



Aviva DigiCare+ Workplace

Putting you first



Working together with



SQUAREHEALTH
ALWAYS THERE HEALTHCARE

Without people like you, your employer wouldn't have a business. The health and wellbeing of a company workforce is at the heart of how well a company performs. Making sure you stay healthy - both mentally and physically - is important to your employer.

That's why they are giving you access to a series of health and wellbeing benefits through the Aviva DigiCare+ Workplace app. Provided by Square Health the app's benefits will help you stay healthy, spot potential problems early and get help when you need it.

With Aviva DigiCare+ Workplace, you know you've got the support you need to help you keep on top of your health.

It takes Aviva to help you live your best life.



“ Square Health's scale and the medical expertise of over 5,000 UK doctors, allows us to provide a holistic solution, connecting multiple health and wellbeing services accessed from a single app. ”

DR. BIPPON VINAYAK, GROUP CHAIRMAN AND FOUNDER, SQUARE HEALTH

Introducing Aviva DigiCare+ Workplace

People are what make a business.
That means for a business to perform well, its people need to be in good health.

We can help you stay healthy with the Aviva DigiCare+ Workplace app. It gives you the guidance and care you need to help detect, manage and prevent physical and mental health problems.

Available to you, if you are a permanent resident of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, through your employer's Group Protection policy.

Download the app and register now by following the instructions on your registration email. Mobile data charges may apply.

A Group Protection policy should not be taken out for access to Aviva DigiCare+ Workplace. The main purpose for taking out a policy should be the financial protection available.

Terms and conditions apply, which can be viewed in the app. You will need to agree to these before using the services. Personal data is collected and used in accordance with the Square Health privacy policy found at: http://cms.squarehealth.com/aviva_group/privacy_policy.html

Potential benefits

- Helps with early detection of health-related matters
- Easy to access, flexible health benefits
- Helps prevent and intervene where needed
- Supports you and your eligible immediate family members with health and wellbeing issues

The Aviva DigiCare+ Workplace app is a non-contractual benefit Aviva can change or withdraw at any time.

Aviva DigiCare+ Workplace at a glance

There are a number of different services available, all accessed through the Aviva DigiCare+ Workplace app. When using a service, the health professionals can refer to other services within the app if they feel they would be beneficial.

Access to one of the UK's largest networks of medical professionals

Aviva DigiCare+ Workplace is provided by Square Health. Set up by doctors, Square Health has over 25 years' experience working with insurance providers like us.

With an established infrastructure with access to over 5,000 medical specialists across the UK, Square Health helps us put you first.

Health Check

Helps to detect health issues with a simple test

Download the Aviva DigiCare+ Workplace app (terms apply) and you can take advantage of an annual health assessment delivered through a fingerprick blood test. You can do it yourself at home, so there's no waiting around and no need to attend a hospital or clinic.

As part of the test, you receive a personalised health report and recommended course of action. If needed, you can then book a follow-up consultation with a digital GP to discuss the results.

By taking this test once a year, you can keep on top of your health, detect issues early and maybe help prevent certain health problems.

The benefits

- ✓ **Detect** early risk warnings and signs
- ✓ Enables **early intervention**
- ✓ **Convenient** to do at home
- ✓ Helps you **pro-actively manage** your health

How does it work?

- Once a year, you request a test kit through the app, which is delivered to your home address.
- You have 90 days to take the test and return it to the laboratory in a self-addressed envelope provided by Square Health.
- Once analysed, Square Health confirm the results in a report you can download through the app.
- You can book a follow-up consultation with a digital GP if you want to discuss your Health Check results – this must be within 90 days of receiving the report.
- If necessary, Square Health or the GP may refer you to another appropriate Aviva DigiCare+ Workplace service or to the NHS.
- Square Health covers all costs, including postage.

£ What does it cost?

You don't pay anything for your annual Health Check.

Who can use this service?

You can get an annual Health Check if you are insured under your employer's Group Protection policy.

Digital GP

Long waiting times are a thing of the past

Designed to complement existing NHS treatment, the Digital GP is a private doctor service offering you and your eligible immediate family members access to clinical advice and guidance in non-emergency situations. It offers the peace of mind of being able to speak to a doctor quickly.

You can book Digital GP consultations seven days a week, between 8am and 8pm. Consultations can last up to 20 minutes, including wrap-up time. For follow-up appointments, there's the option to select the same GP as the original appointment or the next available GP.

After your GP consultation, you will be able to see the advice you've been given and your consultation history within the app.



