

Mental Health Services

FAQS

This reference covers the most frequently asked questions about Teladoc Health's Mental Health service.

GET STARTED



Teladoc[®]
HEALTH

Frequently asked questions

This reference is organised into eight sections covering registration, ID verification, appointment booking and Mental Health services.

Registration



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Registration

- How do I register for the service? >
- How do I find my scheme number/access code? >
- Can I register my family members for the service? >
- Do I need a specific update to run this app on my phone? >

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



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Registration

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Do I need a specific update to run this app on my phone? >

Your employer or insurer will be able to provide you with the correct access code. It's 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.



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Yes. You can add eligible minors under your profile.



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If you are using an Apple device, please ensure that it is running on update iOS 15.4 or above.

This does not apply to Android device users.



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ID Verifcation

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



How do I verify my identity?



How do I provide proof of identity for a child?



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



How do I upload my documentation?



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



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's also a regulatory requirement by the Care Quality Commission, who regulate health and social care services across the country.



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

When you register with the service or request an appointment, you will be prompted to complete ID verification either on screen or via a link we will send you 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.



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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.



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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's been removed). Adoptive parents also have parental responsibility for a child but step parents and family members who have not been legally granted guardianship over that child do not.



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How do I upload my documentation?



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



You will be prompted to complete your ID Verification on screen and we'll also contact you with a link which you can follow and upload your documents safely and securely.



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If you submit good quality photographs then the verification process won't 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.



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Appointment Booking

What information do I need to provide when I request support? >

Can I choose my therapist? >

Can I choose a video or telephone appointment? >

Do you support other languages? >

What if I can't make my appointment? >

When you submit your request for mental health support, you will be asked to complete a short intake assessment and provide a brief description of your concerns.

This helps our clinical team to:

- Understand your needs
- Ensure the service is appropriate for you

Your request will then be triaged by one of our Clinical Leads before proceeding to an initial mental health consultation.



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Yes. Once you have submitted a request for mental health support and the service has been confirmed as suitable for your needs, you will be able to choose your therapist for your initial mental health consultation.

After your first session, you can decide whether you would like to continue working with the same therapist or be reallocated to a different therapist. This allows you to find the right fit and feel comfortable with your ongoing support. In some circumstances, a change of therapist may also be necessary due to clinician or client availability, and we will always discuss this with you where possible.



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What if I can't make my appointment? >

Yes. You can usually choose between:

- Video consultation (via the app or platform)
- Telephone appointment

Both options offer confidential, one-to-one support. The choice is yours.



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What if I can't make my appointment? >

We aim to make our service as accessible as possible. Support in additional languages may be available depending on therapist availability.

Where a suitable therapist is not available, we can facilitate sessions using Language Line as a professional interpretation service to help ensure you can access support in your preferred language.

We also have access to SignLive British Sign Language (BSL) interpreters for deaf and hard-of-hearing individuals.

Please indicate your language or communication preferences when booking, and we will do our best to accommodate your needs.



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If you need to cancel or reschedule, what you need to do will depend on the type of appointment you have booked:

Mental Health Consultations:

- If you provide more than 24 hours' notice, you can reschedule your appointment directly via the app or online portal
- If you provide less than 24 hours' notice, you will need to cancel your appointment and submit a new request

Courses of Therapy Sessions:

- If you need to reschedule, please provide at least 24 hours' notice by contacting your therapist directly via email
- Changes or cancellations made with less than 24 hours' notice, or missed appointment, will be recorded as a missed session and may not be replaced unless there is a valid reason

We recommend providing as much notice as possible so we can support you in rearranging your care.



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What types of conditions are supported by the service? >

What types of therapy are offered? >

How many sessions will I be provided? >

Our Mental Health Service provides access to qualified mental health clinicians via secure video or telephone consultations. The service is designed to support individuals experiencing mild to moderate mental health concerns, offering evidence-based therapeutic support in a convenient and confidential way.

This is not an emergency service. If you are experiencing a mental health crisis, including thoughts of self-harm or suicide, please contact NHS 111, 999, or attend your nearest A&E department.



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The service supports a range of mild to moderate mental health concerns, including:

- Stress and burnout
- Anxiety
- Low mood or mild depression
- Sleep difficulties
- Work-related challenges
- Relationship difficulties

If your needs are more complex or require specialist or urgent care, we will guide you to more appropriate support.



