

# Virtual Clinic

Guide for employees





# What's inside

- 04** Introducing Virtual Clinic

---

- 06** Day-to-day health and wellbeing support including counselling

---

- 10** Virtual GP Service

---

- 12** Mental Health Services

---

- 16** Online Physiotherapy Service

---

- 20** Long-term chronic condition support

# Welcome to Virtual Clinic

## Healthcare on-demand, to help manage your wellbeing

As you're covered under your employer's Legal & General Group Income Protection policy, you and your immediate family have access to our Virtual Clinic.

### Virtual Clinic provides immediate access to our five core health and wellbeing services:

1. Day-to-day health and wellbeing support, including counselling
2. Virtual GP service
3. Mental Health services
4. Online Physiotherapy Service
5. Long-term chronic condition, including general health and wellbeing support.

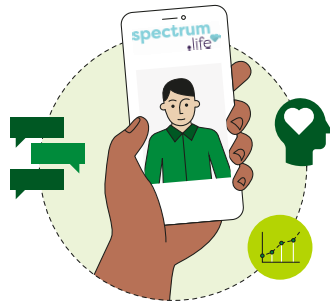
### Good to know

- All Teladoc Health GPs are registered with the General Medical Council.
- No personal or medical information is shared with either Legal & General or your employer.
- You won't pay anything to access the services. You'll only need to pay for any medication that the GP prescribes for you.
- Immediate family is defined as a partner, spouse or registered civil partner and children under the age of 18, provided you are their legal parent or guardian.

Provided via three user friendly apps, the five services are aligned with our Be Well. Get Better. Be Supported. wellbeing framework and can be accessed whenever you need them.

### Be well

By actively managing your wellbeing



Day-to-day health and wellbeing support, including counselling

App: **Spectrum.Life**

The Spectrum.Life app provides instant access to on-demand health and wellbeing services, where you can access in the moment support from highly qualified counsellors. You'll also have access to a wide range of tools and resources to help manage your day-to-day wellbeing, whenever and wherever you want.

### Get better

When accident or illness strikes



Virtual GP, Mental Health and Online Physiotherapy Services

App: **Health365**

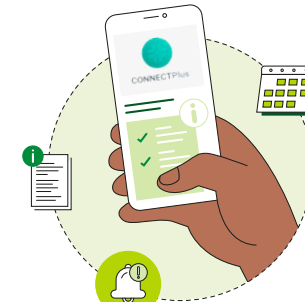
The Health365 app provided by Teladoc Health is designed to help manage your health by providing fast and direct access to their Virtual GP service.

Health365 also provides access to mental health services for you through targeted single session therapy and your children through a Child Mental Health Consultation.

The online Physiotherapy service also offers quick and easy access to highly qualified Physiotherapists.

### Be supported

When you need it the most



Long-term chronic condition support, including general health and wellbeing

App: **CONNECTPlus**

The CONNECTPlus app provided by HCI Digital helps enable the self-management of one or more specific long-term health conditions. Track your symptoms and take control of your care. Also resources to help you manage your general health and wellbeing.

# Day-to-day health and wellbeing support, including counselling

## App: **Spectrum.Life**

Making sure your overall wellbeing is looked after is now even easier - we're here when you need us.

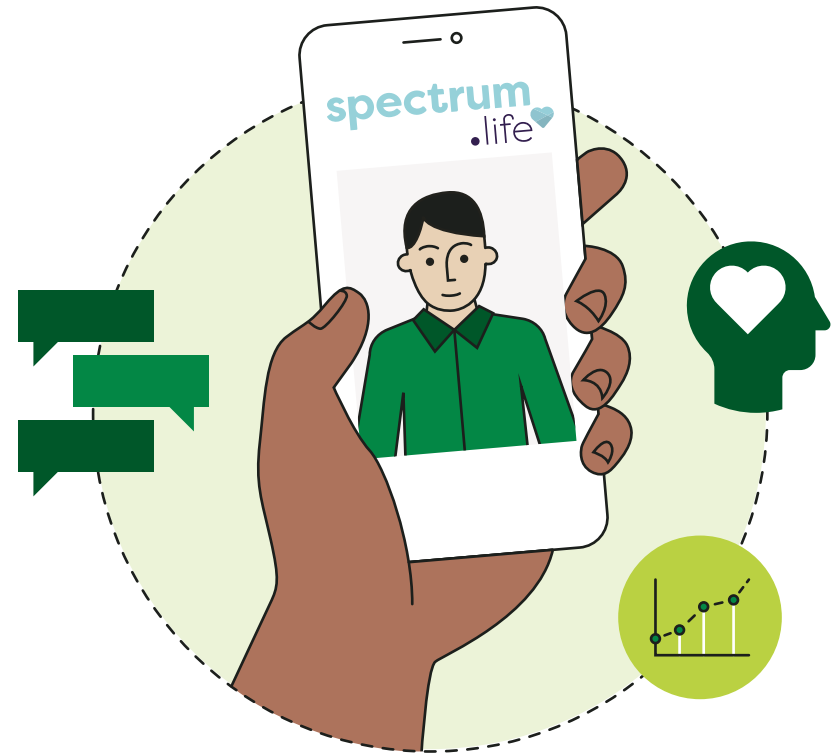
Our Employee Assistance Programme (EAP), provided by Spectrum.Life is a free, day-to-day wellbeing and counselling service. It provides in the moment support to you and your immediate family, 24/7 and 365 days a the year.

