

Frequently asked questions

REGISTRATION

How do I register for the service?

Simply download the app or register via clicking the 'Log In' button on this website and then selecting 'Create Your Account.' You will need to input your details and then enter your access code to complete registration.

How do I find my access code?

Your employer or insurer will be able to provide you with the correct access code. It is usually best to contact your HR team if your employer provides the service. If you have access to the service via a family member's insurance or employee benefits, then ask the policyholder for the access code.

Can I register my family members for the service?

Yes. You can add minors under your profile.

ID VERIFICATION

Why do I need to verify my identity to use the service?

We ask you to verify your identity because it helps us provide a safe and effective service. If we need to safeguard your wellbeing or react in an emergency situation, we need to be sure of your identity. The verification process also supports the transfer of information between Teladoc and other organisations like the NHS when you provide consent. It is also a regulatory requirement by the Care Quality Commission, who regulate health and social care services across the country.

How do I verify my identity?

When you register with the service or request an appointment, we will send you a link so you can submit proof of your identity. You will need to:

- Upload a picture of a photo ID document, most commonly a passport or driving licence
- Upload a recent 'selfie' which we can compare to the picture on your photo ID

In most cases, you cannot access our healthcare services without verifying your identity first.

How do I provide proof of identity for a child?

If you want to book an appointment for an eligible child, you will need to provide proof of parental responsibility for that child. We will contact you to request the relevant documentation. You must also have verified your own identity before the appointment can go ahead.

How do I know if I have parental responsibility for a child?

Parental responsibility is a legal construct. If you're the child's birth mother or father, you will have legal parental responsibility over a child in the vast majority of cases (unless it has been removed). Adoptive parents also have parental responsibility for a child but stepparents and family members who have not been legally granted guardianship over that child do not.

How do I upload my documentation?

We will contact you with a link which you can follow and upload your documents safely and securely.

How long will it take to verify the documents after I've uploaded them?

If you submit good quality photographs, then the verification process will not take long. We use an automated checking service, which can return a result quickly. Our teams will pick up the result of your completed verification request and update your profile accordingly.

GP APPOINTMENTS

Can I request an appointment for an emergency condition?

It is important to note that we do not provide an emergency service. If you are seriously unwell and experiencing a medical emergency, you should call 111, 999 or go straight to your nearest Accident and Emergency or urgent care centre.

Conditions we cannot treat remotely include (but are not limited to):

- Chest pains
- Shortness of breath
- Severe abdominal pain
- Heavy bleeding
- Thoughts of suicide or self-harm
- Seizures
- Loss of consciousness/blackouts
- High fever in an infant

How can I request a GP appointment?

Log in to your account and click on the 'Medical' link in the top menu. From the dropdown options that appear, select 'General Practitioner.' From the following page, you can select from two options:

- Request Video Consultation – choose a scheduled appointment slot and speak with a doctor over video
- Speak to a GP – request a call back from a GP as soon as one is available

You can also request a call back by clicking 'GP Consultation' from the homepage when you first log in.

What information do I need to provide at the point of booking?

You will need to confirm your phone number (which we also collect at registration) and your location. We also ask you to provide a brief reason for your booking. This allows us to review your symptoms and ensure you do not need emergency intervention. Finally, there is an option to upload a file. You can add documents which will help the doctor, such as a photo of a rash or injury, or evidence that you have been taking a particular medication if you are requesting a repeat.

How does the GP call back service work?

One of our duty GPs will first review your appointment request to ensure you do not need urgent intervention. Your case will then pass into our call back list, and a doctor will call your nominated telephone. We aim to call you back within a 15-minute timeframe of your selected appointment booking, but during busy times, it may take longer.

How do I prepare for a GP call back?

As this is a call back service, you do not book a scheduled appointment slot, so you need to make sure you have your phone nearby and are able to take a call in the hours that follow your booking. You should try to find a quiet space so you can speak privately and make sure that you have good phone signal.

How do video GP appointments work?

When you choose a video appointment, you will pick a scheduled timeslot from those we have available. You connect to the appointment by logging into the app at the scheduled time and clicking on the relevant booking in the 'Upcoming Consultations' section.

How do I prepare for a video GP appointment?

Try to make sure you connect a few minutes early and have good internet signal. You should find a quiet space where you can speak with the GP.

PRESCRIPTIONS

Can Teladoc doctors prescribe?

Our GPs can issue private prescriptions if they deem it appropriate and within our prescribing protocols.

Can I get an NHS prescription?

We are a private service and not part of the NHS so our doctors cannot issue NHS prescriptions. This means you will pay the cost price of the medicine at your chosen pharmacy.

What are my prescription fulfilment options?

We can:

- Issue a private electronic prescription which you can take to any participating pharmacy
- Deliver your medication to your door
- Send your prescription to a local pharmacy for collection

How does the electronic prescription service work?

We offer an electronic prescription service via our partner Signature Rx. When the doctor issues a prescription, you receive a prescription code by SMS and email. You can take this code to any participating pharmacy at the time of your choosing to collect your medication. The pharmacist will log into the Signature Rx portal to check and dispense the prescription. Participating pharmacies include all branches of Boots, Lloyd's, Well and independent pharmacies.

How does the delivery prescription service work?

We offer a delivery prescription service via our partner, Signature Pharmacy. They can take orders 8am-8pm 7 days a week. We recommend that patients use the delivery service where possible. Your GP will offer this option if you need a prescription.

If you live in London, you will receive your medication on the same day as long as it is ordered by 3pm. Outside of London, Signature will deliver your medication the next day if it is ordered by 1pm.

How does the self-collection prescription service work?

