

Working together with



**Aviva DigiCare+ Workplace**

# Putting you first



**Without people like you, your employer wouldn't have a business. The health and wellbeing of a company's 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.**

That's why they are giving you access to a series of health and wellbeing benefits through Aviva DigiCare+ Workplace. These benefits will help you stay healthy, spot any potential problems early and get help when needed.

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

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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**

# 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.

We can help you stay healthy with the Aviva DigiCare+ Workplace smartphone app. It gives you the guidance and care you need to help detect, manage and prevent physical and mental health problems.

Available to you through your employer's Group Income Protection or Group Critical Illness policy, the app offers a comprehensive annual Health Check. This helps you understand your current health and spot the early warning signs for a number of conditions.

And you and your immediate family members have access to the clinical expertise of highly qualified, experienced practitioners – including GPs, mental health counsellors and nutritionists, as well as an expert UK second medical opinion.

Download the smartphone app and register now by following the instructions on your registration email. Mobile data charges may apply.

A Group Income Protection or Group Critical Illness policy should not be taken out for access to Aviva DigiCare+ Workplace. The main purpose for taking out a policy should be the financial protection available.

Terms and conditions apply, which can be viewed in the app. You will need to agree to these before using the services. Personal data is collected and used in accordance with the Square Health privacy policy found at: [http://cms.squarehealth.com/aviva\\_group/privacy\\_policy.html](http://cms.squarehealth.com/aviva_group/privacy_policy.html)

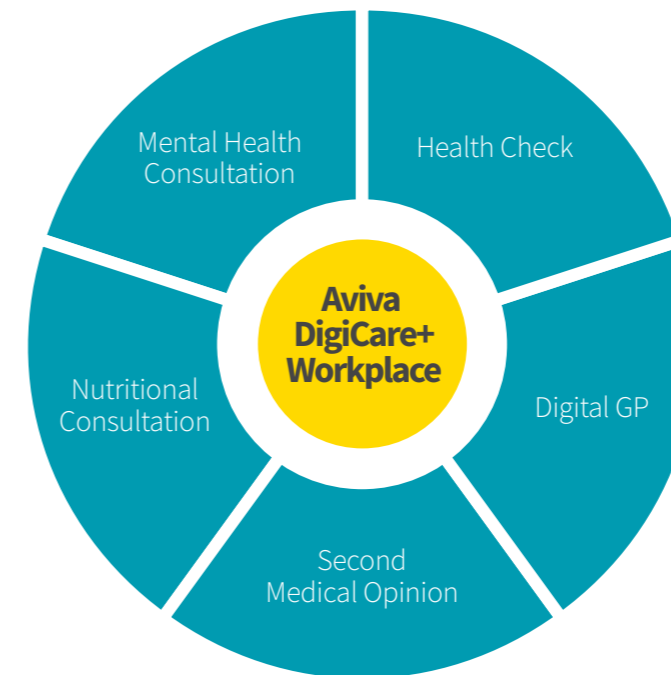


## Potential benefits

- Helps with early detection of health-related matters
- Easy to access, flexible health benefits
- Helps prevent and intervene where needed
- Supports you and your immediate family with health and wellbeing issues

Aviva DigiCare+ Workplace and our gym discounts are non-contractual benefits, which Aviva can withdraw at any time.

## Aviva DigiCare+ Workplace at a glance



There are five 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 they would be beneficial.

The app also links to information about useful NHS services and Aviva's gym discounts.

## 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 with access to over 5,000 medical specialists across the UK, Square Health helps us put you first.

# Health Check

Whatever stage of life you're at, it's important to keep on top of your health.

Aviva DigiCare+ Workplace offers you a yearly health assessment through a pin-prick blood test. It's a simple self-administered finger prick test you can take in the comfort of your own home. This quick test checks 20 different health markers to spot problems early on. It covers issues like the risk of diabetes, cholesterol status and liver health.

As part of the test, you receive a personalised health report and recommended course of action. If needed, you can then book a consultation with a digital GP to discuss the results.

By taking this simple test once a year, you can keep on top of your health, detect issues early and maybe help prevent certain health problems.



## The benefits

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

## How does it work?

- Once a year, 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 confirm the results in a report you can download through the app.
- You can book a consultation with a digital GP 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.
- Square Health covers all costs, including postage.

## £ What does it cost?

You don't pay anything for your yearly Health Check.

