

# Aviva Care

## Customer FAQ



### How do I register for the service?

On the website – [care.aviva.ie](https://care.aviva.ie), simply select ‘Log In’, then the ‘Register Here’ option.

Or, download the Aviva Care app from the App Store or Google Play Store and select ‘Register for Account’.

You’ll need to input your details, enter your policy number/ access code to complete registration. Once you have created the account, you will receive an email to activate your account and complete the registration process. Please carefully follow the steps in the email received. If you don’t receive the activation email, please review your spam/junk email folder. Once fully registered you will be able to access all 4 services. Once your policy becomes active, you can register for the service the very next day using your email address and policy number or access code.

A short video on how to register and use the services is available to view on [www.aviva.ie/avivacare](https://www.aviva.ie/avivacare)

### How do I find my policy number/ access code?

If you have access to the service via an individual protection policy, you will use your policy number found in your Policy Schedule.

If you are a member of your employers Group Protection Scheme, your employer/HR representative will be able to provide you with your access code.

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

Yes, once you register yourself you can add your children’s details (under age 18) under your profile so you can request services on their behalf.

If your spouse, partner or child over 18 years of age wants to access services for themselves, they must register using their own unique email address. Their access code will be either your policy number or access code provided.

### Who do I contact if I have problems registering?

If you have problems registering, please verify the following:

1. You input a valid policy number or access code. If you have problems identifying those, refer to the section “How do I find my policy number / access code”
2. The email address you are using to register doesn’t already have an account
3. The password you are creating meets the following requirements
  - Contains upper and lowercase letters
  - Contains one number
  - Contains one special character
  - Is at least 8 characters long

If after checking the above, you still have problems registering, please get in touch with [support@email.care.aviva.ie](mailto:support@email.care.aviva.ie).

### I did not receive my Activation Email?

If you have not received an activation email, please check your spam or junk email folder. If you receive nothing after 5 minutes, you may have typed an incorrect character in the email address field. Try to register again and if the problem persists, please contact [support@email.care.aviva.ie](mailto:support@email.care.aviva.ie)

### My account has been blocked what do I do?

The best solution is to reset your password, and then wait a couple of minutes until you try to login again.

### How do I reset my password?

In the login page, there is a “Forgot your password” field. Once selected, it will ask you to input your email address and click “send” or “submit”. After a few minutes you should receive an email with a link to reset the password. If you do not receive it, remember to check your spam or junk email folder.



## Digital GP

### Who can use this service?

This is available to you, your spouse/partner and your children up to 18 (or 23 if in full time education).

### 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 your local emergency number or go straight to your nearest Accident and Emergency hospital 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
- Confusion/weakness/dizziness
- Trauma
- New onset headache
- Bloody diarrhoea

Any other relevant condition where the agent or GP concludes that the user cannot be safely explored through virtual care, including certain ongoing conditions.

**If any of the following are relevant in any given case, the doctor online will advise the patient to get a face-to-face consultation with their own GP.**

- Extremes of age (Babies under 6 months old or adults over 80 years old)
- Substance abuse/ intoxication
- Language barriers
- Unfavourable social situation (For example, lack of conditions for appropriate care with a household such as lack of access to food or medication or lack of caregiver. Situations of grave social isolation)
- Psychotic disorders
- Multiple comorbidities & medications (esp DM, immunosuppression, malignancy)

### How can I request a GP appointment?

#### On the web portal:

Log in to your account and click on the 'Medical' link in the top menu. From the dropdown options that appear, select 'Digital GP'.

You can also request a call back by clicking 'Phone Consultation' from the homepage when you first log in, then selecting 'Digital GP' from the 'Type of consultation' drop down menu.

#### On the app:

Simply select 'Book Appointment' within the Digital GP section.

### 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 the doctor 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, such as 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?

When you submit a request, this goes into our system where it is screened by the admin team and passed onto our call back list for a doctor to telephone as soon as possible. The GP will call back between the hours of 8am to 8pm Monday to Friday or 9am to 12 noon on weekends.

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

As this is a call back service, you don't book a scheduled appointment slot, so 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. However, if there is a GP available, you may receive a call back outside of these hours. If you select the 'Appointments' tab from the main menu you can see all the appointments that you have made. From there you can select the appointment you wish to cancel.

## Prescriptions

### Can the GP prescribe?

Yes, if a prescription is deemed necessary by the doctor.

Disclaimer: Prescriptions will be available always based on the doctor's medical criteria and on the legal situation of telemedicine in the country you are based in. In general, our doctors will be able to issue Over the Counter (OTC) recommendations when appropriate. Non-OTC prescriptions will depend on the specific regulations

of each country, and the doctor assisting you will be able to advise you on this. In some cases, in order to get a prescription, you may be advised to visit a general practitioner to get a prescription locally.

## Are there any medications which the GP can't prescribe?

Some medications are not suitable for prescription via an online clinical service. These include controlled drugs like diazepam, strong painkillers, sleeping pills and drugs that require close monitoring through a regular GP.

