

Aviva Group Protection

# Putting you first

Aviva DigiCare+ Workplace

 AVIVA



Working together with

 **SQUAREHEALTH**  
ALWAYS THERE HEALTHCARE

**Without people like you** your employer wouldn't have a business. The health and wellbeing of a company workforce is at the heart of how well a company performs. **Making sure you stay healthy - both mentally and physically - is important to your employer.**

With your employers Group Protection policy, you can gain access to a series of health and wellbeing benefits through the Aviva DigiCare+ Workplace app. Provided by Square Health, these benefits will help you stay healthy, spot potential problems early and get help when you need it.

With Aviva DigiCare+ Workplace, you know you've got the support you need to help you keep on top of your health.

**It takes Aviva to help you live your best life.**

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Square Health's scale and the medical expertise of over 5,000 UK doctors, allows us to provide a holistic solution, connecting multiple health and wellbeing services accessed from a single app.

DR. BIPPON VINAYAK,  
GROUP CHAIRMAN AND FOUNDER, SQUARE HEALTH

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# Introducing Aviva DigiCare+ Workplace

People are what make a business. That means for a business to perform well, its people need to be in good health.

Here's what's available in-app:

- Digital GP
- Finger-prick Health Check
- Second Medical Opinion

- Mental Health consultations
  - Nutritional consultations
- Please note, you'll either have access to the full suite of benefits, or just a selection.

This is because your employer selects the services they'd like to make available to you.

## Potential benefits

- Can help with early detection of health-related matters
- Easy to access, flexible health benefits
- Can help prevent and intervene where needed
- Helps to support you and your eligible family members with health and wellbeing issues

There are a number of different services available, all accessed through the Aviva DigiCare+ Workplace app. When using a service, the health professionals can refer to other services within the app if they feel that this would be beneficial.

## Access to one of the UK's largest networks of medical professionals

Aviva DigiCare+ Workplace is provided by Square Health. Set up by doctors, Square Health has over 25 years' experience working with insurance providers like us.

With an established infrastructure and access to over 5,000 medical specialists across the UK, Square Health helps us put you first.

## Important information

The Aviva DigiCare+ Workplace app and services are non-contractual benefits Aviva can change or withdraw at any time.

Terms and conditions apply. These can be viewed within the app and must be agreed to before use.

Personal data is collected and used in accordance with the Square Health Privacy Policy, which can be found at: [https://cms.squarehealth.com/aviva\\_group/privacy\\_policy.html](https://cms.squarehealth.com/aviva_group/privacy_policy.html)

Users of the app and services must be permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

# Digital GP

## Long waiting times are a thing of the past

The Digital GP is a private doctor service offering you and your eligible family members access to clinical advice and guidance in non-emergency situations.

You can book Digital GP consultations seven days a week, between 8am and 8pm. Consultations can last up to 20 minutes, including wrap-up time. For follow-up appointments, there's the option to select the same GP as the original appointment or the next available GP.



## The benefits

- ✓ It's **easy to use**, with fast, flexible access to medical advice
- ✓ The option to **view the biographies of GPs** before booking a consultation
- ✓ The GP has access to **other medical practitioners**

## How does it work?

- Consultations are available seven days a week between 8am and 8pm and appointments can be made within 3 hours on average.
- Consultations last up to 20 minutes, including wrap-up time.
- All GPs are registered with the General Medical Council, listed on the GP database and based in the UK.
- Input basic details into the app for the GP to view, with an option to share photos if necessary.
- NHS repeat prescription ordering service is available within the app. NHS England charges apply (all NHS England exceptions accepted), with free trackable UK delivery.
- Private prescriptions can be issued. Medication can either be collected from the employee's nominated pharmacy or posted out to the employee's nominated address with next day home delivery.
- The service allows you to speak to a UK doctor while abroad.
- Patients will receive details of the consultation, which they can pass on to their private GP or treating practitioner.
- GPs can make a recommendation for further treatment or to access NHS healthcare services where a physical examination or further tests are necessary.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.**

## £ What does it cost?

Anyone using this service will have to meet the cost of the medication. In the event you/the patient uses the next day at home delivery service, then delivery charges will also apply.

## Who can use this service?

You can access the Digital GP services if you're eligible under your employer's Group Protection policy. It's also available to your spouse or partner and dependants up to the age of 18 (or 21 if in full time education).

# Finger-prick Health Check

## Helps to detect health issues with a simple test

Through the Aviva DigiCare+ Workplace app, you can take advantage of a health assessment delivered through a finger-prick blood test. You can do it yourself at home, so there's no need to attend a hospital or clinic.

