

# Frequently asked questions

## REGISTRATION

### **How do I register for the service?**

Simply download the app or register via clicking the 'Log In' button on this website. Then select 'Create Your Account'. You'll need to input your details and then enter your access code to complete registration.

### **How do I find my scheme number/access code?**

Your employer or insurer will be able to provide you with the correct access code. It's usually best to contact your HR team if your employer provides the service. If you have access to the service via a family member's insurance or employee benefits, then ask the insured for the access code.

### **Can I register my family members for the service?**

Yes. You can add family members under your profile.

## ID VERIFICATION

### **Why do I need to verify my identity to use the service?**

We ask you to verify your identity because it helps us provide a safe and effective service. If we need to safeguard your wellbeing or react in an emergency situation, we need to be sure of your identity. The verification process supports the transfer of information between Teladoc and other organisations. This is like the NHS when you provide consent. It's also a regulatory requirement by the Care Quality Commission. They regulate health and social care services across the country.

### **How do I verify my identity?**

When you register with the service or request an appointment, you will be prompted to complete ID verification. This will either be on screen or via a link we will send you so you can submit proof of your identity. You will need to:  
Upload a picture of a photo ID document. This will usually be a passport or driving licence. Then upload a recent 'selfie' which we can compare to the picture on your photo ID

In most cases, you cannot access our healthcare services without verifying your identity first.

### **How do I provide proof of identity for a child?**

If you want to book an appointment for an eligible child, you will need to provide proof of parental responsibility for that child. We will contact you to request the relevant documentation. You must also have verified your own identity before the appointment can go ahead.

### **How do I know if I have parental responsibility for a child?**

Parental responsibility is a legal construct. If you're the child's birth mother or father, you will have legal parental responsibility over a child. In the vast majority of cases (unless it's been removed). Adoptive parents also have parental responsibility for a child. Although step parents and family members who have not been legally granted guardianship over that child do not.

### **How do I upload my documentation?**

You will be prompted to complete your ID Verification on screen. We'll also contact you with a link which you can follow and upload your documents safely and securely.

### **How long will it take to verify the documents after I've uploaded them?**

If you submit good quality photographs then the verification process won't take long. We use an automated checking service, which can return a result quickly. Our teams will pick up the result of your request and update your profile accordingly.

## **GP APPOINTMENTS**

### **Can I request an appointment for an emergency condition?**

It's important to note that we do not provide an emergency service. If you're seriously unwell and experiencing a medical emergency, you should call 111 or 999.

Alternatively go straight to your nearest Accident and Emergency or urgent care centre. Conditions we can't treat remotely include (but are not limited to):

- Chest pains
- Shortness of breath
- Severe abdominal pain
- Heavy bleeding
- Thoughts of suicide or self-harm
- Seizures
- Loss of consciousness/blackouts
- High fever in an infant

### **How can I request a GP appointment?**

Log in to your account and click on the 'Medical' link in the top menu. From the dropdown options that appear, select 'General Practitioner'. From the following page, you can select from two options:

1. Request Video Consultation – choose a scheduled appointment slot and speak with a doctor over video
2. Speak to a GP – request a call back from a GP as soon as one is available

You can also request a call back by clicking 'GP Consultation' from the homepage when you first log in.

### **What information do I need to provide at the point of booking?**

You will need to confirm your phone number (which we also collect at registration) and your location. We also ask you to provide a brief reason for your booking. This allows us to review your symptoms and ensure you don't need emergency intervention. Finally, there's an option to upload a file. You can add documents which will help the doctor. These can be a photo of a rash or injury, or evidence that you've been taking a particular medication if you're requesting a repeat.

### **How does the GP call back service work?**

One of our duty GPs will first review your appointment request to ensure you don't need urgent intervention. Your case will then pass into our call back list and a doctor will call your nominated telephone. We aim to call you back within 2 hours but during busy times, it may take longer.

### **How do I prepare for a GP call back?**

As this is a call back service, you don't book a scheduled appointment slot. You need to make sure you have your phone nearby and are able to take a call in the hours that follow your booking. You should try to find a quiet space so you can speak privately and make sure that you have good phone signal.

### **How do video GP appointments work?**

When you choose a video appointment, you will pick a scheduled timeslot from those we have available. You connect to the appointment by logging into the app at the scheduled time. Then click on the relevant booking in the 'Upcoming Consultations' section.

### **How do I prepare for a video GP appointment?**

Try to make sure you connect a few minutes early and have good internet signal. You should find a quiet space where you can speak with the GP.

## **PRESCRIPTIONS**

### **Can Teladoc doctors prescribe?**

Our GPs can issue private prescriptions if they deem it appropriate and within our prescribing protocols.

### **Can I get an NHS prescription?**

We're a private service and not part of the NHS so our doctors cannot issue NHS prescriptions. This means you will pay the cost price of the medicine at your chosen pharmacy.

### **What are my prescription fulfilment options?**

We can:

- Issue a private electronic prescription which you can take to any participating pharmacy
- Deliver your medication to your door
- Send your prescription to a local pharmacy for collection

### **How does the electronic prescription service work?**

We offer an electronic prescription service via our partner Signature Rx. When the doctor issues a prescription, you receive a prescription code by SMS and email. You can take this code to any participating pharmacy at the time of your choosing to collect your medication. The pharmacist will log into the Signature Rx portal to check and dispense the prescription. Participating pharmacies include all branches of Boots, Lloyd's, Well and independent pharmacies.