As we don't have access to your local health system 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 the GP?

We are not a replacement for your regular or local health system GP and do not have access to your complete medical history. For those reasons, we can't issue 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.

## Can I use this service when I'm abroad?

Yes, you will have access to the service when you are abroad for short periods of time i.e. holidays

## Can the GP issue sick certs for work?

Yes, however please be advised that the service does not provide sick certs in retrospect. This means that if you require a sick cert you will need to request it whilst on the call with the online GP. They will not provide it after the event.

# Best Doctors Second Medical Opinion

## Who can use this service?

This is available to you, your spouse/partner, your spouse/partners parents and your children up to 18 (or 23 if in full time education).

## When should I use the Best Doctors Service?

Whenever in doubt and/or having concerns and questions about your diagnosis, need help deciding on a treatment

option, or questioning the need for surgery. The Best Doctors service will provide you with a second medical opinion from a world leading expert so you can double check a diagnosis and investigate alternatives if available.

## What medical conditions can the Best Doctors Service be used for?

You can use the service for any condition that you have received a diagnosis or are receiving treatment for and would value a second medical opinion.

This includes Critical illnesses and complex cases such as: cancer cases, major organ transplant, major trauma, severe burns, stroke, autoimmune diseases (e.g. multiple sclerosis), congenital anomalies/deformities, heart disease, paralysis, senile dementia, rare conditions, slipped vertebral discs and much more.

## What happens once I have submitted a request for the service?

Once we receive your request, a Case Manager will be assigned to your case and will then contact you to explain the service, take your medical history, obtain your consent and help you gather all the necessary medical documentation. Your case will then be sent to the experts to review and provide a final report.

## Who will cover the cost of additional tests if required and recommended by the Physician Case Manager in order to submit complete reports for evaluation to the Experts?

Any additional tests if required and recommended by the Physician Case Manager shall be paid by you.

## When will I receive the results of my consultation through the Best Doctors Service?

Once all documents have been collected by your case manager, you will then receive the final report with recommendations for your case from an international expert. This is generally within 3 weeks of all information being received. This report allows you to discuss the findings with your treating doctor.

## Will the details of the second medical opinion report be shared with my treating doctor?

It is up to you to decide on sharing the report received through our Service with your treating doctor. However, we encourage you to share and discuss the final report with your treating doctors who are responsible for your care.

## How should I proceed if the Best Doctor recommends a different treatment to the one already proposed by my treating doctor?

You should discuss the recommended treatment with your treating doctor. Any decision regarding your treatment shall be yours and should be supervised and managed by the doctors that are overseeing your care.

If I have any queries or concerns, who do I contact during the Best Doctor process?

Your assigned Case Manager will be available to assist you during the process and after you receive the final report.

## Family Care & Bereavement Service

### Who can use Family Care?

Family Care is available to you, your spouse/partner and your children up to 18 (or 23 if in full time education). Patients under 18 years of age are supported with a single assessment session during which they will benefit from a formal diagnosis. At the end of the consultation, practitioner Psychologists will make recommendations and support the patient as well as their carer/guardian/parent, to access specialised services locally.

### Who can use Aviva Care Bereavement support service?

You and your spouse/partner - the service can be used anytime up to 12 months after the loss of a loved one.

### How do I request a Family Care or Bereavement Support service?

On the portal, log into your account and click on the Family Care & Bereavement Service link in the top menu.

On the app, simply select **'Book Appointment'** within the Family Care & Bereavement Service section.

### What reasons can the Family Care Service be used for?

There are many situations in which you can request this service: anxiety, stress, burn out, depression, mood swings, grief, break-ups and family problems.

## What happens after I request a Family Care/Bereavement Service consultation?

Our mental health support team will contact you to arrange an appointment. You will be contacted by a member of the team to take down some preliminary details and arrange the most optimal time for you and the psychologist.

### Who provides treatment?

The service is provided by Irish registered clinical psychologists. We'll assign a psychologist who is appropriate for your needs.

### Is the Family Care & Bereavement Service confidential?

The service is entirely confidential, we will not report your usage of the service to your employer or anyone else. We will only share clinical notes with third parties when we have your explicit consent unless we are required to do so by law or to prevent you or someone else from harm.

## 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 Aviva Care, we prefer you to do so in writing where possible because it helps Teladoc understand and investigate the circumstances of your experience. Any queries you may have in relation to Aviva Care will be directed and responded to by Teladoc.

The contact details are as follows:

- Email for 'Complaints and escalations': [INTL-QualityAssurance@Teladochealth.com](mailto:INTL-QualityAssurance@Teladochealth.com)
- Email for user support including registration or login issues: [support@email.care.aviva.ie](mailto:support@email.care.aviva.ie)

### 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.

Aviva Life & Pensions Ireland does not guarantee the on-going availability of any or all of the Aviva Care Ireland services to its policyholders and may, at its sole discretion, withdraw access to the service at a month's notice. If we withdraw it, we'll write to notify policyholders at least 30 days in advance of its removal.

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