

GLOBAL TELEHEALTH



Frequently Asked Questions

Global telehealth gives you same-day access to a doctor, by phone or video. Here are answers to some questions you may have.

	QUESTION	ANSWER
1	How can global telehealth help me?	Global telehealth doctors will listen to your specific concerns, ask the right questions and clear advice is provided to you about the best steps to take. You will be able to share documents, images and files. They can also help you to understand the local healthcare system and how to organize your next appointments. This enables you to make the most efficient use of your visit to your treating doctor.
2	Who is providing the global telehealth services?	Cigna offers global telehealth in partnership with Advance Medical, a leading global provider of health care services. Advance Medical has been providing expert and primary care support to patients since 1999 and is comprised of a network of licensed doctors across the globe. All doctors are licensed in the countries where they practice medicine and are fully qualified and trained to provide this service. They are a combination of family doctors and specialists, all of whom are experienced in the delivery of primary care. All doctors are actively engaged in continual professional development and adhere to well-recognized principles of good medical practice.
3	Can I discuss medication or get a prescription?	Yes. If the doctor has enough medical information on your case (and when legally available), then a prescription or treatment recommendation can be provided. Doctors may issue prescriptions for medicines when, in their professional judgment, it is safe, appropriate and they are licensed and authorized to do so. Should you receive a prescription, you will need to bring it to a local pharmacy to be filled. There may be times when a telehealth doctor may not be able to provide a prescription* or feels that an in-person consultation is needed in order to obtain a prescription.

	QUESTION	ANSWER (CONT.)
4	What languages are supported by telehealth doctors?	The main languages for video consultations are English and Spanish. However, doctors will be able to call you back via phone in other languages including: French, German, Mandarin Chinese, Hindi and Arabic.
5	What services are provided through telehealth?	Telehealth provides access to clinical guidance from doctors by phone or video. You may: <ul style="list-style-type: none"> ➤ Access a trusted doctor, including specialists, for a medical consultation ➤ Discuss medical symptoms like a fever, rash or aches and pain ➤ Reach a working diagnosis if enough medical information is available ➤ Discuss a medical report, test result or a treatment plan ➤ Prepare for an upcoming consultation ➤ Discuss a medication plan and potential side effects ➤ Get support with navigating the local healthcare system
6	What if there is an emergency?	In case of an emergency, please dial the local emergency number from the country you are in and then contact your treating doctor.
7	What is the average consultation time?	Global telehealth doctors are available with no time constraints. We know that time is important when you aren't feeling well. The length of consultations can vary but the average consultation time can be anywhere up to 30 minutes.
8	What is the average wait time to speak with a doctor?	Appointments are typically scheduled for the same day. Careful consideration of your language preference and the current time zone are key factors in determining when an appointment can be scheduled.
9	Do I have the option to speak with the same telehealth doctor for a follow-up consultation?	The telehealth doctor is assigned based on date, time and language preference in your particular time zone. Most likely, it will be a different doctor than the individual you consulted with during the initial session. However, the doctor you confer with will be able to review notes from your previous telehealth consultations. This provides consistency and assures that you'll receive optimal care.
10	Do telehealth doctors place call-backs to patients to check status?	Yes. Doctors will be able to call you back to follow up on your care when needed.
11	Is there a mobile app so I can video conference with a doctor from my tablet or smart phone?	Yes, Global telehealth is accessible through the Cigna Wellbeing™ app. You can download the Cigna Wellbeing app for free and is available on iOS and Android. <div style="text-align: right;">   </div>
12	What communications (emails, text, etc.) can I expect to receive post consult?	After a video consultation, notes and any applicable prescription(s) by the telehealth doctor will be uploaded to your Cigna Wellbeing app, where they can be accessed and viewed. After a telephone consultation, the doctor's notes and any applicable prescription(s) are emailed to you.

* There are instances where a prescription may not be issued, including but not limited to, chronic patients that are monitored regularly, unlicensed medications or not FDA approved treatments, narcotic medications, sleeping tablets, sedatives, hypnotics or benzodiazepines, barbituates, specialist only medication.

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