



## Generali UK Employee Benefits

### Virtual GP – Avatar Explainer Transcript

Through Generali UK, you now have access to Virtual GP services provided by Teladoc Health. You can access the services any time day or night at no cost to you.

The virtual GP allows you to have video or phone appointments with a UK-based GP at your preferred time and location, whether it's from your home or workplace.

The key benefits of these services include independent and confidential 24/7 access to a UK registered GP, easy access through phone or an online portal, and secure sharing of medical documents before or during consultations.

You can also obtain referral letters through the portal, sick notes when appropriate, and private prescription with free same (or next day) delivery. Please note that prescriptions are private and chargeable to the patient, and fit notes are not available.

What's more, your consultations with a GP can last up to 30 minutes allowing for discussion of multiple conditions if needed.

Please note the Virtual GP is not suitable for emergency cases, and in these instances, you should contact your local accident and emergency service services. In addition, the service may be able to provide onward referrals to the Mental Health Navigator (MHN) and Second Medical Opinion (SMO) service if needed. Please be sure to check out the short explanatory videos for these other services and refer to your Virtual GP member leaflets and employee guide for more information and access detail details.

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