Our EAP can provide in the moment practical information and support services around finance, legal information, career coaching, relationships, mediation and more.

You can also receive structured counselling that provides quality advice whenever you need it. This on-demand service to fully accredited and qualified counsellors and psychotherapists, is designed

to deliver support in the format you feel comfortable with.

The Spectrum.Life platform and app provides 360 degree wellbeing support through a whole host of health and wellbeing tools and resources to help you 'Be Well', stay fit, remain healthy and in work. You have access to a digital gym, fitness and nutrition plans with hundreds of recipes, weekly podcasts, a monthly wellbeing webinar series, mental health e-learning, shopping discounts and much more.



## Good to know

In some circumstances structured counselling, either face to face, online or by telephone, could offer a more effective way to support you. Where appropriate, Spectrum.Life will provide up to eight free structured counselling sessions.



## How to get setup with the Spectrum.Life app

Get started with Spectrum.Life in just a few easy steps:

1. Visit the Apple App Store or Google Play Store to search for and download the Spectrum.Life app.
2. Once downloaded, to login use access code: **BeWell**
3. You'll now have access to the Spectrum.Life app and related EAP services.
4. You can also scan the QR code to get started.

Scan the QR code



## How to access support now

Our confidential support service is available 24/7, 365 days of the year



UK Freephone: **0800 316 9337**

WhatsApp and SMS: Text **'hi'** to **07418 360 046**



Online platform: **legalandgeneral.com/eap**

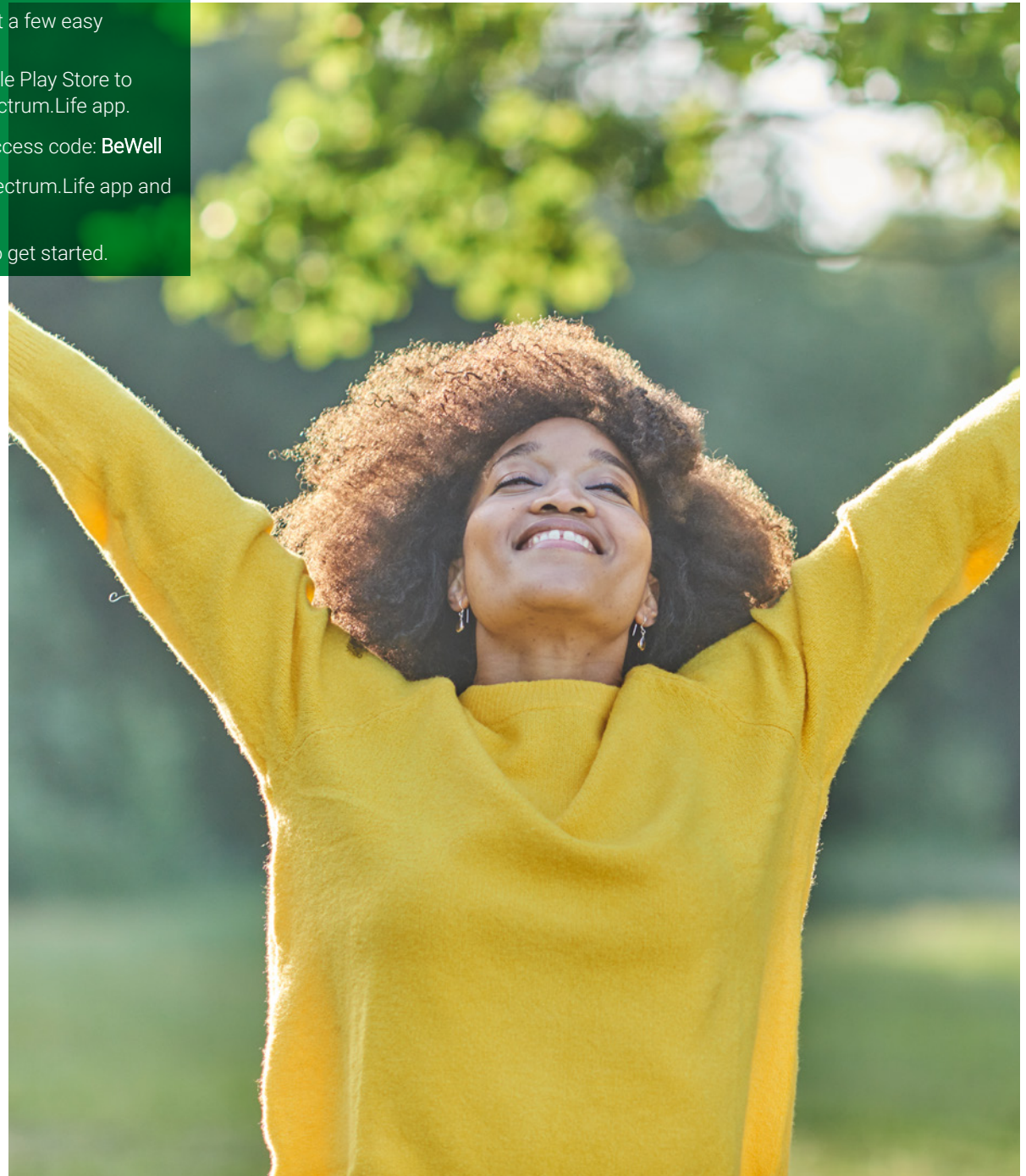
Use access code: **BeWell**



Mobile app: **Spectrum.Life**

Use access code: **BeWell**

Calls, SMS and WhatsApp to the numbers above may be subject to roaming charges, when calling from outside the UK.



# Virtual GP Service

## App: **Health365**

Booking a GP appointment when you need it and at a time that fits around you isn't always easy but Virtual GP lets you do just that.

Virtual GP doesn't replace your registered GP. Instead, it's there when you need fast answers and peace of mind for a medical problem that isn't an emergency. Virtual GP can provide support for a range of concerns through phone or video – it can be just as effective as a traditional face-to-face appointment.

The GPs can help you in several ways, including:

- writing same day private prescriptions
- issuing sick notes
- offering private specialist referrals.

## Benefits of Virtual GP



**24/7/365 access** to a team of GPs including those with an extended specialist role.



**Sick Notes** at no cost.



You have the option to **request a female or male GP**.



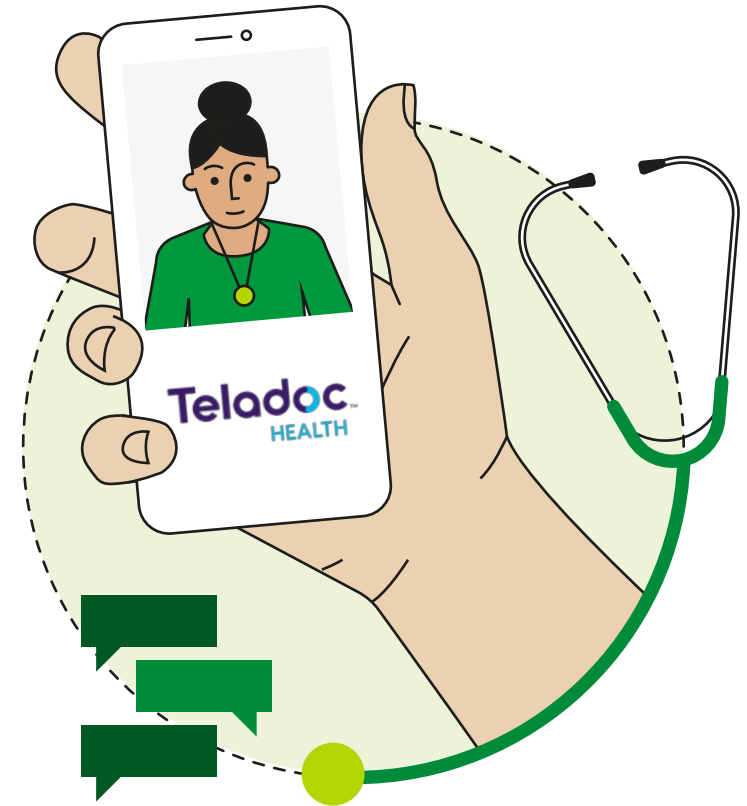
**GPs have time to listen** and focus on health needs during each video or phone consultation that can last up to 30 minutes.



