

Access to a Virtual GP

when you need it with H3 Insurance



- 24/7 H3 GP Telephone Consultations
- Video Consultations
- H3 GP services via a dedicated app



Health Insurance

Access to a Virtual GP

when you need it with H3 Insurance

24/7



Booking a GP appointment via the NHS can be tricky. And when you're travelling, it can be a challenge to find doctors if you have a medical worry.

Here's how to do it:



1 Whether in the UK or abroad, GP appointments are available 24/7 while eConsultation appointments can be arranged between 8.30am and 6.30pm Monday to Friday (excluding UK bank holidays).

2 Have your membership number to hand and decide whether you'd prefer a **phone consultation** or a **virtual face-to-face eConsultation** (done via a computer or Wi-Fi enabled mobile device).

3 Call the H3 GP Advice Line on **0345 222 3716** (or **+44 1614 683785** if you're abroad) to book a call-back telephone or eConsultation appointment.

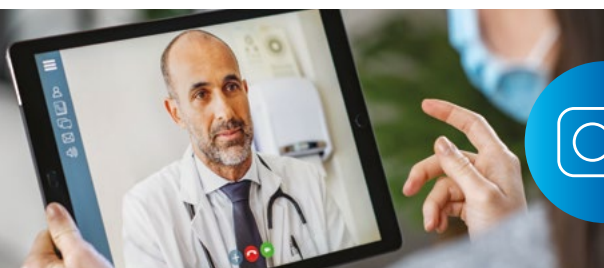


24/7 H3 GP Telephone Consultations

Our private GP helpline is available 24 hours a day, 7 days a week and 365 days a year. That means you receive unlimited advice, reassurance, diagnosis or medication when you need it, from wherever you are in the world.

If you opt for advice over the phone:

- The operator will confirm your membership details and make an appointment for the GP to call you back at a convenient time.
- The GP will then call you within 15 minutes of the arranged time to begin the consultation.



Video Consultations

Our online eConsultation service enables you to have an online video consultation in the comfort of your own home or place of work.



If you choose an eConsultation:

- You will need to provide an email address and telephone number, and have access to a computer, laptop or mobile device with webcam and microphone facilities at the time of your appointment.
- Once you have made an appointment, you will be sent an email to confirm the time of the appointment and to enable you to join the online eConsultation. You will need to be ready to access the email link at the time of the appointment.
- The GP will call you within 15 minutes of the arranged time to begin the consultation and will direct you to click the link in the email to enable the webcam consultation to take place.

(If for any reason, there is a problem with the internet or broadband connection, you will still be able to benefit from a GP consultation by telephone.)

Request an Appointment

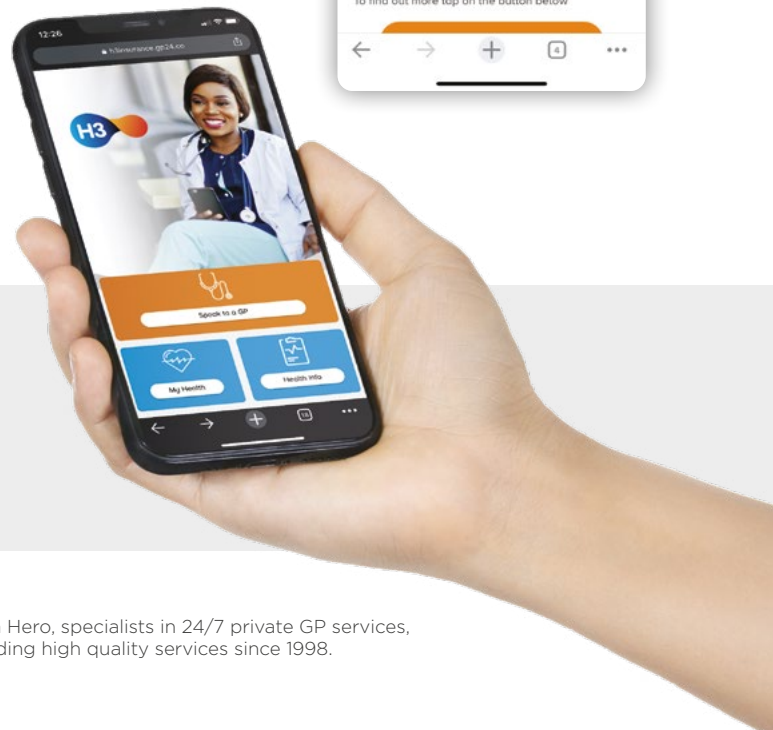
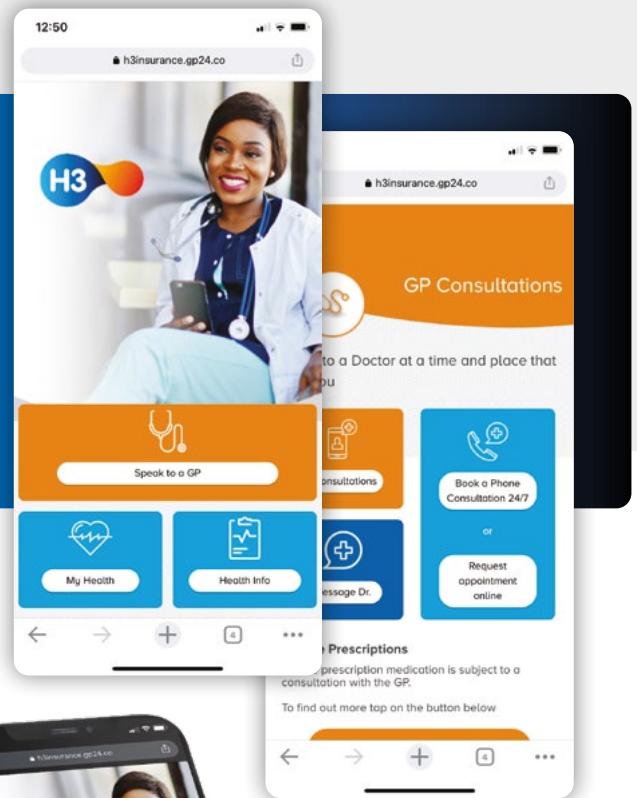
The request an appointment service offers the privacy to book a telephone appointment through the app without the need to pick up the phone. Our experienced customer service team will confirm the time of your appointment to your email address.