As part of the test, you will receive a personalised health report and recommended course of action. If needed, you can then book a follow-up consultation with a clinician to discuss the results.

By taking this test every two years, you can keep on top of your health, it can help detect issues early and maybe help prevent certain health problems.

## The benefits

- ✓ **Detects** early risk warnings and signs
- ✓ Enables **early intervention**
- ✓ **Convenient** to do at home
- ✓ Helps you **pro-actively manage** your health

## How does it work?

- Every two years, you request a test kit through the app, which is delivered to your home address.
- You have 90 days to take the test and return it to the laboratory in a self-addressed envelope provided by Square Health.
- Once analysed, Square Health will confirm the results in a report you can download through the app.
- You can book a follow-up consultation with a clinician if you want to discuss your Health Check results - this must be within 90 days of receiving the report.
- If necessary, Square Health or the GP may refer you to another appropriate Aviva DigiCare+ Workplace service or to the NHS.

## £ What does it cost?

You don't pay anything for your finger-prick Health Check. Square Health covers all costs, including postage.

## Who can use this service?

You can get a finger-prick Health Check if you are eligible under your employer's Group Protection policy.

# Second Medical Opinion

It can be difficult to take in all the information a doctor gives you when you receive a diagnosis. Getting a second opinion can give you peace of mind, allow you to ask the questions you didn't ask first time round and perhaps offer other treatment options to consider.

The Second Medical Opinion service gives you and your eligible family members access to the clinical expertise of qualified, experienced practitioners - including GPs, mental health counsellors and nutritionists. This service is for a recent diagnosis originally given by a primary treating consultant based in the UK.

The service offers a face-to-face, telephone or in-app consultation with a medical expert, who is matched to your needs based on the diagnosis you've been given.

As part of the service, you'll have the opportunity to ask questions to help you understand the illness faced.

After the consultation, the clinician will issue a report detailing the diagnosis and recommended treatment plans. This extra information from a second medical expert could offer a better peace of mind, giving you the confidence to make important decisions about your health.

## The benefits

- ✓ Offers **peace of mind**
- ✓ Access to an **expert** second opinion
- ✓ It could present **new information** or offer an alternative diagnosis or recommended treatment plan
- ✓ The service **covers all conditions**, including mental health

## How does it work?

- The patient can ask for a second medical opinion from a new doctor through the Aviva DigiCare+ Workplace app following an initial diagnosis.
- To begin, the patient answers several questions within the app. Square Health then call to arrange an appointment.
- Square Health matches the patient to the most suitable UK-based specialist to give their medical opinion based on their specialism or location.
- Patients could be offered a face-to-face, telephone or in-app consultation. Square Health will provide guidance on how to get the necessary medical records.
- Once the review is complete, the patient will receive a written report by email or post, which will include details of the consultation, diagnosis and recommended treatment plan.
- The patient can share this report with their treating consultant.
- If treatment is recommended, Square Health can provide advice for accessing treatment through the NHS or privately.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.**

## £ What does it cost?

Square Health covers the costs for the consultation and the report only. The patient must cover any travel costs and costs for any treatment they decide to go ahead with following the second medical opinion, as these are not part of the service.

## Who can use this service?

You can use the Second Medical Opinion service if you're eligible under your employer's Group Protection policy. It's also available to your spouse or partner and dependants up to the age of 18 (or 21 if in full time education).

# Mental Health Consultations

Looking after your mental health is just as important as looking after your physical health.

Often, one impacts on the other.

Mental health problems are more common than you might think. Acting quickly to identify issues and getting help as early as possible can make a big difference.

Available to you and your eligible family members, this service offers quick access to tailored mental health advice from a qualified therapist.

The service offers help with all these events and more:

- Workplace stress
- Money worries
- Family conflict
- Divorce
- Big changes in life
- Family history
- Postpartum depression
- Post-traumatic stress disorder.

## Bereavement Service

- This service offers short-term counselling, guidance and practical support following the loss of an immediate family member.
- Support is available by phone, outside of the app.



## The benefits

- ✓ **Keep on top** of mental health
- ✓ Help **prevent and detect** issues
- ✓ **No need to wait** for a referral through the NHS, allowing earlier intervention
- ✓ **Convenient** – have a consultation at home or another safe place
- ✓ Completely **confidential**

## How does it work?

- A psychotherapy video or phone consultation with a qualified counsellor, cognitive behaviour therapist or psychologist, on average within 48 hours.
- Within the app, the patient first confirms the symptom, then reads the bios of available therapists, and chooses one.
- The patient books directly by choosing appointment dates and times – they can book up to seven days in advance with an available therapist.
- The initial assessment will determine their needs, with services ranging from general advice through to online CBT courses.
- The patient can select the same therapist for any future appointments.
- Therapists will provide advice and devise a personal treatment plan, which may include online CBT modules or other material to support the clinical care.
- The clinicians can give advice on good mental health, but they can't advise on paediatric mental health.
- Based on clinical risk, the therapist can route a patient to alternative services if appropriate.
- Therapists will keep in touch with patients during their treatment pathway.
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances**

## £ What does it cost?

You don't pay anything for Mental Health or bereavement consultations.