**Prescription service** –free same day/next day delivery, available 7 days a week.



**Private specialist referral** at no cost.



## Good to know

- Access to the GP service is through the Health365 app and portal from Teladoc Health.
- All GPs are NHS-trained and registered with the General Medical Council.
- The service is available to you and your immediate family.
- No personal or medical information is shared with Legal & General or your employer.

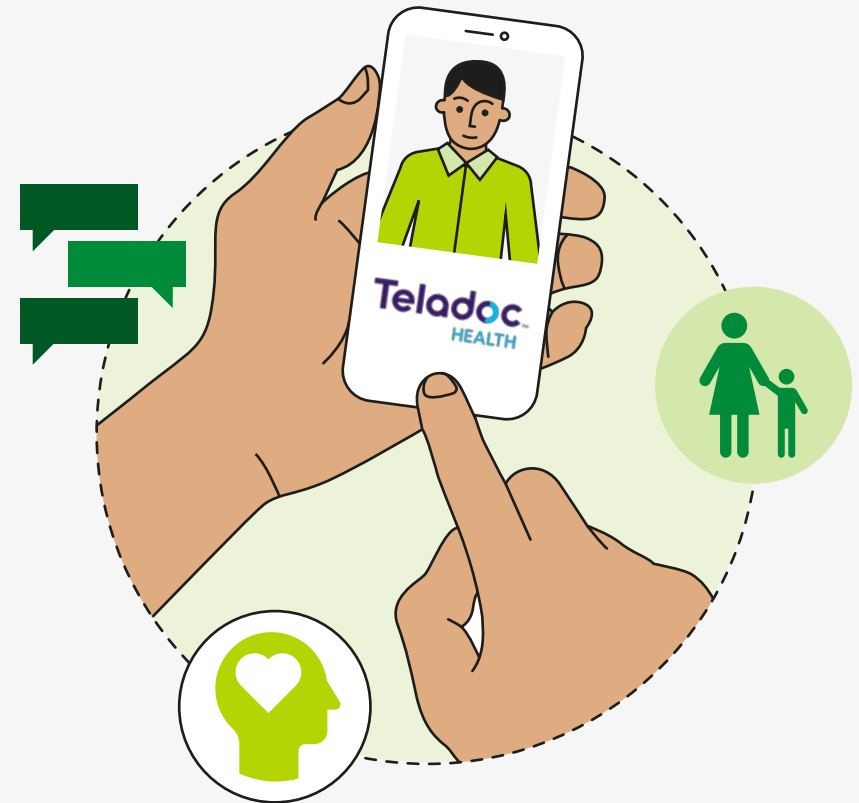
# Mental Health Services

App: **Health365**

Good health starts with positive mental wellbeing.

Wellbeing is primarily centred in the mind, but is inextricably linked with physical health, financial health and social health. Our comprehensive wellbeing support is designed with mental wellbeing at its core to help you when need it most. We put the individual at the heart of our care package, making sure that expert support is available in the moments that really matter.

We've partnered with Teladoc Health to help provide further access to mental wellbeing support for you and your immediate family.



## Single session therapy for adults

Single session therapy is provided by Teladoc Health's clinical psychologists with specific training in this practice. How the service works:

### For over 18 year olds

- you're encouraged to prepare for the session by focusing on your goals.
- you and the therapist agree to deal with their nominated concern in a session that could last up to 50 minutes.
- the work has a purpose and further help is available if needed.
- you'll receive bespoke self-help material to achieve the agreed goals after the consultation.
- a follow-up session can be organised to check on progress and offer further advice.

## Good to know

- Virtual GP and Mental Health services can be accessed through the Health365 app and portal from Teladoc Health.
- All GPs are NHS-trained and registered with the General Medical Council.
- The service is available to you and your immediate family.
- No personal or medical information is shared with Legal & General or your employer.



