

Aviva Digital GP

App User Guide

This document is designed to guide you through how to access, register, and use the **Aviva Digital GP** app.
Read on for step-by-step instructions.



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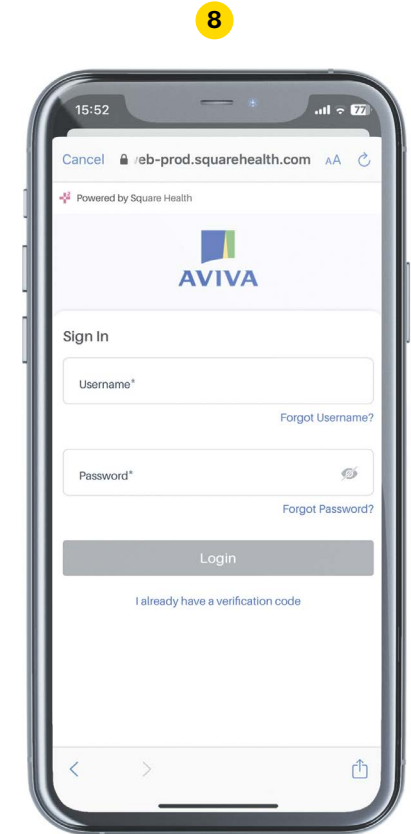
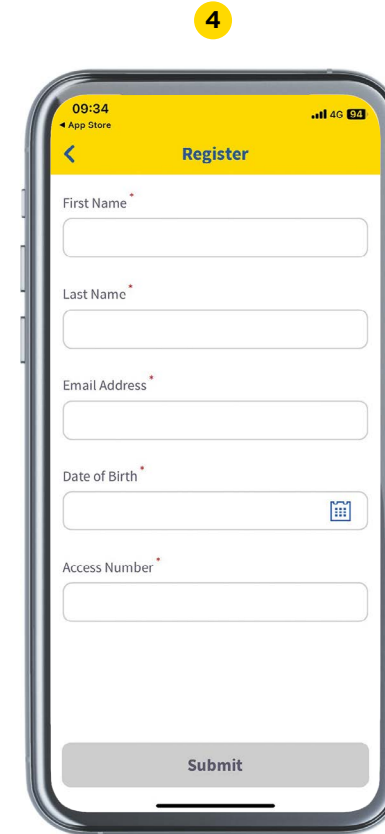
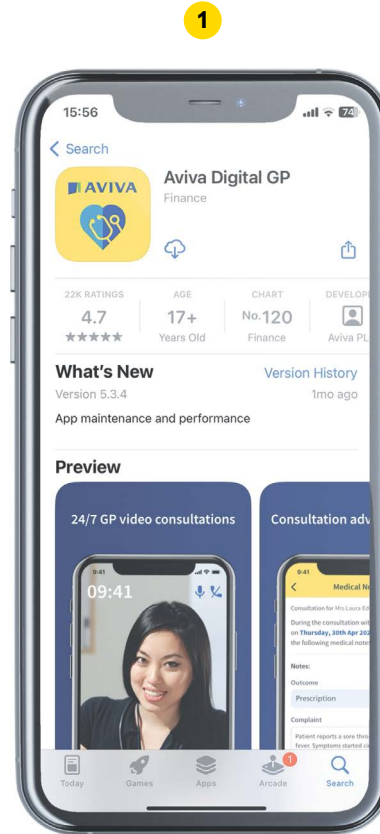
Ordering a repeat prescription



Setting up your Aviva Digital GP account



- 1 Search for and download 'Aviva Digital GP' from the **App Store** or **Google Play**.
- 2 When you open the app, you'll be prompted to '**Log In**' or '**Register**'.
- 3 **Enter the details required** to register for your account, ensuring you enter your personal details to match any health insurance policy you may hold with Aviva.
- 4 When prompted, **add your Access Code**.
- 5 Click '**Submit**' and to agree that you're over the age of 16.
- 6 You'll then be sent an email to the address you provided containing a verification link, click on that link to verify your email address.
- 7 You'll then receive a further email containing your **temporary password**.
- 8 Go to the Aviva Digital GP app, **click 'Log In'**. Enter your **User ID** (this is your email address) and the **temporary password** you've just been sent.
- 9 The app will then ask you to **change your password**, which you can now set yourself.
- 10 **Your account is now set up** and you're ready to start using the service.