The benefits

- ✓ It's **easy to use**, with fast, flexible access to medical advice
- ✓ The option to **view the biographies of a GP** before booking a consultation
- ✓ The GP has access to **other medical practitioners**

How does it work?

- Consultations are available seven days a week between 8am and 8pm and appointments can be made within 3 hours on average.
- Consultations last up to 20 minutes, including wrap-up time.
- All GPs are registered with the General Medical Council, listed on the GP database and based in the UK.
- Before booking, patients will go through a short section covering terms and conditions and symptoms, and can then select a preferred time, date and GP for the consultation.
- For follow-up appointments within six months of the last appointment, patients can choose the same GP.
- Digital GP offers advice for everyday health matters where the patient might otherwise visit their NHS GP.
- The service complements rather than replaces an NHS GP. It isn't appropriate for emergency treatment or life-threatening situations such as chest pains, breathing problems, suspected stroke or bone fracture, severe bleeding or loss of consciousness.
- Patients will receive details of the consultation, which they can pass on to their NHS GP or treating practitioner.
- GPs can make a recommendation for further treatment or to access NHS healthcare services where a physical examination or further tests are necessary.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.** This service can be shared with your eligible immediate family members.

£ What does it cost?

Anyone using this service will have to meet the cost of the medication. In the event you/the patient uses the next day at home delivery service, then delivery charges will also apply.

Who can use this service?

You can access the Digital GP services if you're insured under your employer's Group Protection policy. It's also available to your spouse and partner and dependents up to the age of 18 (or 21 if in full time education).

Second Medical Opinion

It can be hard to take in all the information a doctor gives you when you receive a diagnosis. Getting a second opinion can give you peace of mind, allow you to ask the questions you didn't ask first time round and perhaps offer other treatment options to consider.

The Second Medical Opinion service gives you and your eligible immediate family members access to the clinical expertise of qualified, experienced practitioners - including GPs, mental health counsellors and nutritionists. This service is for an initial diagnosis originally given by a primary treating consultant based in the UK.

The service offers a face-to-face, telephone or in-app consultation with a medical expert, who is matched to the needs of the patient based on their diagnosis. As part of the service, the patient will have the opportunity to ask questions and further understand the illness they are facing.

After the consultation, the clinician will issue a report detailing the diagnosis and recommended treatment plans. This extra information from a second medical expert could offer the patient better peace of mind or new information, giving them the confidence to make important decisions about their health.

The benefits

- ✓ Offers **peace of mind**
- ✓ Access to an **expert** second opinion
- ✓ It could present **new information** or offer an alternative diagnosis or recommended treatment plan
- ✓ The service **covers all conditions**, including mental health

How does it work?

- Ask for a second medical opinion from a new doctor through the Aviva DigiCare+ Workplace app following an initial diagnosis.
- To begin, the patient answers several questions within the app. Square Health then call to arrange an appointment.
- Square Health matches the patient to the most suitable UK-based specialist to give their medical opinion based on their specialism or location.
- Patients could be offered a face-to-face, telephone or in-app consultation. Square Health will provide guidance on how to get the necessary medical records.
- Once the review is complete, the patient will receive a written report by email or post, which will include details of the consultation, diagnosis and recommended treatment plan.
- The patient can share this report with their treating consultant.
- If treatment is recommended, Square Health can provide advice for accessing treatment through the NHS or privately.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.** This service can be shared with your eligible immediate family members.

£ What does it cost?

Square Health covers the costs for the consultation and the report only. The patient must cover any travel costs and costs for any treatment they decide to go ahead with following the second medical opinion, as these are not part of the service.

Who can use this service?

You can use the Second Medical Opinion service if you are insured under your employer's Group Protection policy. It's also available to your spouse and partner and dependents up to the age of 18 (or 21 if in full time education).

Mental Health Consultation

Looking after your mental health is just as important as looking after your physical health. Often, one impacts on the other.

Mental health problems are more common than you might think. Acting quickly to identify issues and getting help as early as possible can make a big difference.

