

Global Telehealth

Frequently Asked Questions



Global Telehealth gives you easy access to a doctor, by phone or video. Here are answers to some questions you may have.

	GENERAL QUESTIONS	ANSWER
1	How can Global Telehealth help me?	Telehealth means convenience, flexibility and around-the-clock access from the comfort of your own home or workplace. It can help avoid long waits to see a doctor, can lead to quicker specialist referrals and provides general health advice and medications where necessary.
2	Is there a charge to use the service?	The telehealth service is available at no cost to you and includes an unlimited number of appointments for you and your covered dependents.
3	How do I access Global Telehealth?	Global Telehealth is accessible through the Global Health Complete app, downloadable free of charge via the Apple App StoreSM or Google PlayTM. When you click on 'get care' from within the app, you'll see a choice of phone or video consultations. Whichever you select, the first time you use the service you will be prompted to accept the Global Telehealth terms and conditions.  
4	How can my dependants access the service?	You can book an appointment on behalf of your dependant child if they are aged under 18 years old. You must be present during the consultation with the dependant child. Adult dependants (aged 18 and over) may arrange and attend appointments by themselves.
5	Who provides the Global Telehealth services?	Cigna Healthcare provides Global Telehealth in partnership with Teladoc Health International who has a large global network of licensed doctors who are fully qualified and trained to provide this service.

	GENERAL QUESTIONS	ANSWER
6	What services are provided through Global Telehealth?	Global Telehealth provides access to clinical guidance from doctors by phone or video. You may: • Access a licensed doctor for a medical consultation • Discuss medical symptoms like a fever, rash or aches and pain • Reach a working diagnosis if enough medical information is available • Discuss a medical report, test result or a treatment plan • Prepare for an upcoming hospital visit • Discuss a medication plan and potential side effects • Get support with navigating the local health care system • Receive a prescription or over-the-counter medication recommendation • Get a specialist referral where onward private care is needed
7	Can I discuss medication or get a prescription?	Yes. If the doctor has enough medical information on your case (and when legally available), then a prescription or over-the-counter medication recommendation can be provided. Doctors may issue prescriptions for medicines when, in their professional judgment, it is safe, appropriate and they are licensed and authorized to do so. Should you receive a prescription, you may need to bring it to a local pharmacy to be filled. There may be times when a Global Telehealth doctor may not be able to provide a prescription or feels that an in-person consultation is needed in order to obtain a prescription.
8	What languages are supported by Global Telehealth doctors?	Global Telehealth services are offered in a variety of languages. Video consultations are available in English and Spanish while telephonic consultations are available in English, Spanish, French, German, Portuguese, Mandarin Chinese, Japanese, Hindi and Arabic. Please note: Some countries have language requirements and/or consult modality restrictions based on local regulations. You will be presented with the available language options according to your location at the time of consultation. Some restrictions are as follows: • Singapore: Video consultations available in English, Cantonese, or Mandarin. No phone consultations. • United Arab Emirates (UAE): English or Arabic only. Consultations by both phone and video. • United States: English and Spanish only. Consultations by both phone and video. Additionally, in the United Kingdom customers will be presented with all language options. A UK doctor will be assigned along with an international Doctor, as needed, to support with the clinical language translation. Consultation by both phone and video.

9	What is the average wait time to speak with a doctor?	Careful consideration of your language preference and the current time zone are key factors in determining when an appointment can be scheduled. Phone consultations in English and Spanish are usually within four hours with all other languages within 48 hours*. Video consultations are usually within 48 hours. <i>*If you are UK based and booked a telephone consultation, you will be sent a SMS and email containing a link to a short pre-consultation questionnaire. Please note: it is compulsory that you complete this questionnaire - failure to do so may delay your access to care.</i> <i>From there, you can either join a queue (subject to availability), or you can choose your preferred 15-minute call back slot for the next 48 hours. The slot booking platform is separate from the Global Health Complete app.</i>
	GENERAL QUESTIONS	ANSWER
10	I'm in the UK, what is the ID verification and/or Proof of Guardianship request	Teladoc Health comply with Care Quality Commission (CQC) regulations which stipulates robust identity (ID) proofing at the start of care for UK based members. The first time you book a consultation for yourself or a child dependent, you'll be prompted to provide proof of identity via a link to the secure Onfido site, This process requires you to take a selfie and upload official photographic ID (such as a driving license or passport). This is a one time only regulatory requirement to ensure that the Teladoc Health doctor can verify the identity of the member on the call. If you are scheduling an appointment for your child dependent aged under 18 years, you'll be prompted to complete a Proof of Guardianship (POG) process. In this case, you will be asked to upload a photo of the child's passport to a Salesforce Link. The ID/POG process typically takes 2-3 minutes but can be longer. Please note: it is compulsory that you complete these one-time only ID/POG checks - failure to do so may delay your access to care.
11	What if there is an emergency?	In case of an emergency, please dial the local emergency number from the country you are in and then contact your treating doctor.
12	What is the average consultation time?	Global Telehealth doctors are available with no time constraints. We know that time is important when you aren't feeling well. The length of consultations can vary but the average consultation time can be anywhere up to 30 minutes.

13	Do I have the option to speak with the same Global Telehealth doctor for a follow-up consultation?	The Global Telehealth doctor is assigned based on date, time and language preference in your particular time zone. Most likely, it will be a different doctor than the individual you consulted with during the initial session. However, the doctor you confer with will be able to review notes from your previous Global Telehealth consultations. This provides consistency and assures that you'll receive optimal care.
14	How will I receive the doctor's notes, prescriptions and/or specialist referrals?	After a consultation, notes, specialist referral and any applicable prescription(s) by the telehealth doctor will be uploaded to your Global Health Complete App or emailed to you.

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