



Aviva DigiCare+ **Workplace**

Employee FAQs

What is Aviva DigiCare+ Workplace?

Aviva DigiCare+ Workplace is an app designed to give you the guidance and care you need to help detect, manage and prevent physical and mental health problems. Please be aware that you may incur mobile data charges by downloading the app. Provided by Square Health, the Aviva DigiCare+ Workplace app gives you access to a range of health and wellbeing services at your fingertips. Once registered, you can book online appointments with a digital GP, nutritional consultant or a mental health consultant. It also includes bereavement services. You can request a self-administered Health Check test kit, which includes a follow-up GP consultation to discuss your results. It also offers a UK-based second medical opinion service.

This service is a non-contractual benefit Aviva can change or withdraw at any time. Terms and conditions and the privacy policy for Aviva DigiCare+ Workplace can be viewed in-app.

To use this service, you need to be a permanent resident of Great Britain, Northern Ireland, the Channel Islands, or the Isle of Man.

Q Who do I contact if I have any queries regarding Aviva DigiCare+ Workplace?

A We've developed Aviva DigiCare+ Workplace as a digital solution, so you can access services quickly and easily through the digital app.

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.

If you can't use the DigiCare+ Workplace app, you can contact Square Health on **0333 023 2730** to access some of the services. Local UK call charges apply. Square Health record and monitor calls.

Q Are medical records and personal details secure within the app?

A Customer data is secure at every stage of the journey. Square Health transfer data securely using RSA 2048 encryption. No data is held on the device and all data is encrypted using AES 256 for encryption at rest. This means that your medical records are protected using strong and up-to-date cryptography. The application is security tested regularly as part of any changes and by The Council for Registered Ethical Security Testers (CREST) on a regular basis. You can find more information in relation to CREST by visiting:
www.ncsc.gov.uk/organisation/crest/about-crest

Q What services are available through Aviva DigiCare+ Workplace?

A The Aviva DigiCare+ Workplace offers these services:

- Annual Health Check
- Digital GP
- Second Medical Opinion
- Mental Health Consultation (including additional sessions for bereavement support)
- Nutritional Consultation

We'll look at each of these services individually.

Health Check

Aviva DigiCare+ Workplace offers an annual health assessment through a fingerprick blood test. It's a simple self-administered test that can be taken at home. This test checks 20 different health markers to spot problems early on. It covers a wide list of issues, including the risk of diabetes, cholesterol status and liver health.

As part of the test, you will receive a personalised health report and recommended course of action. If needed, you can then book a consultation with a digital GP to discuss the results. By taking this simple test once a year, you can keep on top of your health, detect issues early and maybe help prevent certain health problems.

Q What services are available through the Health Check?

A Convenient and easy to do at home, the annual Health Check helps you to pro-actively manage your health. It can detect early risk warnings and signs to support primary prevention and enable early intervention.

You can book a consultation with a digital GP if you want to discuss your Health Check results.

You must do this within 90 days of the report being issued. This appointment isn't one of your Digital GP Consultations that are included each policy year with Aviva DigiCare+ Workplace.

If necessary, Square Health or the GP may refer you to another appropriate Aviva DigiCare+ Workplace service or to the NHS.

Q How does it work?

A 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 pre-paid self-addressed envelope. You must return the blood sample on the same day you take it. After analysing the blood sample, Square Health confirms the results in a report you can download through the app. If any results are significantly abnormal, a doctor will contact you ahead of you receiving your report to discuss your results with you.

Q How long on average does it take to get the Health Check results?

A It normally takes 3 to 5 days from the blood sample being received at the lab for you to be informed of your results.

Q How are Health Check results made available?

A You will be able to see the results of your Health Check in a report available within the app. You can have a follow-up consultation after your Health Check assessment. A doctor will review all significantly abnormal results and you will be able to see this in the app. However, if the doctor considers it necessary, they will contact you to discuss your results.

Q Who is eligible?

A The annual Health Check is only for insured employees covered under an Aviva Group Protection policy and can't be shared with family members. For more information on whether you're eligible, please speak to your employer.

Digital GP

Designed to complement existing NHS treatment, the Digital GP is a private doctor service offering 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. For follow-up appointments, there's even the option to select the same GP as the original appointment as well as the next available GP. You can usually get an appointment in an average time of three hours.

