

## Service Rule

### DoctorLine™

#### Round the clock advice from a GP

**Plan holder:** For you, your partner and dependent children.

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

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 your access number ready when you call to arrange a telephone or webcam consultation. The access number is available on your online portal.**

Our DoctorLine™ service is provided by Medical Solutions UK Ltd.

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. 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.

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.

If you need to consult with a medical professional regarding a long-term medical condition including managing your symptoms and medication, then you have the option to speak to an experienced Clinical Pharmacist. They can support you with a wide range of medication queries including:

- Reviewing your medication if you have multiple prescriptions; you may have been given new medications separately and require an expert Clinical Pharmacist to ensure your medications are working effectively
- Reassuring you that you are taking your medication correctly
- Side effects from existing medication
- Over the counter medication that works with your existing medication
- Alternative medication options

#### 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

## Service Rule

- 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

### What's covered...

- Telephone consultations with a qualified practising GP or Clinical Pharmacist
- 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
- 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
- DoctorLine™ can't prescribe controlled drugs
- You can't use a recommendation from a DoctorLine™ GP to claim any other benefits on another Westfield Health plan

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on **0114 250 2317** and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.