## Who can use this service?

You can use the Mental Health Consultation service, which includes the bereavement service, if you are eligible under your employer's Group Protection policy. Both services are available to your spouse or partner and dependants from age 16 to 18 (or 21 if in full time education).

# Nutritional Consultations

Nutritional Consultations can help you understand more about how nutrition affects your health and wellbeing.

There are times when many of us feel as though it's time to reset our relationship with food. It's easy to get into bad eating habits... especially when we're coping with difficult times.

The Aviva DigiCare+ Workplace app gives you access to 30-minute consultations with a trained nutritionist, and comes as part of your workplace benefits package. A consultation with a qualified nutritionist can help you understand more about how important nutrition is for your health and wellbeing, helping you achieve good physical fitness, which in turn can affect mental health. That's why it makes sense to help establish a healthy relationship with food. You can share your Nutritional Consultations with your eligible family members.

## The benefits

- ✓ Helps **reset relationships** with food
- ✓ **Encourages** understanding around the importance of gut health on general wellbeing
- ✓ Encourages long-term **lifestyle changes**, encouraging accountability in food choices, helping with weight loss and boosting energy
- ✓ **Tailored** to life stage, helping to adapt diets with changes to circumstance

## How does it work?

- Book a Nutritional Consultation through the app.
- Get advice by video on optimal eating plans, changing relationship to food, and breaking bad habits.
- The qualified nutritionist will assess existing nutrition and lifestyle choices.
- It aims to establish strengths, preferences, values and goals, developing nutrition and lifestyle strategies which are relevant and achievable.
- The service looks to address stress, achieve better work/life balance and help people get over weaknesses or temptations.
- The nutritionist will develop a personalised plan based around lifestyle factors such as sleep and stress which can be found within the app.
- The patient can select the same nutritionist for any future appointments
- **There may be limits to the number of times you can use this service, please refer to the app to check your full allowances.**

## £ What does it cost?

You don't pay anything for Nutritional Consultations.

## Who can use this service?

You can use the Nutritional Consultation service if you are eligible under your employer's Group Protection policy. It's also available to their spouse or partner and dependants from age 12 to 18 (or 21 if in full time education).

# What else do you need to know?



## Aviva DigiCare+ Workplace



Aviva DigiCare+ Workplace is an app-based service. It's compatible with most iOS and Android devices.

### How to access the app and services

You will receive an email from Square Health inviting you to download and log into the Aviva DigiCare+ Workplace app.

Initially, you'll register using your work email address, but you can change this to a personal email address later.

### Aviva DigiCare+ Workplace access for your spouse/partner and dependants

Once registered, you can add the details of your spouse or partner and/or your eligible dependants if you want to give them access to the service.

Your spouse/partner and/or any children over the age of 16 will receive an email invitation from Square Health, allowing them to create their own login. The same registration process then applies.


Access to information for any dependants under the age of 16 will be part of your app login, but you can share data for any dependants under the age of 16 to the app of your spouse/partner if you want.

### Leaving your employer

If you leave your employer, you will no longer have access to the services. However, you will have access to your personal information held within the app for 12 months. If you are using a service before you leave, you can finish a course of treatment already arranged, and keep any appointments booked before you left.

### How to find help

If you need technical support for the app, you can contact the Square Health customer service centre. The team can also answer service questions. Aviva DigiCare+ Workplace is an app-based added value service. In exceptional circumstances, please contact the Square Health customer service centre for out-of-app support.


 **Call them on 0333 023 2730**  
Lines are open Monday to Friday between 9am and 5pm. Calls are monitored and recorded. Local call charges apply.


 **Email them on [digicarehelp@squarehealth.com](mailto:digicarehelp@squarehealth.com)**

## Need this in a different format?

Please get in touch if you'd prefer this brochure (GR06303) in large print, braille, or as audio.

### How to contact Aviva:

 0800 068 6800

 [contactus@aviva.com](mailto:contactus@aviva.com)

Lines are open Monday to Friday from 8.00am – 6.30pm.  
Calls may be recorded and/or monitored.

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