

TRAVELDOC24

YOUR VIRTUAL GP SURGERY

24/7 telephone access to a UK based, practising GP whilst you're on holiday, anywhere in the world. Video consultations available 7 days a week. All provided by the largest, trusted provider of private GP services in the UK.



24/7 UK GP ACCESS



**THE HIGHEST QUALITY
GP'S**



WORLDWIDE ACCESS

24/7 UK GP ACCESS

Call: 0203 858 8951 | Visit: <https://travel.doc24.uk>

Visiting a doctor in a foreign country can be daunting, time consuming and sometimes unnecessary. Our service provides unlimited access to a private UK GP helpline whilst you're on holiday, allowing you to speak with a doctor at a time and place that suits you. Our GPs provide invaluable support with consultations resulting in a diagnosis, reassurance, advice or a second opinion which can prevent an unnecessary trip to a doctor in resort. Where necessary, the doctor may advise on some over the counter medication that can be discussed with a local chemist.

Our fully qualified, UK-based GP's are available by phone 24-hours a day, 365 days a year or via a video consultation between GMT 8am and 10pm, 7 days a week excluding Christmas Day. All services are accessible via our Health App which provides a range of health information and medical services at your fingertips.

Each consultation is secure and confidential and there is no limit to the number or length of consultations you can have.

The service is only valid when you are travelling abroad during the dates of your insurance cover.



HOW IT WORKS

Telephone and Video Consultations

Call us any time of the day or night on 0203 858 8951 to speak to a specially trained operator who will take some details and arrange for a GP to call you back at a convenient time. If you are calling for a video Consultation, the operator will ask for your email address and send you a link to the webcam service.

Video Consultations enable you to have a virtual face to face consultation with the GP allowing you to show the doctor exactly where you are experiencing pain or discomfort. For this service, you just need an email address, a broadband internet connection and a smartphone/tablet or computer with a webcam or dual camera.

Telephone consultations are available 24 hours a day, 365 days a year. Video Consultations are available between 8am and 10pm, 7 days a week excluding Christmas Day.

After any consultation, should the doctor think it advisable, and subject to your agreement, they will send a record of your consultation to your own NHS GP in order to keep him/her informed.

Please note, this is a non-emergency service only.

Your Virtual GP Surgery App

To access all our other services, save the TravelDoc24 app onto your smartphone or tablet by visiting <https://travel.doc24.uk> and clicking Add to Homescreen; or save onto your computer as a Favourite.

Other services include:

Request an Appointment

This service offers you the privacy of booking an appointment over the app without the need to pick up the phone. Simply fill out the online form to request the next most convenient available appointment. Our experienced customer service team will confirm the time of your appointment to your email address.

Available Monday to Friday: 8am to 10pm; Saturday: 8am to 8pm; and Sunday: 10am to 6pm, excluding UK bank holidays.

The Message DR Service

Send our doctors a short, simple medical query online 24 hours a day and one of them will get back to you by the next working day at the latest with a response and any suggested course of action. Great if you're looking for non-urgent advice and guidance about your medical health.

Health Information

Discover all the health information that is at your doctors GP Surgery inside the GP Surgery app. Navigate to a comprehensive range of services including the UK's most comprehensive medically validated health information database providing access to over 1,100 topics to give you your very own reliable source of information, 24 hours a day.

My Health

Record relevant medical information such as allergies, medications and medical records; provides comprehensive health information with links to health screening and fitness trackers and chronic condition management.

IT'S EASY...



No registration
Ease of set up



Integrated Ease
of navigation



ON any device
Ease of access

YOUR ONE STOP SHOP FOR ALL YOUR HEALTH NEEDS WHILST ABROAD