

Introducing

Aviva Digital GP

With Aviva Digital GP, customers have the reassurance that they can access a network of over 1,000 GPs and pharmacy services at the touch of the button.

Powered by Now Healthcare Group, the largest digital and telehealth service provider in Europe, the Aviva Digital GP app effectively gives customers with a smart phone or tablet a GP in their pocket.

The invaluable service offers:

- **Prompt access to a GP** 24/7, 365 days of the year – 7 free 10 minute GP consultations each policy year. With the ability to book a same-day video consultation with a GP within seconds via the app.
- **More choice** – choose whether consultations are with a male or female GP. The network also includes GPs conversant in 12 different languages.
- **Continuity of support** – choose to book the same GP for consultations, helping you build a long-term relationship.
- **Convenience** – access to a comprehensive pharmacy network offering a next-day medicine delivery service. (2-4 hours in Central London.) Customers can also order repeat prescriptions via the GP.
- **Comprehensive suite** of at home testing and monitoring kits.
- **Humans not machines** – our online chat service is manned by qualified GPs, giving peace of mind that questions will be answered directly by a qualified medical professional.
- **Additional reassurance** – access to GPs' credentials (including GMC number and special areas of interest) to help users choose the right GP for them.



AVIVA
Good thinking

Digital GP benefits at a glance

Everyone needs to see a doctor at some point in their lives. Customers can text a GP or have a video consultation from the comfort of their own home, at work or on the move, at a time convenient to them.

| DIGITAL GP SERVICE FEATURES | |
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| 24/7 service. | ✓ |
| Ask a Doctor manned by GPs. | ✓ |
| Up to 7 free, 10 minute, GP consultations each policy year. | ✓ |
| Choose your GP by Gender and Language. | ✓ |
| Choose the same GP for multiple appointments. | ✓ |
| Review a GP's credentials prior to booking including GMC number and special areas of interest. | ✓ |
| Notification sent 10 minutes prior to appointment. | ✓ |
| Rate the GP – review service. | ✓ |
| Comprehensive suite of testing and monitoring kits. | ✓ |
| PHARMACY FEATURES | |
| Wide Pharmacy Network. | ✓ |
| Prescription collection or delivery | ✓ |
| Deliver to choice of location (within 2-4 hours in Central London and next day delivery elsewhere). | ✓ |
| Repeat prescription service via GP appointment. | ✓ |
| Cross-border prescription which can be printed for redemption in all EEA countries. Outside of an EEA country the cross-border prescription can be used as an advice note. | ✓ |

The app is available on iOS (operating system iOS 9.0 or newer) and Android (operating system of 4.3 or newer.)



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