



# How to support your employees in using the Virtual GP service

We believe an effective approach to helping employees use this essential service is to include as much of the below as possible, tailored for your culture and business needs. Please contact your Business Development Manager (BDM) via [eb.enquiries@generali.co.uk](mailto:eb.enquiries@generali.co.uk) who will be delighted to help with any of these aspects:

## 1. Give us advance notice, we can help.

Pick a week to “roll out” the new service and let us know, ideally giving us at least 6 weeks’ notice. This will allow us to offer more comprehensive support. You can of course roll out sooner. The service is already available to Group Income Protection clients of Generali UK.

## 2. Give your employees advance notice.

Once the roll out date is decided, give employees advance notification and event reminders of this. At least 3 weeks’ advanced notice is advisable.

## 3. Create an impact.

Use wall posters / flyers / member leaflets; all of which are available from our Wellbeing Communications Hub. Why not add your own logo / wellbeing strapline via the hub too and have some delivered directly to your offices?

- ✓ Arrange leaflet drops / leave your printed communications in communal areas and / or incorporate some into your advance communications.
- ✓ Have materials available on your intranet / employee portal in advance of the event. This can include the employee leaflet and the “how to” guide for employees.

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#### **4. Share stories.**

Ask those who've used the Teladoc services to share their good experiences with colleagues, if they'd feel comfortable doing so. Peer to peer communication can strongly help to raise awareness and alleviate any concerns about using services. We strongly believe that normalising any health challenge is a positive step for businesses. In the event that an employee's experience has not been good, please ask them to contact Teladoc by email, phone or post using the details below. HR can also email Generali via [eb.enquiries@generali.co.uk](mailto:eb.enquiries@generali.co.uk)

- Email: [qualityassurance@teladochealth.com](mailto:qualityassurance@teladochealth.com) or [generaladmin@teladochealth.com](mailto:generaladmin@teladochealth.com)
- Phone: 0800 111 4122
- Post: Teladoc Health UK, Aspect House Floor 5, Queens Road, Brighton, England, BN1 3XE

#### **5. Follow up regularly.**

Not everyone will register at initial roll out. Following up quarterly in the first year - perhaps adding simple, anonymous case studies - is a good way to drive engagement and ultimately help employees take control of their health challenges.

#### **6. Monitor engagement.**

By asking your Generali BDM for Management Information, via [eb.enquiries@generali.co.uk](mailto:eb.enquiries@generali.co.uk)

Please note:

- 1) Teladoc virtual GP services are offered as a complimentary benefit and are not contractual, as such they can be withdrawn or altered.
- 2) Our understanding is that added value or complimentary virtual GP services, when offered to employees as part of an employer's welfare counseling provision do not give rise to a tax charge. However we strongly recommend employers seek independent tax advice, particularly if considering extending services to dependants.