

Aviva Care

AVIVA

**The only protection
with back 4 defence**



**Total care for your
family's health and
wellbeing.
It takes Aviva.**

Introducing Aviva Care

The only protection with back 4 defence

Protection from Aviva comes with so much more than financial protection. Powered by Teladoc Health, a global leader in virtual care; Aviva Care gives you four health and wellbeing services that line up to offer total protection for you and your family. When your health defences are down – our Digital GPs are here to provide an online diagnosis at home or away, even provide prescriptions. When you need the support of a whole team behind you, you can get your case reviewed by one of 50,000 medical experts from around the world. And because mental health is just as important as your physical health, we also have a team of professional psychologists offering confidential support. With Aviva Care, all the healthcare support you need is just a click away.

What's more, these services come at no extra cost.

Working with **Teladoc**
HEALTH





Digital GP

It's not always easy or convenient to get to the doctors' surgery. With Aviva Digital GP you can get an online appointment with a doctor without having to wait for a face-to-face appointment. The Aviva Care digital GP service is a private doctor service offering you and your immediate family access to clinical advice and guidance in non-emergency situations.

At home or on holiday, it offers the peace of mind of being able to speak to a doctor quickly, at a time that suits you.

Who can use this service?

This service is available to you, your spouse or partner, your children up to age 18. (23 in full time education).



The benefits:

- ✓ It's easy to use from the comfort of your own home
- ✓ Provides quick access to an experienced GP
- ✓ You can use it at home or on holiday
- ✓ You can get prescriptions sent to your local pharmacy

How does it work?

For any health concerns you have, our experienced doctors are available **Monday to Friday from 8am to 8pm and on weekends from 9am to 12 noon.**

Register for the service on <https://care.aviva.ie/> using an email address and policy number OR download the Aviva Care app from the App Store or Google Play Store. Video conference is also available if required. You can use the service to discuss any medical issues concerning you or your immediate family and get prescriptions or sick certs.





Best Doctors Second Medical Opinion

If you or a member of your family become ill or had an accident, it would be reassuring to know that you had the correct diagnosis and treatment plan. With the Best Doctors service, you can get a second medical opinion from a world leading expert so you can double-check a diagnosis, investigate alternatives and get additional treatment options for any condition affecting your quality of life.

You get access to 50,000 world-renowned specialists across 450 specialities and sub specialities who will work with your own doctors and consultants to advise on the best course of action. It can also be used for conditions diagnosed before taking out your cover with Aviva.

Who can use this service?

This service is available to you, your children up to age 18 (or 23 if in full-time education).

Your spouse or partner.

PLUS your parents
AND your spouse/
partner's parents.

The benefits:



- ✓ Double-check a diagnosis you have been given or the treatment being proposed for you with a world leading expert
- ✓ Investigate if there are any alternative treatment options
- ✓ Review your options if your symptoms haven't been improving
- ✓ Can be used if you're worried about a parent, partner or child

How does it work?

Register for the service on <https://care.aviva.ie/> using an email address and policy number OR download the Aviva Care app from the App Store or Google Play Store. A dedicated Case Manager will then be assigned to you who will guide you through the whole process including supporting you to gather the relevant medical documentation and ultimately discussing the meaning of your report.





Bereavement Support

Losing a loved one isn't easy. So, it might help to know there's help on hand through bereavement counselling. When you or your spouse/partner need someone to talk to, our team of counsellors and psychologists are just a phone call away.

Who can use this service?

The spouse or partner of the deceased customer/member anytime up to 12 months after the loss of your loved one.



The benefits:

- ✓ It's completely confidential
- ✓ Access is easy, support is just a telephone call away
- ✓ They can help you develop ways to cope
- ✓ The counsellors are registered with the Irish Psychological Society

How does it work?

Register for the service on <https://care.aviva.ie/> using an email address and policy number OR download the Aviva Care app from the App Store or Google Play Store. These services are delivered by Clinical, Counselling and Health Psychologists registered with the Irish Psychological Society. Appointments can be made at a time to suit you and each session lasts 1 hour. You are entitled to up to five consultations a year.



Family Care Mental Health Support

Managing your mental health is just as important as your physical health. And it's OK not to be OK. Whatever challenges you may face, you're not alone. Our professional team of Psychologists are here if you're:

- Overwhelmed, stressed or anxious
- Feeling low, depressed or lonely
- Need help managing the emotional impact of life events and developing coping and behavioural skills

Who can use this service?

You, your spouse or partner, your children up to 18 (23 in full time education).

Family Care provides access to a wide variety of specialised forms of therapy, including counselling and Cognitive Behavioural Therapy.



The benefits:

- ✓ It's completely confidential and access is easy
- ✓ They can help you develop coping and behavioural skills
- ✓ The Psychologists are registered with the Irish Psychological Society

How does it work?

Register for the service on <https://care.aviva.ie/> using an email address and policy number OR download the Aviva Care app from the App Store or Google Play Store. These services are delivered by Clinical, Counselling and Health Psychologists registered with the Irish Psychological Society. Appointments can be made at a time to suit you and each session lasts 1 hour. You are entitled to up to five consultations per year per issue. Patients under 18 years of age are supported with a single assessment session during which you will benefit from a formal diagnosis. At the end of the consultation, practitioner Psychologists will make recommendations and support the patient as well as your carer/guardian/ parent, to access specialised services.



How to access Aviva Care



Once your policy becomes active, you can register for the service the very next day using your email address and policy number or access code. To register, simply go to aviva.ie/avivacare OR download the Aviva care app from the App store or Google Play Store.



If you have any questions please speak with your Financial Broker or go to www.aviva.ie/avivacare.

Aviva Care - what the experts say



“Best Doctors has provided access to the world's leading minds in medicine for over 30 years. It has been a professional privilege to have helped lead the medical team for the past 14 years. I have been practicing medicine and teaching at Harvard Medical School since 1988. Medical quality has always been my guiding passion. Through reviewing thousands of cases, I have witnessed first-hand the impactful way in which Best Doctors can change diagnoses and optimise treatment options. The meticulous and caring way in which Best Doctors performs its in-depth case reviews is what has always set the Best Doctors program apart from other expert medical opinion services. Best Doctors is always mindful of the importance of collaborating with the patient's treating physician and is respectful of the variation in medical practice from one country to another.”

Lewis Levy, MD, FACP, Chief Medical Officer, Teladoc Health.

“Family Care is specifically designed to provide a timely intervention for those people who are experiencing challenging times. It specialises in addressing the impact of life events and the development of coping strategies and skills for managing identified problems. Our team of psychologists have a wealth of experience in supporting people from all walks of life. We take a patient-centred and integrated approach to evidence-based psychological therapy as recommended by the Psychological Society of Ireland. This means that we apply techniques from a wide variety of appropriate modalities which we tailor to the individual patient's needs and goals.”



John Macken, Clinical Lead Psychologist,
Chartered Counselling Psychologist, Teladoc Health UK & Ireland.



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