

Introducing Digital Doctor

A GP Service, when you
need it at no cost to you.

For members of group
insurance plans



How to access Digital Doctor

Irish Life has made this service available which is provided by HealthHero Solutions Ltd. Your use of this service is between you and HealthHero Solutions Ltd.

Irish Life will not have any access to your data or use of this service. There are a range of services offered which we hope will be of benefit to you.

To access Digital Doctor you will need a PIN which will be supplied by your Employer. You will need to enter this PIN when you contact the service to book an appointment.

Book an Appointment



Call Digital Doctor to make an appointment

+353 1 582 9162



Call Digital Doctor from outside Ireland

+44 203 858 3890



Download a link to the Digital Doctor webpage by visiting

www.irishlifecorporatebusiness.ie/digital-doctor

When you access the Digital Doctor page, click the link to download, once opened click 'Add to Home Screen'.

See information below for your device.

	IOS Device In your mobile web browser click on the option at the end of your screen to Add to Home Screen .
	Android Device In your mobile web browser click the top right icon (see below) and select Add to Home Screen .
	Laptop Desktop Right click to display the menu and select Create Shortcut . The Digital Doctor link will now appear on your Home Screen .

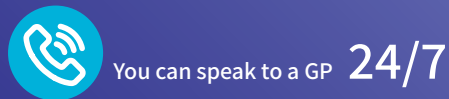


Fully qualified medical advice

When you need medical advice and assistance, your GP's surgery is the natural place to visit. But what if you're pressed for time? Or maybe you're away from home?*

You can contact the Irish Life Digital Doctor 24/7 and arrange an appointment to speak with a qualified and experienced doctor who is registered with the Medical Council of Ireland.

You'll get clear, expert guidance about anything you'd normally discuss with your own GP.



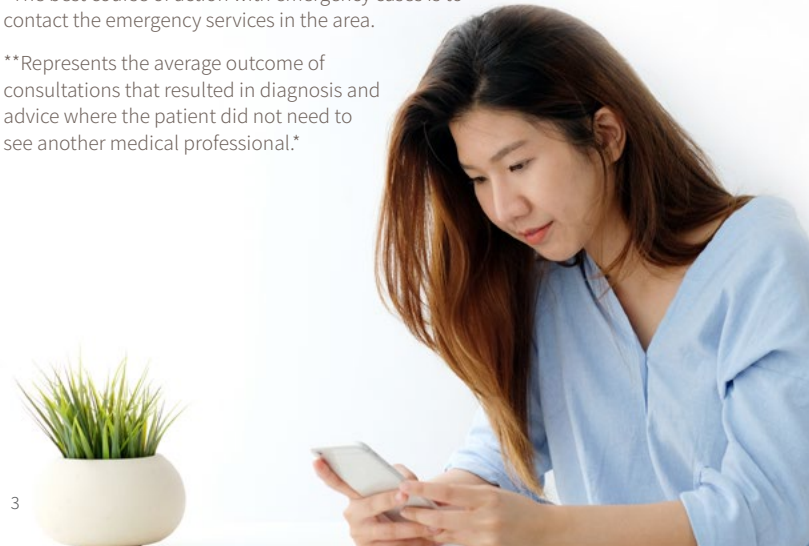
What if your preference is for a face-to-face video consultation, given your condition?

Then Digital Doctor lets you make an appointment for a face-to-face discussion from wherever you are in the world via the camera on your smartphone, tablet, laptop or desktop, or by calling **+353 1 582 9162** (or **+44 203858 3890** from outside Ireland). This may help the doctor to provide a diagnosis and advise on the most appropriate course of action.

When contacting Digital Doctor please have your employer provided PIN to hand.

*The best course of action with emergency cases is to contact the emergency services in the area.


**Represents the average outcome of consultations that resulted in diagnosis and advice where the patient did not need to see another medical professional.*



Digital Doctor

Message Doctor

Want to message a doctor? If your condition or question is simple and straightforward, send our friendly and experienced doctors a short message, with the option to attach an image for quality advice and reassurance.

 **Go to:**
www.irishlifecorporatebusiness.ie/digital-doctor

Click on the link under ‘How do I access the Digital Doctor?’ and select ‘Online Services’

The Message Dr. service is available Monday to Sunday between 08:00 and 22:00 (excluding bank holidays).



Fill out the simple form on your smartphone, laptop, desktop or tablet and one of our doctors will respond to you via email on the best course of action.