### **How does the delivery prescription service work?**

We offer a delivery prescription service via our partner, Signature Pharmacy. They can take orders 8am-8pm 7 days a week. We recommend that patients use the delivery service where possible. Your GP will offer this option if you need a prescription. If you live in London, you'll receive your medication on the same day as long as it's ordered by 3pm. Outside of London, Signature will deliver your medication the next day if it's ordered by 1pm.

### **How does the self-collection prescription service work?**

If you prefer to collect your prescription from a specific pharmacy, we can accommodate your request on most occasions. We will contact your preferred pharmacy to ensure they have the medication in stock and confirm contact details.

before sending it through. Please note that it can be difficult to get through to pharmacies during busy periods, which can cause delays.

### **Are there any medications which Teladoc doctors can't prescribe?**

Some medications are not suitable for prescribing via an online clinical service. These include controlled drugs like:

- diazepam
- strong painkillers
- sleeping pills
- drugs that require close monitoring through a regular GP.

As we don't have access to your NHS GP notes and history, we need to be careful about what we prescribe. In some circumstances, we may need to ask you for additional information before we can issue a prescription. Our GPs will only prescribe medication, including antibiotics, if they can do so safely.

### **Can I get repeat medication via Teladoc?**

We are not a replacement for your regular or NHS GP and do not have access to your complete medical history. For those reasons, we can't issue ongoing repeat prescriptions for long term conditions. These are much better managed by your regular doctor who can examine you in person.

We may be able to issue a single prescription for some conditions. If you want to request a short term course of a repeat medication, please upload photographic evidence that you have been prescribed that medication before when you book your appointment.

## **REFERRALS**

### **How do specialist referrals work?**

You can request a specialist referral during your GP consultation. Our clinicians will find out more about your condition and issue a referral when it is clinically indicated. The referral letter can be emailed to you when your consultation notes have been completed by the GP. This is typically within two hours.

As a private service, we only issue private, open referrals and do not refer into the NHS. If you have medical insurance you should contact your insurer to find out the next steps. If you do not have insurance, you will be charged by the specialist for the appointment and any investigations they may recommend.

### **Is there a charge for a specialist referral?**

There is no charge from the service. If you do not have private medical insurance, you will be charged for the consultation and any investigation by the specialist.

### **Can I have more than one specialist referral?**

Yes. There are no limits on the number of referrals a GP can issue, so long as they are clinically appropriate.

## **SICK NOTES**

### **How do sick notes work?**

You can request a sick note during your GP consultation. The sick note can be emailed to you when your consultation notes have been completed by the GP – typically within two hours.

Sick notes are issued at the discretion of the consulting GP and only when clinically appropriate. There is no charge for issuing a sick note.

### **What is the maximum time I can be signed off for?**

Sick notes are limited to a maximum of two weeks and cannot be back-dated. If you need to be signed off longer than two weeks, we recommend you should see your NHS GP for an in-person examination.

### **Can I get a fit note?**

We do not offer fit notes. Fit notes are to certify a patient is fit enough to carry out a given activity, e.g. return to work, fly, run the marathon. This often requires an in-person examination and is best done by the NHS GP.

## **SECOND MEDICAL OPINION**

### **What help and advice does the Second Medical Opinion service offer?**

The service provides clear and definitive answers for a wide range of health issues. We find the right specialist who will provide a clear, comprehensive and expert report. This will be completed after a full comprehensive review of the member's medical records. This can include a review of a member's diagnosis and/or treatment plan. A case manager and GP work closely with the member and will provide support every step of the way.

### **Are there any conditions that are not covered by the service?**

The following are not covered:

- Mental-health related conditions
- acute conditions (when condition symptoms appear and change or worsen rapidly)
- minor chronic illnesses
- dental problems
- patients currently in hospital

### **Can I use the service more than once?**

Yes, you are able to use the service as many times as you need to

### **What type of conditions does it cover?**

The service can be used for everyday health conditions. Examples of this are migraines, back pain, asthma or allergies.

### **Is my information shared with my GP or employer?**

No, although we may request further medical information. All details of consultations will be discussed with you and will be confidential.

### **Is the cost of treatment covered?**

No, the cost of treatment, additional testing or face-to-face consultations is not covered

## **COMPLAINTS AND FEEDBACK**

### **How can I make a complaint or express my dissatisfaction?**

If you'd like to make a complaint or express your dissatisfaction about your experience using our service, then you can. Contact us by email, phone or post.

If you would like to formalise your complaint, we prefer you to do so in writing where possible. This helps us understand and investigate the circumstances of your experience. The contact details are as follows:

- Email
  - [qualityassurance@teladochealth.com](mailto:qualityassurance@teladochealth.com) or [generaladmin@teladochealth.com](mailto:generaladmin@teladochealth.com)
- Phone – please call 0208 068 1729

- Post – Teladoc Health UK, Aspect House Floor 5, Queens Road, Brighton, England, BN1 3XE

**How else can I provide feedback?**

We welcome feedback of all types. If you've found our service useful then please do let us know. Equally, if you're unhappy then we will take your concerns seriously.

We send a feedback survey to patients who use our services so you can rate us and provide your comments. You can also contact us by email using the details above.