience in the assessment and management of musculoskeletal problems.
- All Physiotherapists are also registered and regulated by the Health and Care Professions Council (HCPC).

How to get set up with Health365

By having a Group Income Protection policy in place with us, you'll be able to provide access for your employees immediately.

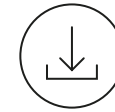
You'll need to provide an membership/customer number to your employees to allow them to complete the following registration process.

Your company's membership/customer number is your Legal & General Group Income Protection policy number. You can find this on your policy particulars or by asking your adviser. It should be a letter followed by a series of numbers, for example, G0070596.

We recommend you encourage your employees to download and set up their account right away when you launch the benefit to them. This ensures the service is ready to use if they need it. They can also do this by scanning the QR code.



How your employees can register for Health365



1. Download the **Health365** app in the Apple App Store or Google Play store.



2. Once they click on the app icon they'll be asked to create a profile, if using the service for the first time. Click on '**create a profile**'.



3. This takes them to the '**Register for the Health-365**' page. Click on '**continue**'.



4. They'll be asked to complete their personal details, including name, email address, date of birth, gender, preferred language, and contact telephone number. The app detects their country location and this field is automatically completed. Press '**continue**'.



5. Once completed they'll enter an membership/customer number which will be your Legal & General Group Income Protection policy number. Your employee will need to set up a password and confirm that they've read and agreed to the **terms and conditions** and **privacy policy**. Once completed, they'll select '**register**'.



6. They'll then receive a "**Thank you for registering**" notification through the app.



7. To access the full range of clinical services, your employee will be asked for some personal details. At this point, they will also be requested to verify their ID by providing a suitable form of documentation, such as passport or driving license.



8. They're now able to log in and utilise the service and also have access to the Teladoc Health services by using the portal at **www.health.365.co.uk**.

Employees aged under 18 will not be able to set up a profile in their own name due to clinical governance restrictions, but a parent or legal guardian can do this on their behalf to access the services.

Find out more

For more information, visit:

legalandgeneral.com/employer/group-protection

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