UK Healthcare™

Looking after every body

South Downs National Park - Recent improvements to terms and conditions are listed below and replace the equivalent clauses:

- **Benefits run annually – October to September**

- **Face-to-face counselling – see below (employees only)**

Following your call to the helpline or as a result of intervention by your employer, if your counsellor considers that it would be of benefit to your circumstance, our service partner can arrange for up to six face to face counselling sessions in person. These counselling sessions occur following:

- A referral by your telephone counsellor
- A referral by your manager
- A request by yourself

The service provides access to a network of counsellors covering the UK enabling you to meet someone close to your home or place of work, typically within either 15 miles or 30 minutes' drive. Travel expenses are your responsibility. The fully experienced counsellors work with a wide range of issues including (but not limited to):

- Emotional problems
- Work related issues
- Stress/ Anxiety
- Relationship difficulties and family matters
- Bereavement
- Retirement
- Redundancy

This service is completely free of charge to you, however face to face counselling is unfortunately not available to your immediate family as this would then be deemed as a taxable benefit. One-off telephone counselling and online support is available for your legal partner and children aged 18-24 in full time education residing in the same household. The service is provided by a third party.
To speak to a counsellor call 0800 107 6585 quoting reference number 73006

- **Maternity/Paternity/Adoption (one adult only) –-see below**
  Single payment per child born or adopted

  We will pay a single payment for each child born to you or your partner whilst you are a member of this policy, providing you have completed the initial six month qualifying period.

We cover:

- ✓ The birth of each child
- ✓ Adopted children under the age of 3
- ✓ The birth of a stillborn child after 24 weeks

We don't cover

- ✗ A miscarriage up to 24 weeks
- ✗ Foster Children
- ✗ Termination of pregnancy
- ✗ Dependant children

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- **DoctorLine**

Speak to a GP 24/7 over the phone, arrange a video consultation and get prescription medicine, if required
You and your partner can call DoctorLine from anywhere in the world, 24/7. An experienced healthcare operator will take your details and arrange a call back with a GP at a time that suits you. During surgery hours you can choose to have a virtual consultation, if you've access to a webcam and broadband. You and your partner can call on behalf of dependent children.

Using the service

If you would like to arrange a telephone or webcam consultation, simply call the DoctorLine service on **0345 319 3991** and quote reference number **HE71778.**

The DoctorLine web app can be used to book appointments. The web address is **https://doctorline.onlinegp.co**

Telephone consultations are available 24 hours a day, every day. Webcam appointments are available between 8am-10pm UK time; 7 days a week, except on Christmas Day. All consultations are confidential but calls and any visual images will be recorded for your protection.

Our DoctorLine service is provided by an experienced external provider. DoctorLine is a registered trademark.

Summary

It's reassuring to know that your consultation will be with a qualified practising GP, who'll give you advice and in most cases a diagnosis. You can discuss anything that you'd usually ask your own GP about, from common ailments to sensitive or confidential concerns. You might want to talk about travel inoculations, side effects from your medication, or a health story you've seen in the news. DoctorLine is the closest thing to a surgery appointment, but without the wait.

If you need to consult with a medical professional regarding a long-term medical condition including managing your symptoms and medication, then you have the option to speak to an experienced Clinical Pharmacist. They can support you with a wide range of medication queries including:

- Reviewing your medication if you have multiple prescriptions; you may have been given new medications separately and require an expert Clinical Pharmacist to ensure your medications are working effectively
- Reassuring you that you are taking your medication correctly
- Side effects from existing medication
- Over the counter medication that works with your existing medication
- Alternative medication options

Private Prescription service

- If the DoctorLine GP thinks that prescription medicine would be appropriate, you may choose from the following options:
- The DoctorLine GP may offer to send a private prescription electronically to a registered online pharmacy service from where the medication will be sent directly to you. When the prescription is issued before 4pm during weekdays, it is usually delivered the next working day. They will not charge you for

the cost of the medication and delivery. The online pharmacy service will call you to take your payment by credit card or debit card. Simply confirm your payment details and delivery address and they'll arrange delivery of the medication to your home or place of work

- You can also collect your medication from a nominated local pharmacy. The DoctorLine GP will send your prescription directly to the pharmacy and you will be contacted when your medication is ready to be collected
- You may be offered a digitally secure electronic prescription to present at a nominated local pharmacy. An email will be sent to you with your prescription and instructions on how to collect your

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medication. You must present this to your nominated pharmacy at collection. This service is unable to prescribe any controlled medications outside of the UK electronically

DoctorLine web app

- You can save the website as an icon on your mobile phones home page. You can access the service through a computer. After you have created an account, booking future appointments is easier as it uses the stored information.
- The web app also includes access to articles on heath:
- Information on medicines, treatments and conditions
- Health & Wellbeing articles , tips and information to help you make the best choices for your body and mind
- Search your local area for clinic services including GPs, dentists, pharmacies and more

- **What's covered…**
- Telephone consultations with a qualified practising GP or Clinical Pharmacist
- A call back at the time of your appointment. You don't pay for the call whether you're at home, work, or travelling anywhere in the world
- Virtual consultations using state of the art webcam technology so that you can show the GP your symptoms to help with a diagnosis
- An electronic private prescription service, that delivers the medication that you buy to your home or place of work, or a local nominated pharmacy
- DoctorLine may offer to update your own GP about your consultation; this is particularly important if you've been prescribed medicine

- **What's not covered…**
- Emergencies or urgent consultations; DoctorLine isn't intended to replace your own GP or the emergency services
- Any charges for receiving a call to your mobile e.g. while you're outside the UK
- Face to face consultations at a doctor's surgery
- Private prescriptions can't be sent directly to you via post
- Electronic prescriptions are not available to send outside the UK
- DoctorLine can't prescribe controlled drugs

We strongly recommend you keep this amendment with your policy document in order to maintain an accurate record of the terms and conditions employed.