A consultation could lead to a prescription, a fit note, a recommendation or referral for specialist treatment. You and your eligible immediate family members can also use the service if they/you want to speak to a UK doctor for advice while on holiday.

How does it work?

Video appointments

- Before booking, you 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.
- You can book a video appointment with a GP.
- These appointments – lasting up to 20 minutes – can provide a medical diagnosis, including advice on medical conditions or concerns, as well as a private prescription - anyone using this service will have to meet the cost of the medication. In the event you use the next day at home delivery service, then delivery charges will also apply.
- All GPs available through Aviva DigiCare+ Workplace are working in a private capacity.
- You can view a GP's biography before booking.
- If a doctor recommends further assessment or treatment, you will receive a referral letter for further UK-based, private specialist care.

Fit notes

- If you are off work sick for more than seven days, your employer will normally ask for a fit note (or Statement of Fitness for Work) from your GP or hospital doctor. If clinically appropriate, a GP can provide a fit note following the consultation.
- Any fit note issued by a GP through the service will be a private fit note.
- A private fit note is not legally binding and you may need to check with your employer first if they will accept this.

Aviva Digital GP appointments aren't suitable under these circumstances:

- Emergency treatment
- Physical examination
- Oral surgery
- Referrals for cosmetic treatment
- Management of long-term conditions or chronic illnesses
- Vaccines

Please refer to the Aviva DigiCare+ Workplace app for more terms and conditions.

Q Who is eligible?

A The Digital GP service is available if you're insured under one of Aviva's Group Protection policies. It's also available to your spouse and partner and dependents up to the age of 18 (or 21 if in full time education).

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

Second Medical Opinion

The Second Medical Opinion service gives you and your eligible immediate family members access to a network of UK-based clinicians, covering all physical and mental health conditions. All are experts in their fields and can provide a second medical opinion on a diagnosis originally given by a primary UK treating consultant. The service offers a face-to-face, telephone or in-app consultation with a medical expert, who is matched to your needs based on your diagnosis. As part of the service, you will have the opportunity to ask questions and truly understand the illness you are facing.

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

Q How does it work?

A You can ask for a second medical opinion from a new doctor through the app following an initial diagnosis.

The second medical opinion is another expert view on the diagnosis of, and treatment recommended for, your medical condition. There is no obligation for you to act on the second opinion, but it may provide you with some options to consider.

How does it work?

1. You book an appointment with Square Health's medical concierge.
2. You'll then need to send your medical records to Square Health, so your case can be reviewed.
3. A face to face or virtual appointment with a clinical expert will then take place – the clinical expert will explain the options available and answer any questions you may have.
4. You will then receive a tailored report – this provides confirmation of your second opinion and an opportunity to discuss with your primary treating consultant.

Q Are there any additional costs?

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

Q Who is eligible?

A The Second Medical Opinion service is available if you're insured under one of Aviva's Group Protection policies. It's also available to your spouse and partner and dependents up to the age of 18 (or 21 if in full time education).

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

Mental Health Consultation

This service offers access to tailored mental health advice from a qualified therapist.

This completely confidential service offers help with workplace stress, money worries, family conflict, divorce and other big changes in life. It can also help with events related to family history, post-partum depression and post-traumatic stress disorder. These are examples and not an exhaustive list.

There is also a bereavement service which can be booked through the app. This service offers short-term counselling and emotional support for you your spouse/partner or eligible children.

Q How does it work?

A Within the app, you select the symptom, read the bios of available therapists, and choose a therapist. You can book directly by choosing appointment dates and times up to seven days in advance with an available therapist.

The initial assessment will determine your needs. The therapist will give advice and devise a personal treatment plan, which may include online CBT modules or other material to support the clinical care. Based on clinical needs, the therapist can route you to an appropriate clinic, hospital-based pathway or to other Aviva DigiCare+ Workplace services.

Q How does the bereavement service work?

A The bereavement support page within the app provides a number to call to book additional sessions per policy year on top of the Mental Health Consultation allowance. The service provides digital support or optional over-the-phone assistance. The service offers practical support, including essential steps to follow when dealing with a death. The bereavement service can be accessed following the death of a close family member (meaning lineal ancestor or descendant or sibling, spouse or partner).