Message Dr.

Send our doctors a short, simple medical query online through our integrated GP surgery app and one of our doctors will be able to advise on the best course of action.

Download the free H3 GP app:

- **It's easy to access our H3 GP services via a dedicated app, on your smartphone, tablet or laptop.** Simply enter the weblink below and save it to you device.
- Our H3 GP app allows you to easily book appointments, attend a remote consultation via telephone or video link, get private prescription medication delivered to your door and much more.





H3 Virtual GP Frequently Asked Questions

Who will I speak to when I call?

Callers will first speak to a specially trained operator who takes some details and arranges for a GP to call back at a convenient time. If calling for a webcam (video) consultation the operator will ask for an email address.

Can I choose to speak to a male or female doctor?

Yes, where possible, we will always try to accommodate a patient's preference to speak to a male or female doctor. All our GPs are friendly, experienced, NHS practising GPs, with the same qualifications as your own NHS GP.

What sort of things can I ask about?

Anything you would normally ask your own GP, for example, about any travel vaccinations, sensitive or confidential concerns, explanations of diagnosis or treatment, aches and pains or any other health-related query you might have.

Will I still need to see a GP?

Most patients receive the advice, reassurance and, where appropriate, diagnosis they need from our doctors. Our doctors can assist with most health concerns, but if a patient's symptoms require a physical examination, or need a repeat prescription, they may be referred to their own GP.

Can the GPs issue a prescription?

Yes, Private prescription medication is subject to a full consultation with the GP taking into consideration presented symptoms, medical history and any current medication. Medication will only be issued where the GP believes it is clinically appropriate, on a case by case basis. Where appropriate, and as advised by the GP, prescriptions can be collected at a local pharmacy nominated by the patient.

Can the GPs issue repeat prescriptions?

In line with clinical best practice guidelines for remote prescribing, our GPs are unable to issue long term, repeat medication. Should a patient require repeat prescription medication, it is in their best interests to be seen by their regular GP who can provide the ongoing monitoring, medical record and follow up care such prescriptions require.

Are there any limits as to what the doctor can prescribe?

The service follows GMC best practice guidelines for remote prescribing. Should the GP feel it necessary, they can raise short-term medication for acute conditions. If a patient requires on-going medication or is seeking a repeat prescription, it is in their best interests to see their own GP to be examined.

How will the GP service communicate with my own GP in case of a private prescription being issued?

Where the doctor feels it is appropriate (especially where a prescription is issued), he/she will ask for the patient's permission to send a copy of the consultation notes to their NHS GP.

How do you recruit your GPs? What qualifications do the doctors have?

Our GPs are carefully selected following a recommendation and approved by our Chief Medical Officer and senior Medical Advisors. All GPs have Bachelor of Medicine degrees and are Members of the Royal College of GPs; many have additional qualifications in areas of special interest. They are experienced, practising NHS GPs who are GMC Registered/Licensed, on the NHS England Performers list and GP Register.

How do you ensure the GPs are vetted on an ongoing basis?

As all of our GPs are NHS practising GPs, they all have a responsible officer they report to and have an annual 360-degree assessment to ensure they are fit to practise. In addition to this, we clinically audit them, hold bi-annual performance reviews with their peers and have extensive protocols and regular system training.

Our GPs are registered by the General Medical Council, Irish Medical Council and Information Commissioner's office and they are on the NHS Performers List.

All of our doctors are internally audited and most of them are also audited by Clinical Guardian.

What will happen if I don't have internet, can I still have a private prescription over the phone?

Yes, our service doesn't require an internet connection to access the GP. Our telephone consultation service provides 24/7 telephone access to a GP, and should the doctor feel it was necessary; they can issue private prescription medication remotely.

What happens if the doctor misses something?

All our GPs are NHS practising GPs working in primary care. In over 80% of cases our doctors are able to provide a clear course of action where the patient doesn't need to see another medical professional. If the doctor doesn't feel able to conclude on the best course of treatment over the phone, they will refer the patient to their own GP for a physical examination or further testing, or if necessary, to the emergency services if they believe high priority treatment might be necessary.

How are data and records stored and can my doctor access it?

All patient data and records are stored on our secure patient management system, in a secure data centre which is only accessible with dual-factor authentication by authorised personnel. We believe it is important to have all your medical records in one place, therefore, when appropriate and

with permission, we send any relevant consultation notes, including notes for any prescriptions or referrals issued, to the patient's own NHS GP.

What about confidentiality?

Patient confidentiality is very important; any records remain confidential unless patients provide permission to share it with a third party such as their own NHS GP.

How long will my personal data be held on your system?

At least 10 years and in the case of someone under the age of 18, it is held for 10 years after they reach this age. Our IT systems have been accredited by Cyber Essentials.