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How many sessions will I be provided? >

Teladoc Health UK primarily offers short-term, Solution-Focused Therapy. This approach is designed to help you identify practical ways to manage challenges, build on your strengths, and work towards meaningful goals over a focused period of support.

Our therapists are highly trained professionals with experience across a range of therapeutic modalities. This allows them to draw on different approaches and interventions where appropriate, ensuring your sessions are tailored to your individual needs.

Your therapist will work collaboratively with you to determine the most suitable approach based on your goals and needs.



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How many sessions will I be provided? >

The number of sessions you are offered will depend on your individual needs and what is clinically appropriate.

We use a stepped-care approach, which means the appropriate number of sessions will be assessed during your initial consultation. This helps ensure you receive the right level of care within a short-term, focused model of therapy.

Following your initial consultation, your therapist will discuss a recommended plan with you. This may vary depending on your policy.



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Mental Health Helpline

How does the Mental Health Helpline work?



Who will I speak with?



When is the helpline available?



How often can I use the service?



The helpline provides immediate access to in the moment emotional support when you need it. You can call and speak with a trained mental health professional who will listen, provide guidance, and help you think through your next steps.



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You will speak with a trained mental health professional experienced in providing emotional support and guidance.



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When is the helpline available?



How often can I use the service?



The helpline is available **24 hours a day, 7 days a week, 365 days a year** (including bank holidays), so you can access support at any time.



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How does the Mental Health Helpline work?



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When is the helpline available?



How often can I use the service?



You can use the helpline when required, within the scope of the service. It is designed for short-term, immediate in the moment emotional support rather than ongoing therapy.



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Parent & Minor Consultations

How do I request an appointment?



Will the therapist speak to my child without a parent present?



Can the service support neurodivergent children?



Appointments can be requested through the Teladoc platform or app in the same way as other services. Select the relevant option for a parent and child consultation and complete the booking details.



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Parent Consultations

In the first instance, we offer a scheduled up to 30-minute parent consultation with the parent/guardian. During this time, you will have the opportunity to speak with a mental health practitioner to discuss your concerns in relation to your child's wellbeing and receive advice on how to best support them.

As the goal of the parent consultation is primarily to gather information and identify the support required, minors are asked not to attend this step in the process.

If further support through Teladoc Health UK is deemed suitable for your child, a minor consultation will subsequently be arranged. However, if it is decided that an alternative mental health service would be more appropriate for your child's needs, the therapist will provide you with the necessary signposting information.

Minor Consultations

Children and young people (between 10-18 years old) are supported with a scheduled up to 90-minute minor consultation if deemed appropriate after a parent consultation has taken place.

During this time, the therapist will obtain a better understanding of the young person's mental health needs and offer guidance on how to manage some of their difficulties.

At the start of the minor consultation, the therapist will ask to speak with the parent/guardian and the child/young person at the same time. Once the purpose of the consultation has been established, if the child/young person wishes to, they can speak with the practitioner alone.



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How do I request an appointment?



We can provide supportive guidance for children who may be neurodivergent. However, the service does not provide formal diagnostic assessments.

Will the therapist speak to my child without a parent present?



If a diagnostic assessment is required, we can guide you on appropriate next steps.

Can the service support neurodivergent children?



Bereavement Support

What is bereavement support?



How long after a bereavement can I receive support?



Bereavement support provides a safe space to process grief following the loss of a loved one. Our therapists offer emotional support, coping strategies, and guidance tailored to your individual experience.



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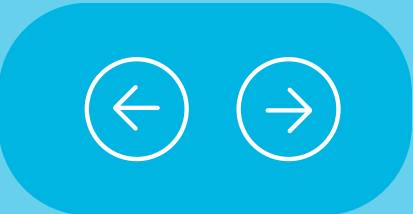
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Bereavement Support

What is bereavement support?



How long after a bereavement can I receive support?



There is no fixed timeframe. You can access bereavement support at any stage following a loss, whether recent or some time ago.

Bereavement Services often recommend waiting (referred to as “watchful waiting”) after a bereavement to allow time to naturally process the many phases of grief before deciding whether to start bereavement counselling.

Support will be tailored to your needs and where you are in your grieving process.



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How can I make a complaint or express my dissatisfaction? >

How else can I provide feedback? >

If you'd 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 this website
- **Post**: Teladoc Health UK, Aspect House Floor 5, Queens Road, Brighton, England, BN1 3X



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We welcome feedback of all types. If you've found our service useful then please do let us know. Equally, if you're 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.



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