

Second Medical Opinion FAQS

This reference covers the most frequently asked questions about
Teladoc Health's Second Medical Opinion Service

GET STARTED



Teladoc[®]
HEALTH

Frequently asked questions

This reference is organised into four sections covering how the service works, registration, ID verification and feedback.

Registration



ID Verification



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Complaints & Feedback



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

How to access the telemedicine 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? >

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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Registration

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Can I register my family members for the service? >

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

Yes. You can add minors under your profile.



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Can I register my family members for the service? >

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

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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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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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?



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



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 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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How do I upload my documentation?



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



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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Second Medical Opinion

What help and advice does the Second Medical Opinion service offer? >

Who are the experts? >

Are there any conditions not covered by the service? >

Can I use the service more than once? >

What type of conditions does it cover? >

Is my information shared with my GP or employer? >

Is the cost of treatment covered? >

The service provides clear and definitive answers for a wide range of health issues. We find the right specialist who will provide a clear, comprehensive and expert report after a full comprehensive review of the member's medical records. This can include a review of a member's diagnosis and/or treatment plan. A case manager and GP work closely with the member and will provide support every step of the way.



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All doctors are peer nominated, which means you have access to a unique network of over 50,000 specialists who are internationally recognised as the best in their field.



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Mental-health related conditions, acute conditions (when condition symptoms appear and change or worsen rapidly), minor chronic illnesses, dental problems or patients currently in hospital are not covered.



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Yes, you are able to use the service as many times as you need to.



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The service can be used for everyday health conditions such as migraines, back pain, asthma or allergies.



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No, we may request further medical information, but all details of consultations will be discussed with you and will be confidential.



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No, the cost of treatment, additional testing or face-to-face consultations is not covered.



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Complaints & Feedback

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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