



Anytime

FREE MEDICAL EXPERTISE POLICYHOLDERS CAN ACCESS ANYTIME.

We're not just here for policyholders when they need to claim. All policyholders get free access to a GP 24/7, experts for second medical opinions, emotional wellbeing consultations and assessments to help alleviate and prevent general aches and pains.



UNLIMITED ACCESS TO A GP 24/7

Available 24 hours a day, 7 days a week,
365 days a year.

All policyholders and their immediate families can access a GP consultation from a UK-based doctor from their phone, tablet or PC. Available at anytime and from anywhere in the world.

- Choose phone or video consultation
- Available whether at home or abroad
- No time limit on calls
- No cap on number of calls
- Provides private prescriptions and referrals
- Medically validated health information
- Message a doctor
- Services nearby

This service is provided by HealthHero.



SECOND MEDICAL OPINION

Offers a confidential, face-to-face consultation to policyholders following the diagnosis of a life-changing or life-threatening condition.

The second opinion will be provided by a UK-based Consultant and come with the ongoing support of a personal nurse adviser.

If they have Children's Critical Illness Protection, all their eligible children are covered too.

- Consultation with a UK specialist – face-to-face where possible
- Discuss concerns about diagnosis or treatment options
- Results in writing sent to the patient and their GP
- Nurse advice and support before and after consultation
- Help to understand results, deal with recommendations and come to terms with the outcome

This service is provided by RedArc.



EMOTIONAL WELLBEING CONSULTATIONS

30-minute phone consultations to help policyholders cope effectively with life's challenges.

This service is designed to help policyholders cope with difficult times and proactively manage their mental health to prevent their condition from becoming more serious.

- Available Monday to Friday 9am–5pm
- Conducted by an expert Emotional Wellbeing Adviser from a panel made up of registered Mental Health Nurses and Counsellors
- Advice on how to help manage and maintain policyholders' wellbeing
- Self-help videos to help policyholders adopt the advice recommended to them

Consultations are only suitable for those over 18. This service is provided by HealthHero.



ACHES AND PAINS CONSULTATIONS

30-minute phone consultations to help policyholders alleviate and prevent suffering from general aches and pains.

This service is designed to address the postural problems and muscular imbalance resulting in back and neck pain due to sitting at the desk and working at computer screens for long hours.

- Available Monday to Friday 9am–5pm
- Conducted by an expert from a panel made up of Physiotherapists and Sports Therapists to assess the cause of the pain
- Advice on how to alleviate any aches and pains
- Self-help videos to help policyholders adopt the advice recommended to them

Consultations are only suitable for those over 18. This service is provided by HealthHero.

Find out more at:
adviser.guardian1821.co.uk

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