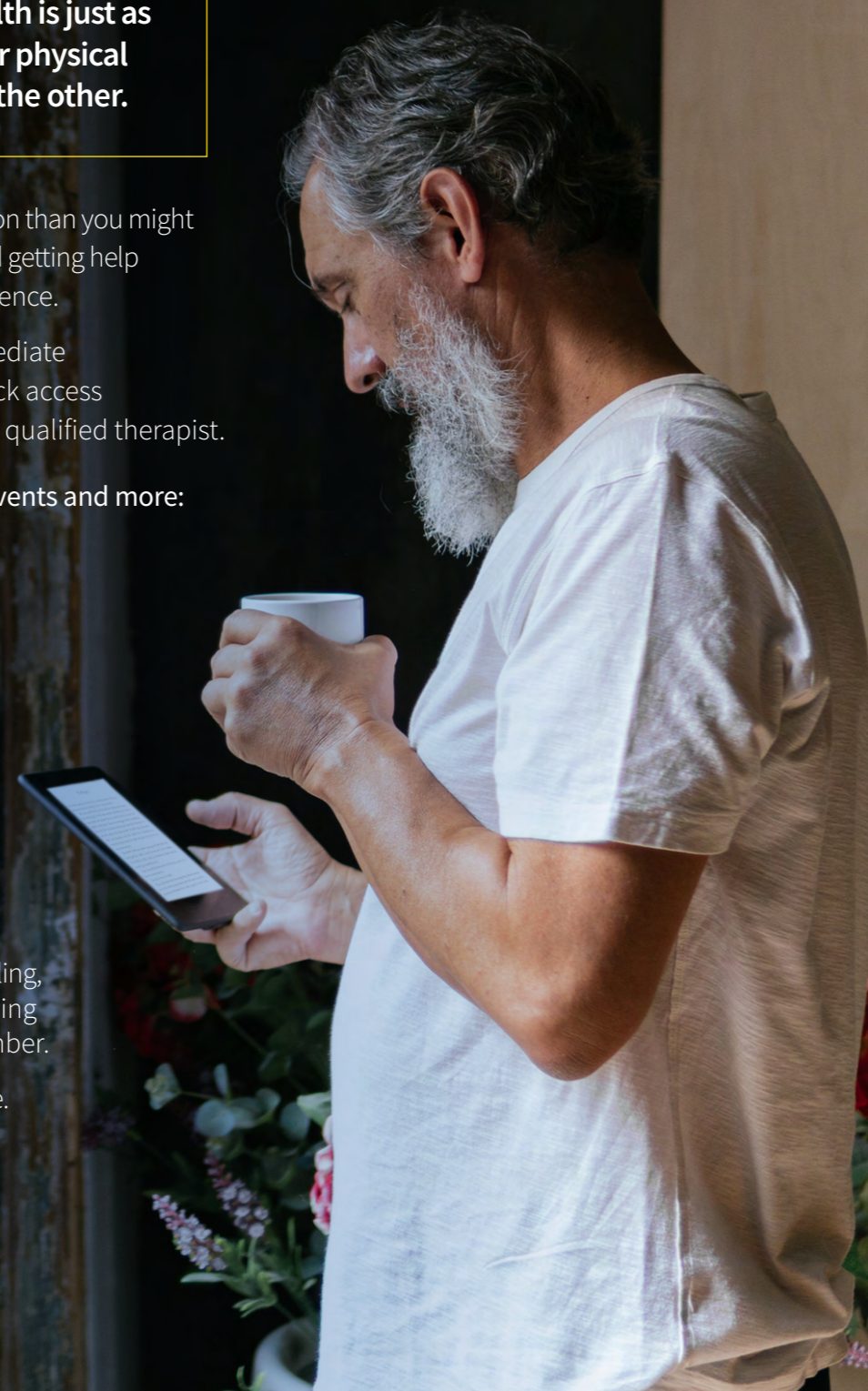
Available to you and your eligible immediate family members, this service offers quick access to tailored mental health advice from a qualified therapist.

The service offers help with all these events and more:

- Workplace stress
- Money worries
- Family conflict
- Divorce
- Big changes in life
- Family history
- Post-partum depression
- Post-traumatic stress disorder.

Bereavement Service

- This service offers short-term counselling, guidance and practical support following the loss of an immediate family member.
- Support is available online or by phone.



The benefits

- ✓ **Keep on top** of mental health
- ✓ Help **prevent and detect** issues
- ✓ **No need to wait** for a referral through the NHS, allowing earlier intervention
- ✓ **Convenient** – have a consultation at home or another safe place
- ✓ Completely **confidential**

How does it work?

- A psychotherapy video or phone consultation with a qualified counsellor, cognitive behaviour therapist or psychologist, on average within 48 hours.
- Within the app, the patient first confirms the symptom, then reads the bios of available therapists, and chooses one.
- The patient books directly by choosing appointment dates and times – they can book up to seven days in advance with an available therapist.
- The initial assessment will determine their needs, with services ranging from general advice through to online CBT courses.
- Therapists will provide advice and devise a personal treatment plan, which may include online CBT modules or other material to support the clinical care.
- The clinicians can give advice on good mental health, but they can't advise on paediatric mental health.
- Based on clinical risk, the therapist can route a patient to alternative services if appropriate.
- Therapists will keep in touch with patients during their treatment pathway.
- You can share your Mental Health Consultations with your eligible immediate family members. In addition, you'll also have access to Bereavement Consultations outside of the app, which you can also share with your eligible immediate family members.