## Child Mental Health Consultations

A service that enables family members to express and explore difficult thoughts and emotions safely. Tailored support on treatment, resources and self-help management is provided.

### How does it work?

#### Consultation request:

You can request a mental health assessment for your child on the Health 365 app, portal or by contacting customer services on the phone.

#### Parental consultation:

A Psychologist will contact you for an initial consultation which may take up to 30 minutes. They aim to develop a more detailed understanding of the child's needs and conduct an initial assessment of suitability for the service.

#### Child consultation:

A 90 minute, scheduled consultation is conducted by a Psychologist with you and your child, where appropriate. This session aims to explore the child's relationships at home, school and social networks, and to formulate an in-depth assessment of their needs.

#### Outcome:

The Psychologist will offer advice and guidance during the session which may include:

- behavioural techniques for you and your child.
- support to gain a better psychological understanding of your child's experience.
- guidance to you on managing your child's needs within the family structure.
- information on how to navigate support systems for you, your child and family unit.
- a summary report of the assessment and recommendations, along with supportive materials and resources is sent to you after the consultation.





# Online Physiotherapy Service

App: **Health365**

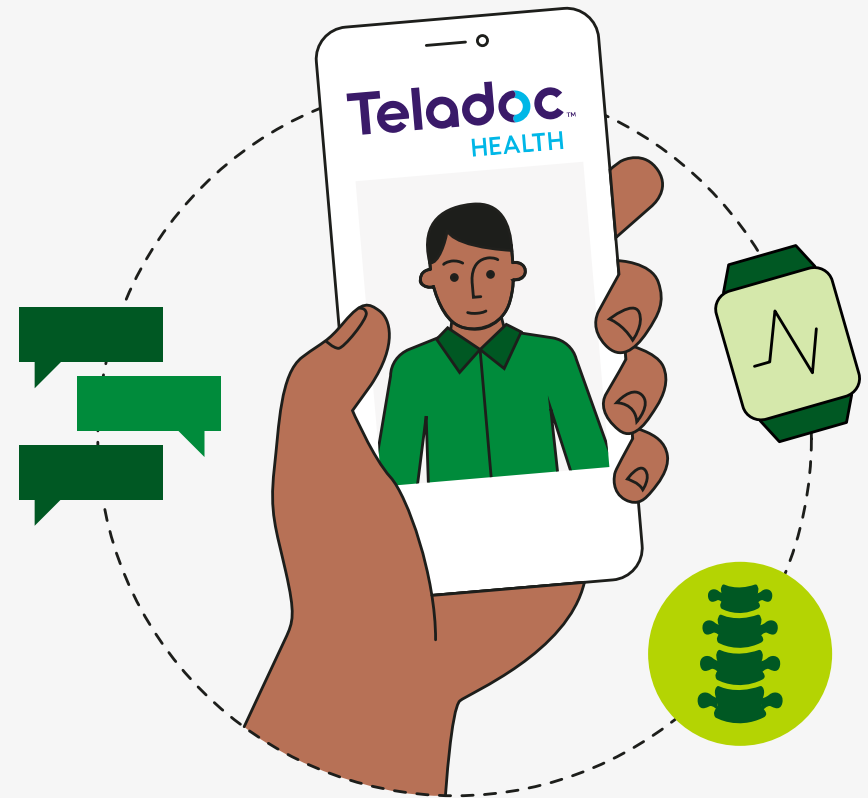
The online Physiotherapy offers quick and easy access to a highly qualified Physiotherapist through a video link or over the phone if preferred, without the need for a referral from a GP.

You can request an appointment through the app or the portal. You'll receive a link by email and SMS to complete a brief pre-screening questionnaire about your symptoms. You can then book an appointment with the Physiotherapist of your choice by the email and SMS link sent, choosing between a phone or a video consultation, at a time that's convenient for you.

The first appointment is a detailed assessment to identify your condition to formulate a diagnosis and your goals for recovery. A treatment plan is then formulated including advice, a link to the appropriate exercise videos, and further follow-up sessions depending on the clinical need. You will have access to expert advice, guidance and evidence, with a clear rehabilitation plan based on your individual needs.

