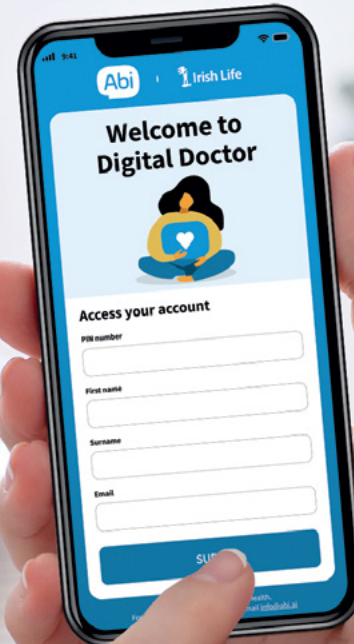


Introducing Digital Doctor

A GP Service, when you
need it at no cost to you.

For members of group
insurance plans



How to access Digital Doctor

Irish Life has made this service available which is provided by Abi Global Health Limited. Your use of this service is between you and Abi Global Health Limited.

Irish Life will not have any access to your data or use of this service. There are a range of services offered which we hope will be of benefit to you.

To access Digital Doctor you will need a PIN which will be supplied by your Employer. You will need to enter this PIN on the Digital Doctor page to be able to access the service.

Book an Appointment






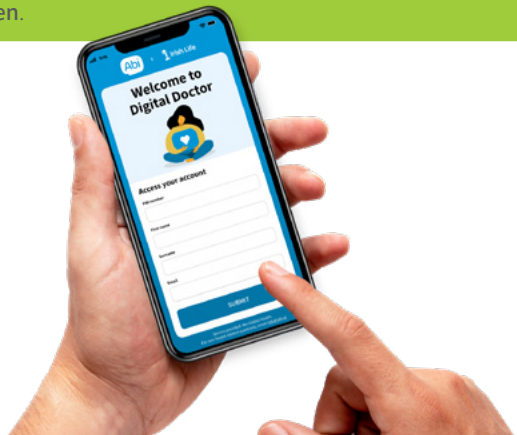
Download a link to the Digital Doctor webpage by visiting

www.irishlifeemployersolutions.ie/digital-doctor

When you access the Digital Doctor page, click the link to download, once opened click 'Add to Home Screen'.

See information below for your device.

	IOS Device In your mobile web browser click on the option at the end of your screen to Add to Home Screen .
	Android Device In your mobile web browser click the top right icon (see below) and select Add to Home Screen .
	Laptop Desktop Right click to display the menu and select Create Shortcut . The Digital Doctor link will now appear on your Home Screen .



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?*

You can contact the Irish Life Digital Doctor service 24/7 to speak with a qualified and experienced doctor 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.

*Doctors
registered with
the Medical
Council of
Ireland*



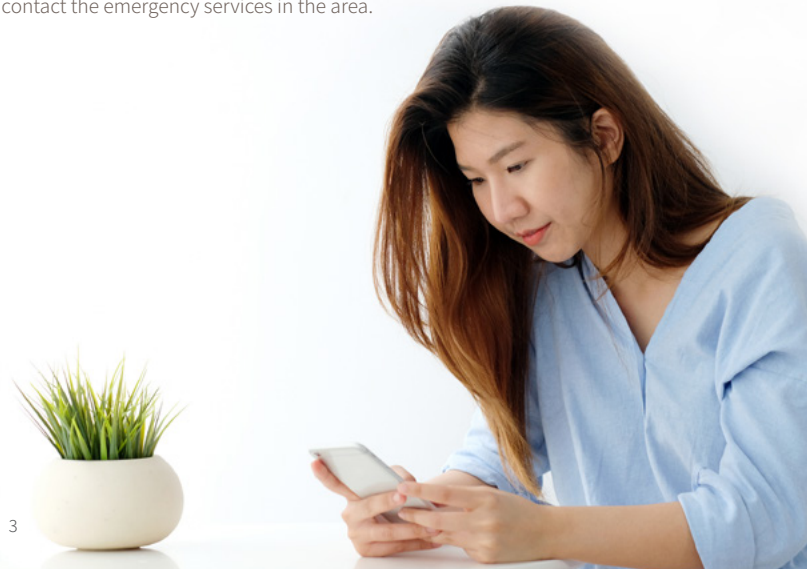
*Connect with a
doctor in less
than 1 minute*

What if your preference is for a face-to-face video consultation, given your condition?

Then Digital Doctor lets you connect with a doctor for a face to face discussion from wherever you are in the world, via the camera on your smartphone, tablet, laptop or desktop. This may help the doctor to provide a diagnosis and advice on the most appropriate course of action.

When contacting Digital Doctor please have your employer provided PIN to hand.

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



Digital Doctor

Message a Doctor

Want to message a doctor? If your condition or question is simple and straightforward, send the friendly and experienced doctors a short message, with the option to attach an image for quality advice and reassurance.

