

# Online doctor appointments and video consultations



# Get access to a doctor, without leaving home

Our Vitality GP app makes it quick and easy for you to speak to a doctor about any aspect of your health, just as you would with a regular GP, at a time that suits you.



**A Vitality GP can offer medical help and wellness advice as well as issue private prescriptions and onward referrals<sup>1</sup>.**

- ✓ **Unlimited Vitality GP video consultations** and have a private GP video appointment within 48 hours<sup>2</sup>. The GP can also authorise most treatment with fast consultant referrals and prescriptions delivered to your chosen pharmacy, usually in hours.
- ✓ **Self referral to our Priority Physio<sup>3</sup> service**, including on a range of muscle, bone and joint issues.
- ✓ **Self-referral for mental health treatment** including counselling and cognitive behavioural therapy (CBT), that you can choose to have face-to-face or via video consultation. Plus, register for Togetherall, our psychological wellbeing partner offering 24/7 help.
- ✓ **Up to £100 allowance** towards private prescriptions and minor diagnostic tests.
- ✓ **Access to a Skin Analytics service** - providing a rapid mole checking service.
- ✓ **Get access to a pre-booking symptom checker** as well as trusted physical and mental health information and wellness advice based on your lifestyle.

## Registered with the Care Quality Commission

Health Advice Line providing access to fast, 24/7 expert clinical advice, support and guidance for non-urgent, non-life-threatening conditions from trained healthcare professionals.

## Booking consultations for dependants

You can book a consultation for a child aged 1 or above and under the age of 18. They must also be covered on your plan.

If you have a dependant covered on your plan aged 18 or over, they will need to book their own consultation.

## Find out more

Speak to your adviser or visit [vitality.co.uk](https://www.vitality.co.uk)

VitalityHealth is a trading name of Vitality Corporate Services Limited which is authorised and regulated by the Financial Conduct Authority.  
VH S 0042\_0723\_J6324

## Vitality Face-to-Face GP

We understand that there will be cases when a virtual consultation with a GP isn't appropriate. Face-to-Face GP enables every member to access at least two consultations per plan year from Vitality's network of private GPs for only £20 per consultation<sup>4</sup>.

1. Vitality GP is included on all Personal Healthcare, Business Healthcare and Corporate Healthcare plans as part of Core Cover. It is also included on Vitality at Work Business and Vitality Essentials plans. If you're covered by a Vitality at Work Business plan, the Vitality GP will not be able to refer you to a consultant. If you're covered by a Vitality at Work Enterprise plan, you will not have access to any of the Vitality GP services. Members on a Vitality Essentials plan are limited to four consultations per plan year, do not have access to onward referrals, and there is no cover for private prescriptions and minor diagnostic tests. Vitality GP is not available in the Channel Islands or the Isle of Man, however they can use the Vitality GP app to access general medical and physical health information.
2. You'll need either Apple (iOS 12.0 and above) or Android (6.0 and above). Appointments are available from 0800 - 2000 Monday - Friday and 0800 - 1600 Saturdays, excluding Sundays and Bank Holidays.
3. Treatment is covered in full when Out-patient Cover is selected. If Out-patient Cover is not selected up to 6 sessions of physiotherapy are available when arranged through our network partner. Available on all Personal Healthcare, Business Healthcare and Corporate Healthcare plans as part of Core Cover.
4. Vitality Face-to-Face GP: Personal Healthcare and Business Healthcare members on London Care have unlimited access to Vitality Face-to-Face GP. Corporate Healthcare members, and members on the Countrywide or Consultant Select hospital options, have access to two discounted consultations per plan year.

Powered by **livi**