



LifelinePlus

Group Personal Accident & Travel + Crisis Insurance

We've got  
your back

# Virtual Medical Care

GP Consultation and Expert Case Management

[www.virtualmedicalcare.co.uk](http://www.virtualmedicalcare.co.uk)

Virtual Medical Care is a third-party service provided by Teladoc Health UK.  
It is a service provided with AIG's Lifeline Plus insurance.  
AIG does not give medical advice.

This document does not contain the full terms and conditions. Please review the Policy Documents for a full list of conditions, including policy benefits, limitations and exclusions.



## The Doctor Will See You Now

Virtual Medical Care provides you as a person insured under a Lifeline Plus policy and your immediate family with unlimited, round-the-clock access to a GP.

No matter where you are in the world, qualified doctors are available 24/7 to answer your health concerns and provide medical advice. The service can also be used for an expert second medical opinion on an existing diagnosis or treatment plan.

### Virtual Medical Care:

- Unlimited access to UK GPs for consultations and medical advice
- Available 24 hours a day, 365 days a year
- Accessible via a website, app (GP Consultation only) or by phone
- Second medical opinion assessments by experts on a diagnosis or treatment plan
- Available to you, your partner and your children (aged under 18 or aged under 23 if in full-time education)
- You don't need to have claimed under your Lifeline Plus policy to use this service.

To find out more about Virtual Medical Care visit [www.virtualmedicalcare.co.uk](http://www.virtualmedicalcare.co.uk) or call +44 (0)2034 990 658

# Take Control of Your Health

Virtual Medical Care is a non-emergency service that consists of two key benefits.



**Bookable  
30 minute  
time slots**



**A global  
network  
of medical  
specialists**

## GP Consultation

Round the clock access to UK GPs for medical advice, prescriptions or specialist referrals.

The GP Consultation service allows you to discuss and resolve health concerns with General Medical Council (GMC) licensed UK GPs at a time that suits you.

GP consultations can be accessed via a website, an app or over the phone, with the benefit of app-based consultations allowing for video consultations. As part of the consultation process, you can share images or upload medical documentation to the secure web portal before the consultation.

If required, onward specialist referrals are available via the Expert Case Management service or by open private referral.

## Expert Case Management

Assessments by leading experts for second medical opinions.

Expert Case Management enables you to access medical specialists for a second medical opinion. This could be any review of an existing diagnosis or proposed treatment plan. Expert Case Management provides you and your family with reassurance that a treatment plan reflects the latest best practice and clinical evidence.

You will have an in-depth consultation with an experienced GP case manager to discuss your concerns and medical history. A detailed case summary will be compiled and sent to a leading speciality-matched expert in the UK or abroad for their expert medical opinion. This expert will then review your case and create a report outlining recommendations and answering questions you had on your care. Your GP case manager will then review this report with you and address any additional questions.

You can start an Expert Case Management review via the website or by phone.

## Accessing Virtual Medical Care

You can contact Virtual Medical Care at any time to arrange a GP Consultation or start an Expert Case Management review.

To be eligible for the service you will need to be insured under your employer's AIG Lifeline Plus policy. Your partner and children (aged under 18 or aged under 23 if in full-time education) are also eligible.



Virtual Medical Care can be accessed via:

[www.virtualmedicalcare.co.uk](http://www.virtualmedicalcare.co.uk)

This is a third-party website.

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Or by a calling:

+44 (0)2034 990 658

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The GP Consultation service can also be accessed via the:

**Virtual Medical Care App**

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### To Register

1. Visit [www.virtualmedicalcare.co.uk](http://www.virtualmedicalcare.co.uk), click 'Log In' and scroll down to 'Create an account' (this is a third-party website).

You will need your employer's Lifeline Plus policy number.

2. Download the Virtual Medical Care App via the App Store or Google Play.

The Virtual Medical Care App (developed by Teladoc) allows you to arrange appointments as well as conduct video consultations with GPs.

The same credentials used to register online can be used to login to the app.

You'll need to complete a secure, one-time ID check before you can use certain elements of Virtual Medical Care for the first time. When you need to interact with GPs or other medical professionals whilst using the service, you'll be sent a simple, quick and easy process to follow - all in line with Care Quality Commission guidelines.





## Freya's Story

Baby Freya was diagnosed with a rare neurological disorder known as Spina Bifida Occulta, in which fatty tissue limits the movement of the spinal cord within the spinal column. If left untreated, the spinal cord can become damaged, leading to a range of problems affecting the legs, bowel and bladder.

Testing revealed none of the neurological abnormalities commonly associated with the condition, and Freya's doctors recommended a wait-and-see approach. Back home from hospital, her parents remained terribly worried about their new baby girl and wondered if they were doing the right thing.

Freya's parents had access to Virtual Medical Care and the Expert Case Management service. They decided to get in touch.

Expert Case Management brought the case to a specialist in paediatric neurological surgery. In his opinion, Freya had a high chance of developing nerve problems, and early preventive surgery would ensure the best outcome. Having shared the expert report with their treating doctors, Freya's parents decided to proceed with surgery, which was a complete success.

This preventive surgery improved this new-born's prognosis, thanks to the Expert Case Management service.

The case story in this leaflet is real. Personal details have been modified to respect the patient's privacy and photographs are for illustrative purposes only.

## Frequently Asked Questions

### How much does it cost?

The Virtual Medical Care service is provided on a complimentary basis as part of your employer's AIG Lifeline Plus policy. You will not be charged for a GP Consultation or the Expert Case Management service.

### Are there any additional costs when I use Virtual Medical Care?

There are no additional costs. Virtual Medical Care funds the cost of the service and arranges the collection, return and assessment of all relevant medical documentation when they are required.

However, you will be responsible for any cost associated with any medical treatment recommended by the service. You will also be responsible for the costs of any medicines prescribed via the prescription service.

### What if an Expert Case Management recommendation is different to that of my treating doctor?

The objective of the Expert Case Management service is to support, not replace, your own treating specialist. It is recommended that you share the findings of the expert medical review with your GP and/or consultant. It is then you and your doctor's responsibility to decide the best course of action. If necessary, the Expert Case Management service could arrange further independent opinions from other experts.

### Will the recommended Expert Case Management treatment be available in the UK?

Information from an Expert Case Management review is based on established protocols and internationally approved diagnostic or therapeutic guidelines. It would be unusual for information provided by an Expert Case Management review to relate to testing or treatment that could not be provided under the NHS or medical insurer (if an eligible condition).

# We've got your back



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