## Benefits of online Physiotherapy

- Access to a specialist Physiotherapist, providing a seamless customer journey.
- No delay in starting treatment with most appointments arranged within 48 hours.
- Direct access to a Physiotherapist without the need to speak to a GP first, saving unnecessary time and potential delay.
- A thorough and holistic initial consultation is accessible at your convenience, which could last up to 45 minutes to assess and diagnose your issue and begin your treatment plan. Please note for less complex conditions 45 minutes may not be required.
- Remote access to your rehabilitative program at any time.
- Where appropriate, an onward referral can be arranged at any time during treatment.



## Good to know

- No need for over the phone triage or pre-appointment authorisation which can often delay access to care.
- Where appropriate, up to six sessions are provided per condition, without an additional charge.
- Further treatment sessions can be requested for an additional condition, without charge.
- All Physiotherapists are at least three years post-qualification, with extensive experience in the assessment and management of musculoskeletal problems.
- All Physiotherapists are also registered and regulated by the Health and Care Professions Council (HCPC).

## How to get set up with Health365

We recommend you download and set up your account to help ensure everything is ready for you to use in case you need it in future. You can also scan the QR code.



1. Download the **Health365** app in the Apple App Store or Google Play store.



2. Once you click on the app icon you'll be asked to create a profile, if the service for the first time. Click on **'create a profile'**.



3. This takes you to the **'Register for the Health365'** page. Click on **'continue'**.



4. You will be asked to complete your personal details, including your name, email address, date of birth, gender, preferred language, and contact telephone number. The app detects your country location and this field is automatically completed. Press **'continue'**.



5. Once completed you will enter your company's membership/customer number. Please speak to your employer to find out your company's membership/customer number. It should be a letter followed by a series of numbers. For example, G0070596. You will need to set up a password and confirm that you have read and agreed to the **terms and conditions** and **privacy policy**. Once you have completed this, select **'register'**.



6. You will then receive a **"Thank you for registering"** notification through the app and an activation email.



7. To access the full range of clinical services, you'll be asked for some personal details. At this point, you'll also be requested to verify your ID by providing a suitable form of documentation, such as passport or driving license.



8. You are now able to log in and use the service. You can also access the Teladoc Health services by using their portal at [www.health-365.co.uk](http://www.health-365.co.uk).

If you are under 18, a parent or legal guardian will need to set up a profile in your name so you can access the services. This is due to clinical governance restrictions.



# Long-term chronic condition support

## App: **CONNECTPlus**

Consistent expert support is vital to help you and your immediate family learn about and self-manage one or more specific long-term medical conditions.

The CONNECTPlus app can help you do this, and it can also help with your general health and wellbeing - empowering you to take control of your own care.

This service has been created with the help of NHS clinicians and patients to help you manage the following conditions and illnesses:



Cancer



Stroke



Multiple Sclerosis (MS)



Long Covid



Type 2 diabetes



Rheumatoid Arthritis



### **Your wellbeing**

CONNECTPlus also provides tools and resources for you to help manage your general health not just the specified long-term conditions.



### **Once you have registered for an account, you'll have access to a wide range of resources and tools, including:**

- Health trackers and scores to monitor pain or symptoms, enabling you to initiate follow-ups.
- Condition specific patient information videos, articles and blogs.
- Medication management support.
- A diary to help with dosage information and reminders.
- Hospital or GP appointment information and reminders.



## Benefits of CONNECTPlus

- Tools and resources to help you manage your general health and wellbeing.
- Easy access to a range of clinically approved information helps you feel more knowledgeable about your condition.
- Find answers to questions about your condition and reduce the need for unnecessary phone calls and visits to health departments.
- Monitor your health progression and track your symptoms.
- Get support while you are waiting for appointments, with advice on how to self-manage your condition.
- A better understanding of how you can prepare for going back to work.
- Notifications for when to take medications or upcoming appointments mean you have useful reminders to hand.

## Good to know

- Any details entered into CONNECTPlus are always kept confidential and can only be accessed by you.
- No personal or medical information is shared with Legal & General or your employer.
- NHS records are not incorporated into CONNECTPlus.



## How to get set up with CONNECTPlus

You can get started in three easy steps:

1. Scan this QR code:



2. Download the CONNECTPlus app from the Apple App or Google Play store.
3. Open and use the app. Once downloaded you will be directed to the "CONNECTPlus from your Employer" conditions for you to use to help you manage your health.



# Want to know more?

Visit our [employee website](#) for further information on these services.

Legal & General Assurance Society Limited. Registered in England and Wales No. 00166055. Registered office: One Coleman Street, London EC2R 5AA. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

BH3325 03/23

