

HOW IT WORKS

- **What is a TeleConsultation?**

TeleConsultations are video based virtual appointments with a clinical professional that is local and licensed in the area you are calling from. They can be done without having to leave your current location; in the privacy of your room. These consultations are delivered in compliance with local health regulations and the doctors are permitted to prescribe remotely. Medication delivery is available in most locations and are typically available within 2 hours.

- **How is this different to what I have today when I call MedAire and speak to a doctor or nurse?**

When you call MedAire during your ground-based travels (not in-flight or at while at-sea) you can speak to our medical team of doctors and nurses for medical advice. Since our medical team is not licensed to prescribe medications remotely, if further assistance or medication is needed MedAire will refer you to the most appropriate medical facility based on your location. This could be a doctor's office, urgent care, clinic, or a hospital emergency department. TeleConsultations are another way we can offer you an appointment.

- **What is "delegated authority" and why have I been asked to approve it to use the TeleConsultation service?**

"Delegated Authority" is a term used to provide MedAire with the ability to cover medical expenses on your behalf. Our TeleConsultation providers require that MedAire cover the payment of appointments. We do this standard for many clients, it is what we refer to as "Guarantee of Payment" or GOP. In order to provide this GOP we need your approval up to a certain dollar amount - \$1,000 in the case of TeleConsultation. We will never approve services that cost more than amount you approve to give us without first contacting you. On average TeleConsultation appointments cost between \$150-\$300.

- **Who is eligible for this service?**

Teleconsultation is available to anyone covered by your MedAire Membership that has qualifying medical symptoms/issues.

- **What are the qualifying medical categories?**

The types of illnesses that qualify for TeleConsultation fall in line with our top five most common medical case categories. Those categories are Ear, Nose and Throat; Gastrointestinal, Respiratory, Musculoskeletal, and Urological / Renal.

- **How do we initiate a video TeleConsultation appointment?**

There is no change to how you would contact MedAire today. If the case qualifies for a TeleConsultation it will be offered by our medical team.

- **How is the TeleConsultation performed?**

TeleConsultation can be done via the MedAire TeleConsultation App available for iPhone, iPad and Android devices, as well online when using a computer with a web camera. You can download the app from Apple's app store or the Google Play Store in advance if you like, but you will be sent a link to download and it install it at the time of your appointment.

[Download from Apple's App Store Here](#) (must click this link from the device you wish to install the app on)

[Download from the Google Play Store Here](#) (must click this link from the device you wish to install the app on)

- **How long does it take to be seen by a TeleConsultation provider?**

Our teleconsultation providers commit to schedule appointments within 2 hours of the request.

- **What does the case flow look like?**

You will call MedAire the same way you always have. MedAire's CSE will capture the details and warm transfer to a Coordinating Nurse (nurse) as with any other case. The nurse will triage the case and if it qualifies for a teleconsultation will let the crewmember know they will be receiving an email containing an appointment time and appointment code. At that point, the nurse will have the CSE request an appointment with our teleconsultation provider in the area. Once the CSE has received the confirmation, they email the time and confirmation code to the crewmember along with a link to download the MedAire TeleConsultation app. The CSE will also call to make sure you have received the email. At the scheduled time of the appointment, you will need to open the app and enter their appointment confirmation code at which point you will be connected to the doctor via video conference. The doctor will assess you and give treatment recommendations. If medication is prescribed, they will call it into the participating pharmacy to deliver or the closest pharmacy if delivery is not available.

PRESCRIPTION DELIVERY

- **Is prescription delivery included in this benefit?**

We try very hard to have prescriptions delivery in each of the locations that we have teleconsultation available. Unfortunately, we cannot offer it in every location.

- **Will we need to pay for the prescription out of pocket upon delivery?**

No, the prescription and delivery fee is covered by MedAire's Guarantee of Payment (GOP).

- **If prescription delivery is not available will the teleconsultation doctor call in a prescription?**

Yes, if needed the teleconsultation physician will call in a prescription to the nearest pharmacy for pick up.

FEATURES, BENEFITS & TECHNICAL

- **Is the TeleConsultation App HIPPA and GDPR compliant?**

Yes. There is no personal information stored on the app.

- **What devices can be utilised for a TeleConsultation?**

Teleconsultation can be done via the MedAire TeleConsultation App available for iPhone, iPad and Android devices, as well online when using a computer with a web camera.

- **How do we download the app?**

The MedAire TeleConsultation app is available on the Apple's App Store and the Google Play store. MedAire will also include a link to the download the app with the appointment confirmation email.

SERVICE PROVIDERS

- **How do we select our service providers?**

The providers are selected by MedAire's Global Assistance Network (GAN) team following the same vetting process we use for our house call doctors and medical facilities. In fact, many of our house call doctors are now also offering teleconsultation.

- **How do we decide on the locations we are offering TeleConsultation?**

We are continually working on adding locations to our list. There are many things to take into consideration when doing this including locations our client base frequently travels to and local laws permitting teleconsultation services. We are adding providers in the locations where these services are legal, available, affordable, and have enough volume to support the provider contract.