

Benefit Rule

DoctorLine

Policyholder: For **you, your partner** and **your** dependent children under the age of 18.

Round the clock advice from a **GP**.

Phone **0345 612 3861** or **0203 858 9094** 24 hours a day, every day. Call charges may apply.

The DoctorLine web app can be used to book appointments. The web address is

<https://doctorline.onlinegp.co>

Webcam appointments are available between 8am-10pm **UK** time; 7 days a week, except on Christmas Day. All consultations are confidential but calls and any visual images will be recorded for your protection.

Please have the Westfield Health policy number ready when you call to arrange a telephone or webcam consultation or when using the app.

Our DoctorLine service is provided by an experienced external provider. DoctorLine is a registered trademark of Westfield Health.

You and **your partner** can call DoctorLine from anywhere in the world, 24/7. An experienced healthcare operator will take your details and arrange a call back with a **GP** at a time that suits you. The scheduled appointment could be at anytime of day. How long after your initial call that the appointment is scheduled, will depend on demand on that day. During surgery hours you can choose to have a virtual consultation, if you've access to a webcam and broadband. **You** and **your partner** can call on behalf of **dependent children** under the age of 18.

It's reassuring to know that your consultation will be with a qualified practising **GP**, who'll give you advice and in most cases a diagnosis. You can discuss anything that you'd usually ask your own **GP** about, from common ailments to sensitive or confidential concerns. You might want to talk about travel inoculations, side effects from your medication, or a health story you've seen in the news. DoctorLine is the closest thing to a surgery appointment, but without the wait.

Private Prescription service

If the DoctorLine **GP** thinks that prescription medicine would be appropriate, you may choose from the following options:

- The DoctorLine **GP** may offer to send a private prescription electronically to a registered online pharmacy service from where the medication will be sent directly to you. When the prescription is issued before 4pm during weekdays, it is usually delivered the next working day. They will not charge you for processing your prescription, but you will be charged for the cost of the medication and delivery. The online pharmacy service will call you to take your payment by credit card or debit card. Simply confirm your payment details and delivery address and they'll arrange delivery of the medication to your home or place of work
- You can also collect your medication from a nominated local pharmacy. The DoctorLine **GP** will send your prescription directly to the pharmacy and you will be contacted when your medication is ready to be collected
- You may be offered a digitally secure electronic prescription to present at a nominated local pharmacy. An email will be sent to you with your prescription and instructions on how to collect your medication. You must present this to your nominated pharmacy at collection. This service is unable to prescribe any controlled medications outside of the **UK** electronically

Claims for the cost of the prescription can be submitted under the Prescription Charges benefit, if it is a benefit on **your plan**.

DoctorLine web app

You can save the website as an icon on your mobile phones home page. You can access the service through a computer. After you have created an account, booking future appointments is easier as it uses the stored information.

The web app also includes access to articles on health:

- Information on medicines, treatments and conditions
- Health & Wellbeing articles, tips and information to help you make the best choices for your body and mind
- Search your local area for clinic services including GPs, dentists, pharmacies and more

What's covered...

- Telephone consultations with a qualified practising **GP**

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- A call back at the time of your appointment. You don't pay for the call whether you're at home, work, or travelling anywhere in the world
- Virtual consultations using state of the art webcam technology so that you can show the **GP** your symptoms to help with a diagnosis.
- An electronic private prescription service, that delivers the medication that you buy to your home or place of work, or a local nominated pharmacy
- DoctorLine may offer to update your own **GP** about your consultation; this is particularly important if you've been prescribed medicine

What's not covered...

- Emergencies or urgent consultations; DoctorLine isn't intended to replace your own **GP** or the emergency services; this includes regular requests for the same prescriptions
- Any charges for receiving a call to your mobile e.g. while you're outside the **UK**
- Face to face consultations at a doctor's surgery
- Private prescriptions can't be sent directly to you via post
- Electronic prescriptions are not available to send outside the **UK**
- DoctorLine can't prescribe controlled drugs
- You can't use a recommendation from a DoctorLine **GP** to claim any other **plan** benefits.
- Exclusions (see section 5, General Terms and Conditions)

Definitions of bold words are in your plan guide.