If you prefer to collect your prescription from a specific pharmacy, we can accommodate your request on most occasions. We will contact your preferred

pharmacy to ensure they have the medication in stock and confirm contact details before sending it through. Please note that it can be difficult to get through to pharmacies during busy periods, which can cause delays.

Are there any medications which Teladoc doctors cannot prescribe?

Some medications are not suitable for prescribing via an online clinical service. These include controlled drugs like diazepam, strong painkillers, sleeping pills and drugs that require close monitoring through a regular GP.

As we do not have access to your NHS GP notes and history, we need to be careful about what we prescribe. In some circumstances, we may need to ask you for additional information before we can issue a prescription. Our GPs will only prescribe medication, including antibiotics, if they can do so safely.

Can I get repeat medication via Teladoc?

We are not a replacement for your regular or NHS GP and do not have access to your complete medical history. For those reasons, we cannot issue ongoing repeat prescriptions for long term conditions. These are much better managed by your regular doctor who can examine you in person.

We may be able to issue a single prescription for some conditions. If you want to request a short-term course of a repeat medication, please upload photographic evidence that you have been prescribed that medication before when you book your appointment.

REFERRALS

How do specialist referrals work?

You can request a specialist referral during your GP consultation. Our clinicians will find out more about your condition and issue a referral when it is clinically indicated. The referral letter can be emailed to you when your consultation notes have been completed by the GP - typically within two hours.

As a private service, we only issue private, open referrals and do not refer into the NHS. If you have medical insurance, you should contact your insurer to find out the next steps. If you do not have insurance, you will be charged by the specialist for the appointment and any investigations they may recommend.

Is there a charge for a specialist referral?

There is no charge from the service. However, if you do not have private medical insurance, you will be charged for the consultation and any investigation by the specialist.

Can I have more than one specialist referral?

Yes. There are no limits on the number of referrals a GP can issue, so long as they are clinically appropriate.

SICK NOTES

How do sick notes work?

You can request a sick note during your GP consultation. The sick note can be emailed to you when your consultation notes have been completed by the GP – typically within two hours.

Sick notes are issued at the discretion of the consulting GP and only when clinically appropriate. There is no charge for issuing a sick note.

What is the maximum time I can be signed off for?

Sick notes are limited to a maximum of two weeks and cannot be backdated. If you need to be signed off longer than two weeks, we recommend you should see your NHS GP for an in-person examination.

Can I get a fit note?

We do not offer fit notes. Fit notes are to certify a patient is fit enough to carry out a given activity, e.g. return to work, fly, run the marathon. This often requires an in-person examination and is best done by the NHS GP.

MENTAL HEALTH

How do I request a mental health service?

Log into your account and select the 'Mental Health' option from the top menu. From the dropdown, you can select:

- Mental health support

What happens after I request a mental health consultation?

Our mental health support team will contact you to arrange an appointment. If you have not already done so, we will need to ask you to verify your identity before we arrange sessions. This is a mandatory regulatory and safety requirement.

Who provides treatment?

We use a combination of clinical psychologists and counsellors to provide treatment. We will assign a therapist who is appropriate for your needs.

Is the mental health service confidential?

The service is entirely confidential, we will not report your usage of the service to your employer or anyone else. We will only share clinical notes with third parties when we have your explicit consent unless we are required to do so by law or to prevent you or someone else from harm.

What conditions does the service treat?

All patients seeking one-to-one psychological support must hold low or no risk to self, to others, or from others. We offer a short psychotherapeutic framework of intervention, which is appropriate for issues of low severity, complexity, and chronicity. Some of the most commonly sought treatments are:

- Individuals seeking to address the emotional impact of life events and change.
- Individuals wishing to acquire coping skills to manage emotions, in particular low mood, anxiety, and anger.
- Individuals seeking psychoeducation around mental health and wellbeing.
- Individuals seeking support to manage the bio-psycho-social impact of physical health conditions.
- Individuals seeking relationship and psychosexual support.
- Individual seeking to address self-relation and self-esteem.

What conditions does the service NOT treat?

Teladoc Health is not an emergency service; therefore, we do not provide any form of crisis support or continued support to the following conditions:

- Moderate to high risk to self (e.g.: suicidal ideation with intent, recent history of suicidal attempts, current self-harming behaviour, substance abuse, and so on.)
- Moderate to high risk to others (e.g.: individuals with a forensic history, history of violence, or currently holding risk towards others)
- Moderate to high risk from others (e.g.: current domestic violence, subject to trafficking, or other forms of abuse) le
- Chronic mental health conditions (i.e., Bipolar Disorder, Psychotic Disorder, Personality Disorder, Eating Disorders, low functioning Intellectual Disabilities and/or Autism Spectrum Conditions, Post-Traumatic Stress Disorder, and so on)
- Neurocognitive disorders and conditions impairing normal cognitive function (i.e., Alzheimer's Disease, Parkinson's Disease, Dementia and so on)

COMPLAINTS AND FEEDBACK

How can I make a complaint or express my dissatisfaction?

If you would like to make a complaint or express your dissatisfaction about your experience using our service, then you can contact us by email, phone, or post.

Should you wish to formalise your complaint, we prefer you to do so in writing where possible because it helps us understand and investigate the circumstances of your experience. The contact details are as follows:

- Email
- qualityassurance@teladochealth.com or generaladmin@teladochealth.com
- Phone – please call the number advertised on the portal
- Post – Teladoc Health UK, Floor 5 Aspect House, 84-87 Queen’s Road, Brighton, East Sussex, BN1 3XE

How else can I provide feedback?

We welcome feedback of all types. If you have found our service useful then please do let us know. Equally, if you are unhappy then we will take your concerns seriously.

We send a feedback survey to patients who use our services so you can rate us and provide your comments. You can also contact us by email using the details above.