



Irish Life
health



Introducing
**Digital
Doctor**

Now available
on all plans



Your health, in your hands

A GP Service, just when you need it

Exclusively for Irish Life Health customers

www.irishlifehealth.ie

What is Digital Doctor?

Digital Doctor is a benefit that gives you unlimited consultations with a GP online or via telephone. You can speak with a fully qualified GP anytime from anywhere or if you'd prefer a face to face consultation there's an online video service also available. Through Digital Doctor and where appropriate, GPs can arrange to have a prescription sent to your local pharmacy, following your consultation. Digital Doctor also gives you access to a healthy range of other useful services, information, guides and links.

Fully qualified medical advice

You can speak to a professional 24/7

See the doctor wherever you are

A healthy range of other services

How to access Digital Doctor

- 1 Call **1890 100 048** to make an appointment
- 2 Call **+44 203 858 3892** if you're calling from abroad
- 3 Download our app at www.irishlifehealth.ie/digital-doctor

iOS DEVICE

In your mobile web browser click the middle icon (see below) and select **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 app will now appear on your home screen





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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?*

With Irish Life Health's new Digital Doctor service, you can consult a qualified and experienced doctor, anytime and from virtually anywhere.

76% of
callers
receive a
diagnosis**



An expert always on call

Got a concern, a question or need medical advice? With Digital Doctor, you can phone 24/7 and arrange an appointment to speak with a professional 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.

But what if your preference is for a face to face consultation, given your condition? Then Digital Doctor lets you make an appointment for a face-to-face discussion on your smartphone, tablet, laptop or desktop, by calling 1890 100 048.

*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.
(Jan to Sept 2016).



You can speak
to a professional

24/7

Digital Doctor



Message Dr

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.

Just download the app, select Message Dr.

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

See the doctor, wherever you are

With Digital Doctor, you can speak face-to-face with a GP wherever you are in the world via the camera on your smart device or computer. This may help the doctor to provide a diagnosis and advise on the most appropriate course of action.

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

Book an appointment



Call us to make an appointment
1890 100 048



Call us from abroad
+44 203 858 3892



Download our app by visiting
www.irishlifehealth.ie/digital-doctor

*A private referral issued by the Digital Doctor Service does not authorise you to make a claim on the referral. Simply check your table of cover or contact Irish Life Health to make sure your policy covers you for any subsequent treatment.



Prescription service

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

A healthy range of other services

Digital Doctor offers far more than simply access to expert medical advice. The app 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 Health Information you can trust

facts on over 1100 conditions and treatments plus advice on fitness, and nutrition



MapMyFitness Link

to track and assess your fitness in precise detail by linking to Under Armour's MapMyFitness app

Digital Doctor



Key questions about Digital Doctor

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 query you might have.

Will I still need to see a GP?

If you have symptoms which require a physical examination then we'll advise you to see your own GP.

Is there any limit to the number of calls?

No. You can call Digital Doctor any time you wish. With Irish Life Health there is no limit on the number of phone or online consultations.

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 download the Digital Doctor app from www.irishlifehealth.ie/digital-doctor and follow the download instructions.

Can I use Digital Doctor if I'm pregnant?

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.

Can Digital Doctor issue a prescription?

Yes, if the GP you speak to thinks it's necessary. The prescription can be faxed to your local pharmacy between 08:30 - 18:30 Monday to Friday, 10:00 - 16:30 on Saturdays and 10:00 - 18:00 on Sundays. Outside these hours, your prescription will be faxed the next working day. In line with clinical best practice guidelines for remote prescribing, Digital Doctor's GPs are unable to issue repeat prescriptions for the ongoing treatment of long term conditions. In these instances it is in your best interest to be seen by your own GP who will manage your care. Digital Doctor GPs may be able to offer individual prescriptions for, and advice on, medication you are currently taking and also short course medication for certain acute conditions, depending on the symptoms presented.

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.

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

Contact us on 1890 100 048.

What about confidentiality?

To ensure data security, Irish Life Health has a confidentiality agreement in place with Medical Solutions UK 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. 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.

When is Digital Doctor available?



GP Consultations by phone

Contact us anytime of the day or night
365 days a year



Telephone Consultations	24/7	
Request Appointment*	Monday to Friday	08:00 to 22:00
Message Doctor*	Saturday	08:00 to 20:00
Prescriptions*	Sunday	10:00 to 18:00
Referral Services*		
Face to face Consultations*	Monday to Friday	08:30 to 22:00
	Saturday	08:30 to 20:00
	Sunday	10:00 to 18:00

*Excluding Christmas Day, St. Stephen's Day, New Year's Day and Easter Sunday.



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Irish Life Health dac is regulated by the Central Bank of Ireland.

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