



Irish Life
health



Digital Doctor

Your health, in your hands

Exclusively for Irish Life Health customers

www.irishlifehealth.ie

What is Digital Doctor?



A G.P. Service, just when you need it

With Digital Doctor you get unlimited consultations with an Irish based GP, by phone or video, when covered on your plan. You can speak with an Irish based GP anytime from anywhere or if you'd prefer a face-to-face consultation there's an online video service also available. Through Digital Doctor and where appropriate, GPs can also arrange to have a prescription sent to your local pharmacy or refer you to a specialist.



Unlimited
GP
consultations
24/7



Prescriptions
& referrals
available



See the doctor
wherever you
are



Book via your
online account
or by phone

How to access Digital Doctor



Visit MyClinic on your Irish Life Health online account or app to book an appointment online



Call 01 5625150 to make an appointment



Call +353 1 562 5150
if you're calling from abroad



Fully qualified medical advice

When you need medical advice and assistance, your GP's surgery is the natural place to visit.

But what if you're pressed for time?
Or maybe you're away from home?*

With Irish Life Health's Digital Doctor service, you can consult a qualified and experienced doctor, anytime and from virtually anywhere.

“ Excellent service all round.

The Doctor really listened to me
and gave great advice. ”

Irish Life Health member feedback,
Oct - Dec 2020

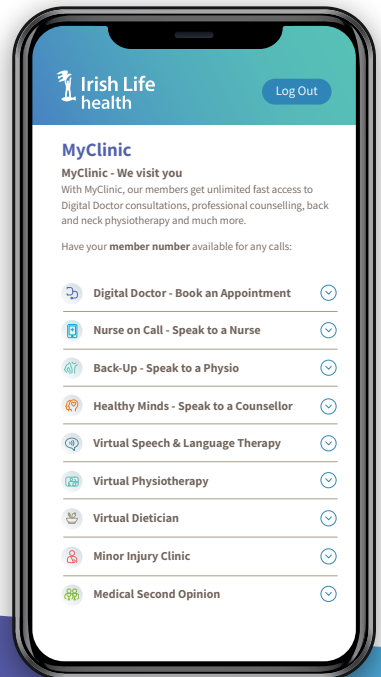
An expert always available

Got a concern, a question or need medical advice? With Digital Doctor, you can phone 24/7, or book online, and arrange an appointment to speak with a professional who is registered with the Medical Council of Ireland. You'll get clear, expert guidance about anything you'd normally discuss with your own GP.

But what if your preference is for a face-to-face consultation, given your condition?

Then Digital Doctor lets you make an appointment for a video consultation when you visit MyClinic in your Irish Life Health online account or by calling **01 562 5150**.

*The best course of action with emergency cases is to contact the emergency services in the area.



You can speak to a
professional
24/7
via phone

See the doctor, wherever you are

With Digital Doctor, you can speak face-to-face with a Irish based GP wherever you are in the world via video call. This may help the doctor to provide a diagnosis and advise on the most appropriate course of action.

Where appropriate, GPs can also arrange to refer you to a specialist.

Prescription service

If the doctor feels it is clinically appropriate, Digital Doctor will arrange a prescription to be sent directly to your pharmacy. You then simply collect and pay for your medication as normal.

Key questions about Digital Doctor



Who will I speak to when I call?

When you first call, you'll speak to a specially trained operator who takes some details and arranges for a GP to call you back or email you a link to join if you requested a video consultation.

How do I make an appointment online?

Simply visit the MyClinic section of the Irish Life Health online account to make an appointment online. You can use the Irish Life Health app too.

What sort of things can I ask about?

Pretty much anything you'd ask your own GP – for example, about any vaccinations you might need if you're travelling, health issues related to your age or any other health-related query you might have.

Will I still need to see a GP?

If you have symptoms which require a physical examination then you may be referred to see your own GP.

Is there any limit to the number of appointments?

No, you can avail of Digital Doctor as you wish. With Irish Life Health there is no limit on the number of phone or online consultations.

What do I need to access the online service?

You simply need a computer or smartphone equipped with a dual camera and an internet connection. You can access Digital Doctor via MyClinic within your Irish Life Health online account.

Can I use Digital Doctor if I'm pregnant?

If you are or may be pregnant, for your own wellbeing and that of your baby, we would recommend that you contact your own GP or midwifery service.

Can Digital Doctor issue a prescription?

Yes, where the GP believes it is clinically appropriate, they will issue a prescription. The prescription will be emailed securely to a pharmacy of your choice during your consultation. In line with clinical best practice guidelines for remote prescribing, Digital Doctor's GPs are unable to issue repeat prescriptions for the ongoing treatment of long term conditions. In these instances it is in your best interest to be seen by your own GP who will manage your care. Digital Doctor GPs may be able to offer individual prescriptions for, and advice on, medication you are currently taking and also short course medication for certain acute conditions, depending on the symptoms presented.

Can Digital Doctor issue referrals to specialists?

Should the GP feel that you would benefit from seeing a consultant or specialist, they can provide you with a referral letter. In some instances, the GP may advise that your own GP makes the referral to ensure continuity of medical care.

Remember to check the cover you have on your individual policy before engaging a consultant or specialist. The referral is not confirmation of cover.

What if I have a query about how the service works?

Contact Digital Doctor on 01 5625150.

What about confidentiality?

To ensure data security, Irish Life Health has a confidentiality agreement in place with Centric Health. The safeguarding of patient confidentiality is a fundamental principle of medical ethics. GPs registered in Ireland, under their own codes of conduct (including those of the Medical Council of Ireland) have an obligation of doctor-patient confidentiality. The same applies when you receive an online or phone consultation with Digital Doctor - confidentiality is both a patient's right and a doctor's duty.

When is Digital Doctor available?

Telephone Consultations	24/7*
Video Consultations and online bookings*	Every day *(excluding Christmas day)
Prescriptions*	8am to 10pm
Referral Services*	



GP Consultations by phone

Contact us anytime of the day or
night 364 days a year



Visit MyClinic on your Irish Life Health online account or app to book an appointment online



Call 01 5625150 to make an appointment



Call +353 1 562 5150
if you're calling from abroad

Digital Doctor is provided by Centric Health, Ireland's primary care experts. Terms and Conditions apply.

Irish Life Health dac is regulated by the Central Bank of Ireland.

Information correct as of 31st May 2022.