## Who can use this service?

You can get a yearly Health Check if you are insured under your employer's Group Critical Illness or Group Income Protection policy.

# Digital GP

It's not always easy or convenient to get to the doctors' surgery. Digital GP offers a video appointment with a doctor without having to wait for a face-to-face appointment.

Designed to complement existing NHS treatment, the Digital GP is a private doctor service offering you and your immediate family access to clinical advice and guidance in non-emergency situations. It offers the peace of mind of being able to speak to a doctor quickly.

Up to three sessions each policy year are available, which you can share with your immediate family. For follow-up appointments, there's the option to select the same GP as the original appointment or the next available GP.

A consultation could lead to a prescription, a fit note, a recommendation or referral for specialist treatment. The service also lets you speak to UK doctors for advice while on holiday.

Let things  
come to you.

## The benefits

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

## How does it work?

- Consultations are available seven days a week, 8am to 8pm, 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.
- Before booking, patients will go through a short section covering terms and conditions and symptoms, and can then select a preferred time, date and GP for the consultation.
- For follow-up appointments within six months of the last appointment, patients can choose the same GP.
- Digital GP offers advice for everyday health matters where the patient might otherwise visit their NHS GP.
- The service complements rather than replaces an NHS GP. It isn't appropriate for emergency treatment or life-threatening situations such as chest pains, breathing problems, suspected stroke or bone fracture, severe bleeding or loss of consciousness.
- Patients will receive details of the consultation, which they can pass on to their NHS 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.
- The service is limited to three sessions a year, shared between you and your immediate family.

## £ What does it cost?

Anyone using this service will have to cover the following costs, if they apply:

- The costs of the medication
- £15 for a referral letter
- £15 for an electronic fit note

## Who can use this service?

You can use the Digital GP service if you are insured under your employer's Group Critical Illness or Group Income Protection policy. It's also available to your spouse or partner and children up to the age of 18, or 21 if in full-time education.

# Second Medical Opinion

An initial diagnosis can come as a shock and be hard to digest. 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 immediate family access to a network of UK-based clinicians, covering all physical and mental health conditions. All are experts in their fields and can provide a second opinion on a 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 the needs of the patient based on their diagnosis. As part of the service, the patient will have the opportunity to ask questions and further understand the illness they are facing.

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 the patient better peace of mind or new information, giving them the confidence to make important decisions about their 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?

- 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.
- The service is limited to two second medical opinions in each policy year, shared between you and your immediate family.

## £ 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 are insured under your employer's Group Critical Illness or Group Income Protection policy. It's also available to your spouse or partner and children up to the age of 18, or 21 if in full-time education.

# Mental Health Consultation

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 immediate family, 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
- Post-partum 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 online or by phone.

## 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.
- 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.
- Mental Health Consultations are limited to six sessions a year, shared between you and your immediate family. Up to an additional six bereavement consultations are also available outside of the app and are also shared between you and your immediate family.

## £ 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 insured under your employer's Group Critical Illness or Group Income Protection policy. It's also available to your spouse or partner and children from age 16 up to the age of 18, or 21 if in full-time education.

# Nutritional Consultation

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

Making healthy nutritional choices helps with achieving 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 and/or your family can share up to six consultations a year with a trained nutritionist. During these 30-minute sessions, the nutritionist will give advice on optimal eating plans, how to change your relationship with food and how to break bad habits.



## 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, 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 and will share this with the patient by email.
- Nutritional Consultations are limited to six sessions a year shared between you and your immediate family.

## £ 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 insured under your employer's Group Critical Illness or Group Income Protection policy. It's also available to your spouse or partner and children from age 12 up to the age of 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 smartphone devices.

These services are non-contractual benefits Aviva can remove at any time.



## How to access the app and services

You will receive an invitation from Square Health inviting you to download and register for 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.

A Group Income Protection or Group Critical Illness policy should not be taken out for access to Aviva DigiCare+ Workplace. The main purpose for taking out a policy should be the financial protection available.

Privacy policy and terms and conditions apply. These are available within the app, and must be accepted before use.

Mobile data charges may apply.

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

Once registered, you can add the details of your spouse or partner and/or your eligible children 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 children under the age of 16 will be part of your app login, but you can share data for any children 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 - Friday, 9am - 5pm. Calls are monitored and recorded. Local call charges apply.

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





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