

AXA's Teleconsultation



Getting Started

Download the DOCTOR PLEASE! App and complete your profile



DOCTOR PLEASE!

The **DOCTOR PLEASE!** App is available at iTunes or Google Play. Create your account and enter the activation code **US0620**.

Overview

Teleconsultation provides you with access to a licensed healthcare professional 24 hours a day, 7 days a week via your smart phone, when traveling more than 100 miles from home¹. There is no cost to you to use the Teleconsultation service, and you can use it as many times as needed.

In a confidential setting, medical staff can:

- Handle non-life-threatening medical conditions, such as minor injuries and illnesses
- Provide medical advice and treatment options
- Refer you to a provider for follow up care as needed

Teleconsultation

- When you are ready to teleconsult, you can either request a video consultation appointment or phone consultation.
- You will be asked to provide information on your symptoms. Pictures can also be uploaded as needed.
- You will receive an email confirming your appointment. 5 minutes before your appointment, please log into the DOCTOR PLEASE app to be ready for your visit.
- After your visit, you will receive a notification where you can view the record of your visit. Within the record will be a diagnosis care plan, prescription and referral information.

Medical Conditions Eligible for Overseas Teleconsultation

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|------------------|--|-------------------------------------|
| • Abrasions | • Diarrhea | • "Pink Eye" or Conjunctivitis |
| • Allergies | • Ear Infections | • Simple Medication Refills |
| • Arthritic Pain | • Fever (Over Age 12 Months, Under Age 70) | • Sty |
| • Asthma | • Insect Bites | • Urinary Tract Infections (Simple) |
| • Bronchitis | • Lacerations - Minor | • Sinusitis |
| • Bruises | • Lice | • Sore Throats |
| • Colds and Flu | • Mild Dehydration | • Sprains and Strains |
| • Cold Sores | • Minor Sports Injuries | • Yeast Infections |
| • Cough | • Minor Infections (ex. Skin, Sore Throat) | • Rashes |



Frequently Asked Questions

Q. Am I eligible for the Teleconsultation service?

A. As an active MetLife group life participant, you and your covered family members are eligible for Teleconsultation services.

Q. Are there any areas where I cannot use Teleconsultation?

A. Teleconsultation is a global service. However, there are some countries where AXA currently cannot treat patients due to local laws and where trade or economic sanctions prohibit AXA from providing assistance.

Q. What if I need to seek additional treatment after my Teleconsultation?

A. AXA will locate an appropriate local medical provider where you can receive follow up medical treatment as needed.

Q. What if I do not have video chat capabilities?

A. When making an appointment, please select the option to have your appointment by phone.

Q. How often can I use Teleconsultation?

A. You can use the service as often as you like as long as you are an eligible member under the program.

¹Available globally to members in a traveling status. Teleconsultation is not an emergency medical response program. In the event of a medical emergency, you should contact your local emergency medical service. You can receive Teleconsultation services for limited, non-urgent, non-life threatening medical conditions; this service is not appropriate for all conditions. Services, including assistance with prescriptions, will be provided if permitted under applicable law. Teleconsultation services are arranged through AXA Assistance USA and Teladoc International.