Open Referral Letters

With Digital Doctor, you can receive an open referral letter (for A&E and Consultant Care) if appropriate, promptly by email or if necessary, we can post a referral letter to you.

Prescription Service

If the doctor feels it is medically required, Digital Doctor will arrange a prescription to be sent directly to your pharmacy (by secure HealthMail). You then simply collect and pay for your medication as normal in your pharmacy.

The prescription can be sent to your local pharmacy between:

 **08.00 - 22.00 Monday to Sunday**

Outside these hours, your prescription will be sent the next working day.

Other Services

Digital Doctor offers far more than simply access to expert medical advice. The service also gives you access to:

	Health monitor To record consultations, allergies and key personal medical information.
	Local health services guide Listing key medical services including GP and dental surgeries, pharmacies and more.
	Access information you can trust Facts on over 1100 conditions and treatments plus advice on fitness and nutrition.
	Map MyFitness link To track and assess your fitness in precise detail by linking to Under Armour's MapMyFitness app.

Digital Doctor key questions

Who provides this service?

This service is provided by HealthHero Solutions Ltd (previously Medical Solutions UK Ltd.) has been providing quality 24/7 GP services since 1998 and currently provides services to approximately 5 million eligible lives.

What is Irish Life's role?

We provide access to the Digital Doctor service for members of group risk plans. We do not have access to any information provided.

Who will I speak to when I call?

When you first call, you'll speak to a specially trained operator who takes some details and arranges for a GP to call you back.

What sort of things can I ask about?

Pretty much anything you'd ask your own GP - for example, about any vaccinations you might need if you're travelling, health issues related to your age or any other health-related queries you might have.

Will I still need to see a GP?

If you have symptoms which require a physical examination then the Digital Doctor service may advise you to see your own G.P

Is there any limit to the number of calls?

No. You can call Digital Doctor any time you wish. There is no limit on the number of phone or online consultations.

Can I use Digital Doctor if I'm pregnant?

The Digital Doctor service is not designed to provide medical advice to pregnant patients. Therefore, if you are, or may be pregnant, for your own wellbeing and that of your baby, we would recommend that you contact your own GP or midwifery service.

What do I need to access the online service?

You simply need a computer or smartphone equipped with a dual camera and an internet connection. If you're using your smartphone, you will need to visit the Digital Doctor page at www.irishlifecorporatebusiness.ie/digital-doctor

Can Digital Doctor issue a sick cert?

No, this isn't possible. If you think you need a sick cert, you should contact your own GP.



Digital doctor key questions

 What if I have a query about how the service works?



Contact Digital Doctor on
+353 1 582 9162

 What about confidentiality?

To ensure data security, Irish Life Corporate Business has a confidentiality agreement in place with Health Hero Solutions Ltd. The safeguarding of patient confidentiality is a fundamental principle of medical ethics.

GPs registered in Ireland, under their own codes of conduct (including those of the Medical Council of Ireland) have an obligation of doctor-patient confidentiality. Irish Life does not get any personal data about the users or knows who uses the service.

The same applies when you receive an online or phone consultation with Digital Doctor - confidentiality is both a patient's right and a doctor's duty.

 Where do I get my PIN?

The PIN will be supplied by your employer. You need to enter this PIN when you ring the service.



Digital Doctor availability

Book an appointment and speak to a GP over the phone Normally, the GP appointment will take place within 24 hours of the initial call, unless you request otherwise.	365 days a year 
Face-to-Face Video Consultations*	08.00 - 22.00 Monday to Sunday
Request an appointment online* Message Doctor online* Prescription service online* Referral service online*	08.00 - 22.00 Monday to Friday 08.00 - 20.00 on Saturdays 10.00 - 18.00 on Sundays

See page 2 for details on how to access Digital Doctor Online.

*Excluding bank holidays.



Call **+353 1 582 9162** or
+44 203858 3890
from outside Ireland

When contacting Digital Doctor please have your PIN to hand.

See page 5 for details on where to get your PIN.



*Speak to
a specially
trained
operator*



Information correct as at May 2023.

Please Note: Every effort has been made to ensure that the information in this publication is accurate at the time of going to print. Irish Life Assurance plc accepts no responsibility for any liability incurred or loss suffered as a consequence of relying on any matter published in or omitted from this publication. Readers are recommended to take qualified advice before acting on any of the matters covered.

Contact Digital Doctor

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Or call **+44 203858 3890** if calling from outside Ireland

Visit www.irishlifecorporatebusiness.ie/digital-doctor

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