There may be limits to the number of times you can use this service, please refer to the app to check your full allowances

£ What does it cost?

You don't pay anything for Mental Health or bereavement consultations.

Who can use this service?

You can use the Mental Health Consultation service, which includes the bereavement service, if you are insured under your employer's Group Protection policy. Both services are available to your spouse and partner and dependents from age 16 to 18 (or 21 if in full time education).

Nutritional Consultation

Nutritional Consultations can help you understand more about how nutrition affects your health and wellbeing.

There are times when many of us feel as though it's time to reset our relationship with food. It's easy to get into bad eating habits... especially when we're coping with difficult times.

The Aviva DigiCare+ Workplace app gives you access to 30-minute consultations with a trained nutritionist, and comes as part of your workplace benefits package. A consultation with a qualified nutritionist can help you understand more about how important nutrition is for your health and wellbeing, helping you achieve good physical fitness, which in turn can affect mental health. That's why it makes sense to help establish a healthy relationship with food. You can share your Nutritional Consultations with your eligible immediate family members.

Download the Aviva DigiCare+ Workplace app (mobile data charges may apply) and you'll have your own personal nutritionist to help you to learn how to enjoy healthier eating.



The benefits

- ✓ Helps **reset relationships** with food
- ✓ **Encourages** understanding around the importance of gut health on general wellbeing
- ✓ Encourages long-term **lifestyle changes**, encouraging accountability in food choices, helping with weight loss and boosting energy
- ✓ **Tailored** to life stage, helping to adapt diets with changes to circumstance

How does it work?

- Book a Nutritional Consultation through the app.
- Get advice by video on optimal eating plans, changing relationship to food, breaking bad habits.
- The qualified nutritionist will assess existing nutrition and lifestyle choices.
- It aims to establish strengths, preferences, values and goals, developing nutrition and lifestyle strategies which are relevant and achievable.
- The service looks to address stress, achieve better work/life balance and help people get over weaknesses or temptations.
- The nutritionist will develop a personalised plan based around lifestyle factors such as sleep and stress which can be found within the app.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.** This service can be shared with your eligible immediate family members.

£ What does it cost?

You don't pay anything for Nutritional Consultations.

Who can use this service?

You can use the Nutritional Consultation service if you are insured under your employer's Group Protection policy. It's also available to their spouse and partner and dependents from age 12 to 18 (or 21 if in full time education).

What else do you need to know?

Aviva DigiCare+ Workplace

Aviva DigiCare+ Workplace is an app-based service. It's compatible with most iOS and Android smartphone devices.

This service is a non-contractual benefit Aviva can change or withdraw at any time.



How to access the app and services

You will receive an invitation from Square Health inviting you to download and register for the Aviva DigiCare+ Workplace app.

Initially, you'll register using your work email address, but you can change this to a personal email address later.

A Group Protection policy should not be taken out for access to Aviva DigiCare+ Workplace. The main purpose for taking out a policy should be the financial protection available.

Terms and conditions and the privacy policy for Aviva DigiCare+ Workplace can be found within the app.

Mobile data charges may apply.

Aviva DigiCare+ Workplace access for your spouse/partner and children

Once registered, you can add the details of your spouse or partner and/or your eligible children if you want to give them access to the service.

Your spouse/partner and/or any children over the age of 16 will receive an email invitation from Square Health, allowing them to create their own login. The same registration process then applies.

Access to information for any children under the age of 16 will be part of your app login, but you can share data for any children under the age of 16 to the app of your spouse/partner if you want.

Leaving your employer

If you leave your employer, you will no longer have access to the services. However, you will have access to your personal information held within the app for 12 months. If you are using a service before you leave, you can finish a course of treatment already arranged, and keep any appointments booked before you left.

How to find help

If you need technical support for the app, you can contact the Square Health customer service centre. The team can also answer service questions. Aviva DigiCare+ Workplace is an app-based added value service. In exceptional circumstances, please contact the Square Health customer service centre for out-of-app support.

Call them on **0333 023 2730**

Lines are open Monday to Friday between 9am and 5pm. Calls are monitored and recorded. Local call charges apply.

Email them on **digicarehelp@squarehealth.com**



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How to contact us:



0800 068 6800



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GR06303 11/2022 (62385)