 Go to:
irishlifeemployersolutions.ie/digital-doctor

Click on the link under **'How do I access the Digital Doctor?'**

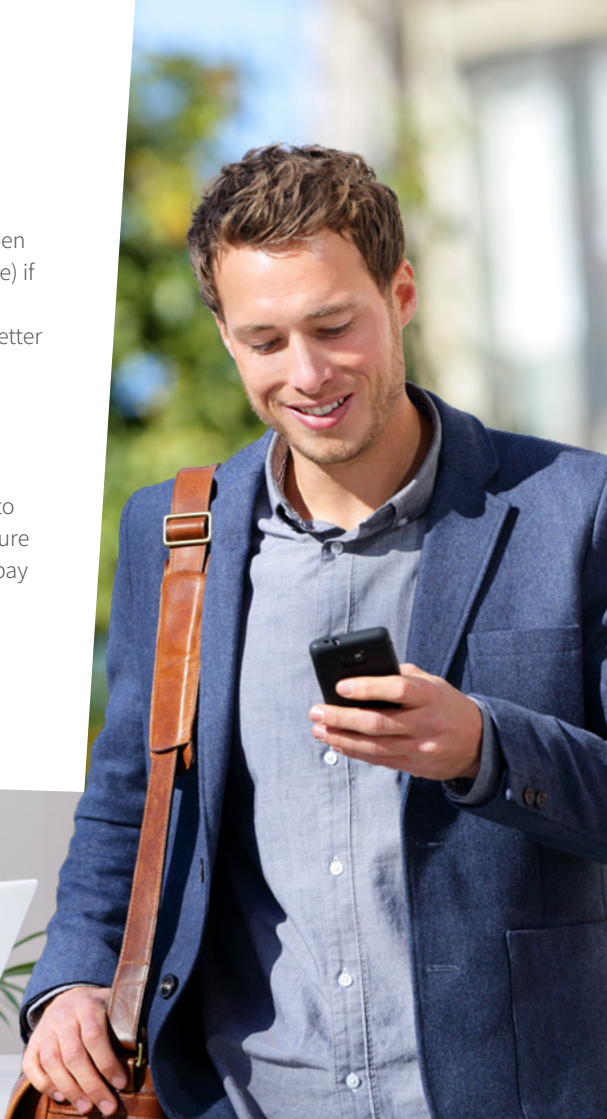
The Message Dr. service is available 24/7, 365 days a year.

Open Referral Letters

With Digital Doctor, you can receive an open referral letter (for A&E and Consultant Care) if appropriate, promptly by email or if necessary, the doctor can post a referral letter to you.

Prescription Service

If the doctor feels it is medically required, Digital Doctor will arrange a prescription to be sent directly to your pharmacy (by secure HealthMail). You then simply collect and pay for your medication as normal in your pharmacy.



Digital Doctor key questions

Who provides this service?

This service is provided by Abi Global Health Limited, who has been providing quality 24/7, 365 Virtual Care services since 2017 and currently provides services to over 10 million eligible lives in Ireland and across the world.

What is Irish Life's role?

We provide access to the Digital Doctor service for members of group risk plans. We do not have access to any information provided to Digital Doctor. Digital Doctor is a service provided by a separate company, Abi Global Health Limited.

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 queries you might have.

Will I still need to see a GP?

If you have symptoms which require a physical examination then the Digital Doctor service may advise you to see your own G.P

Is there any limit to the number of consultations?

No. There is no limit on the number of consultations through the service.

Can I use Digital Doctor if I'm pregnant?

The Digital Doctor service is not designed to provide medical advice to pregnant patients. Therefore, 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.

What do I need to access this service?

You simply need a computer or smartphone equipped with a dual camera and an internet connection. If you're using your smartphone, you will need to visit the Digital Doctor page at www.irishlifeemployersolutions.ie/digital-doctor

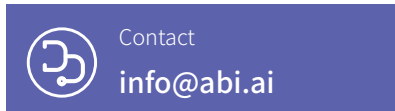
Can Digital Doctor issue a sick cert?

No, this isn't possible. If you think you need a sick cert, you should contact your own GP.



Digital doctor key questions

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



? What about confidentiality?

To ensure data security, Irish Life has a confidentiality agreement in place with Abi Global Health Limited. 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. Irish Life does not get any personal data about the users or knows who uses the service.

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.

? Where do I get my PIN?

The PIN will be supplied by your employer. You need to enter this PIN when you contact the service.

See page 2 for details on how to access Digital Doctor Online.

Digital Doctor availability

Face-to-Face Video Consultations

Request an appointment online

Message a Doctor online

Prescription service online

Referral service online



24/7
365 days
a year





Information correct as at January 2025.

Please Note: Every effort has been made to ensure that the information in this publication is accurate at the time of going to print. Irish Life Assurance plc accepts no responsibility for any liability incurred or loss suffered as a consequence of relying on any matter published in or omitted from this publication.

Contact Digital Doctor

Visit www.irishlifeemployersolutions.ie/digital-doctor

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