Q Who is eligible?

A The Mental Health Consultation and Bereavement Consultation services are available to you if you're insured under one of Aviva's Group Protection policies. Both services are available to your spouse and partner and dependents from age 16 to 18 (or 21 if in full time education).

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

Nutritional Consultation

Nutritional Consultations can help you understand more about how nutrition affects your health and wellbeing. Making healthy nutritional choices helps with achieving good physical fitness, which in turn can affect mental health. That's why it makes sense to help establish a healthy relationship with food.

Q How does it work?

A You have access to 30-minute consultations with a trained nutritionist, which can be shared 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.** It offers advice and guidance on optimal eating plans, how to change your relationship with food and breaking bad habits.

You can book directly by choosing appointment dates and times up to seven days in advance with an available nutritionist.

Q Who is eligible?

- A** The Nutritional Consultation service is available to employees insured under one of Aviva's Group Protection policies. It's also available to your spouse and partner and dependents from age 12 to 18 (or 21 if in full time education).

Data and security

Q Does the app need personal details?

- A** Yes, Square Health can't legally issue a prescription, referral or fit note without a name, home address, date of birth, accessible email address and contact phone number. You must provide these details in the mobile application once you have registered and accepted the terms and conditions.

Q Is the personal data secure?

- A** Yes, all details are fully encrypted and stored electronically. Only authorised Square Health staff can access the personal data and information stored from previous appointments. Square Health won't share any medical information with Aviva, the employer, or any other third party, unless you consent for them to do so. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so. If you close your account, Square Health holds your details in line with their privacy policy.

Q Where is the data held and who has access to it?

- A** For more information about how Square Health processes personal data, please read the Privacy Policy: cms.squarehealth.com/aviva_health/privacy_policy.html

Q Is your personal data securely held?

- A** Square Health records and fully encrypts all consultations. All confidential information is stored securely using AES 256 encryption. Any transfer of that data is also secured using modern, up-to-date encryption. All access is controlled and audited through Square Health's internal systems.

Q How is financial data stored?

- A** Square Health does not store financial data. All payments in-app are made securely through a third-party payment provider.

Q Who has access to medical data?

- A** Only authorised individuals at Square Health have access to medical information. This is determined by role and necessity. The Square Health Clinician or Therapist can access medical data in the app in preparation for and during a consultation. You can also access your own medical information in the app. Authorised Square Health employees can access medical data in line with audit requirements. This is a controlled process and systems are password protected with limited employees having access.

Q Where is health data stored?

- A** Health data is stored on secure cloud servers, within the European Union.

Q Is health data shared with the NHS?

A Square Health will share the health consultation record directly with you, giving you the opportunity to share this with your NHS GP or any other clinician you want to. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if you give express permission for them to do so.

Q How do I request copies of the data Square Health hold on my record, and what format will you receive it in?

A To request the data Square Health hold you should email: digicarehelp@squarehealth.com. Square Health will send you a link to an online request form to complete. They will usually process the data request within seven days and send the information within 30 days in a PDF format.

Q Are appointments recorded?

A Yes. Square Health records all video appointments within the Aviva DigiCare+ Workplace app and stores them securely with full end-to-end encryption. Square Health records appointments for auditing and monitoring to make sure they continue to provide access to the best possible care.

Q Can I request a copy of my recorded appointment?

A You can only request copies of your own appointment recordings or those of the child/children under the age of 16 to whom you are a parent or guardian. To request your recordings of your video appointments you should email: digicarehelp@squarehealth.com


Q Can I access these services without a smartphone or tablet?

A Aviva DigiCare+ Workplace is an app-based service. If you doesn't have a smartphone or tablet: You should contact Square Health on: **0333 023 2730** Lines are open Monday to Friday between 9am and 5pm or email: digicarehelp@squarehealth.com and they will see how they can help you to access the required services.

Need this in a different format?

Please get in touch if you'd prefer this Frequently Asked Questions document (GR06459) in large font, braille, or as audio.

How to contact us:

 **0800 068 6800**

 **contactus@aviva.com**

 **MyAviva.co.uk**