



# Your essential digital GP services

## including second medical opinion and mental health navigator

### Peace of mind in your pocket

Generali customers now have access to a range of online services by Teladoc Health; 24/7 UK GPs, Second Medical Opinion and Mental Health support including parent and child assessments.

Available 24 hours a day, 365 days a year, at no cost to you (except where indicated e.g. private prescriptions). Most of these services are also available to your immediate family, including children up to the age of 21, if in Full Time Education (FTE).

So, whether you are seeking help with a physical or mental health issue, or both, we've got you covered. What's more, all of this is directly available from your desktop computer, smartphone or tablet.

### NEW - Virtual GP service

Enjoy 24/7 access to a UK-based GP at a time to suit you, via video call or phone call. Also, at a place to suit you - virtual appointments can be from the comfort of your own home or even your workplace.



**“85% of [NHS GP] appointments were booked to take place within 2 weeks.”**

*If you need faster access, consider the benefits of your vGP service.*

*Source: BMA, Pressures in general practice data analysis, Jan 2023*

### Key Benefits

- ✓ Independent and confidential, 24/7 access to a UK registered GP
- ✓ Easy access via phone, smartphone app or web portal
- ✓ Securely share your medical documents, before or during consultation
- ✓ Referral letters: available directly from the portal, useful with private medical insurance or for sharing with your own GP. Consultation notes securely stored in the portal for easy access
- ✓ Onward referrals to the Mental Health Navigator and Second Medical Opinion service [see p2] if appropriate
- ✓ Sick notes available where appropriate
- ✓ Private prescriptions, with free same or next day delivery. Prescription costs are chargeable to the member
- ✓ 30 mins consultation time with a GP (if appropriate) where more than one condition can be discussed.

“The better you understand a health challenge, the more confident and focused you are in addressing it”

- Source: SMO user

Access code

## Second Medical Opinion (SMO)

Our SMO service offers you an expert opinion on your diagnosis or treatment plan from a database of over 50,000 global medical experts. You may have received recommendations or options from doctors that you would like guidance on, or require reassurance that your treatment plan is in keeping with the best practice and clinical evidence.

### Key Benefits

- ✓ Independent and confidential written report assessing your treating doctor's diagnosis and treatment plan (reports are not shared with your GP or employer)
- ✓ Support from a case manager every step of the way.
- ✓ Eligibility is not linked or dependent on any insurance claim
- ✓ Peace of mind for employees and their household family.

## Mental Health Navigator (MHN)

The Mental Health Navigator provides 24/7 access to a team of qualified mental health clinicians - from counsellors to psychotherapists - to assess your mental and emotional wellbeing and identify the best way forward. This might be followed by an additional consultation with a psychologist, if appropriate. Expert reviews are also available, to help you gain a better understanding of an existing condition or prescribed programme.

## NEW - Parent and child assessments

Mental Health Navigator also now includes parent and child assessments. This service is designed for parents looking for guidance and reassurance and where appropriate, it will also provide an in-depth assessment of a child's (up to 18 years) mental health. Expertise is provided by a Psychologist or Clinical Lead. If deemed appropriate, a session of up to 90 minutes with the child and parent(s) (and in some cases the child alone - from 16 up to 18 years old) may also be conducted. A report is delivered with recommendations, self-help tools, and helpful advice on local resources.

### Key Benefits

- ✓ Independent and confidential
- ✓ Provides guidance and reassurance on next best steps.

## Who can access all these services?

The vGP service is available to all UK based employees of your employer, at zero cost to you, except where indicated, for example private prescriptions via the virtual GP service.

SMO and MHN is also available to your immediate family – spouse/partner, children from age 18- 21 if in FTE, and also parents living with you and dependent on you for any reason will have access. SMO is also available to your children under age 18.

In addition to the above, Parent and Child Assessments are available to you and your spouse/partner for your children under age 18.

## How do I access these services?

Download **LIFETIME ASSIST** our smartphone app (for iOS or Android) using the QR codes below, or you can visit [www.GeneraliLifetime.co.uk](http://www.GeneraliLifetime.co.uk) in your browser.

### Virtual GP

You'll need **your employer's unique access code** to register (see above). Simply complete the ID Verification, accept the T&C's from Teladoc Health, and you're ready to use the service. Alternatively, call 0800 111 4122 (or +44 204 586 5367 if calling from abroad) once registered or if you need assistance registering.

### Second Medical Opinion

Call our helpline 0800 111 4122 9am-5pm, Mon-Fri (+44 204 586 5367 if calling from abroad).

### Mental Health Navigator

- including parent and child assessments

Call our MHN telephone helpline on 0800 048 9011



iOS AppStore



Android PlayStore

The recommendations provided by Teladoc are based on medical information provided by the customer and should in no way replace or substitute medical advice provided by your acting medical professionals. The Mental Health Navigator service provides a single course of telephone or video delivered mental health support. Severe and/or enduring mental health needs requiring in-person support and/or referral to your local mental health services will be referred or signposted onwards to either your NHS General Practitioner or private psychotherapy.