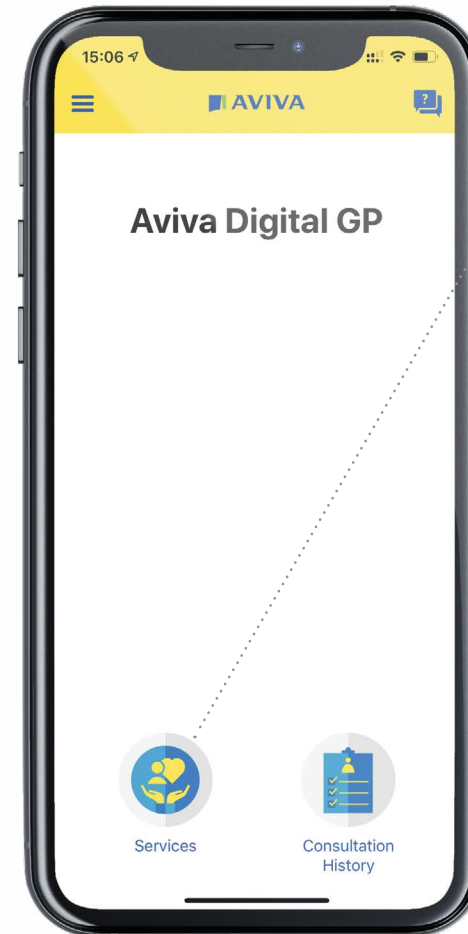
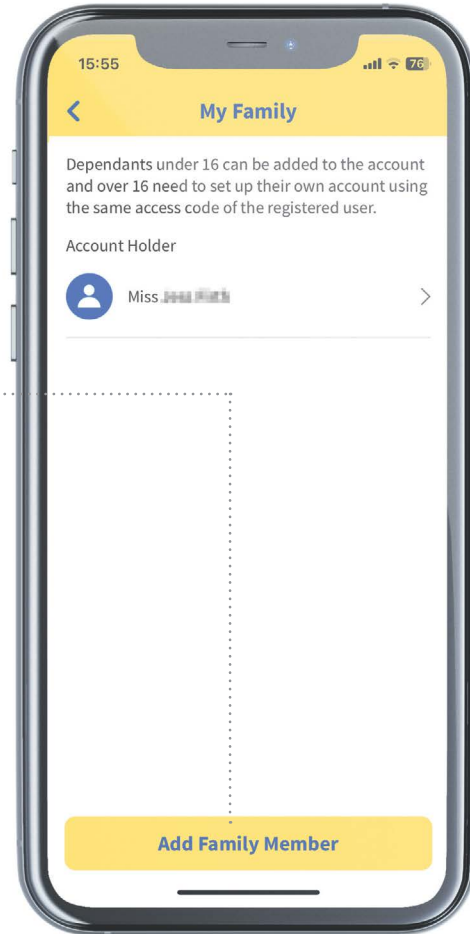


Adding dependants



- 1 Click on the **'menu'** button at the top left of the screen, then select **'My Family'**
- 2 Follow the prompts to add an account.

Please note: in order for dependants to be eligible to be added to this service, they must be under 16 years of age.
- 3 You can add up to 10 dependants to your account. Once you've added them, you can then begin booking GP consultations for them via the app.



Booking GP consultations for your dependants

- 1 Click on **'Services'** and select the user you would like to book a GP consultation for.
- 2 Follow the steps above for **'Booking your GP consultation'** and **'Connecting to your GP consultation'**.

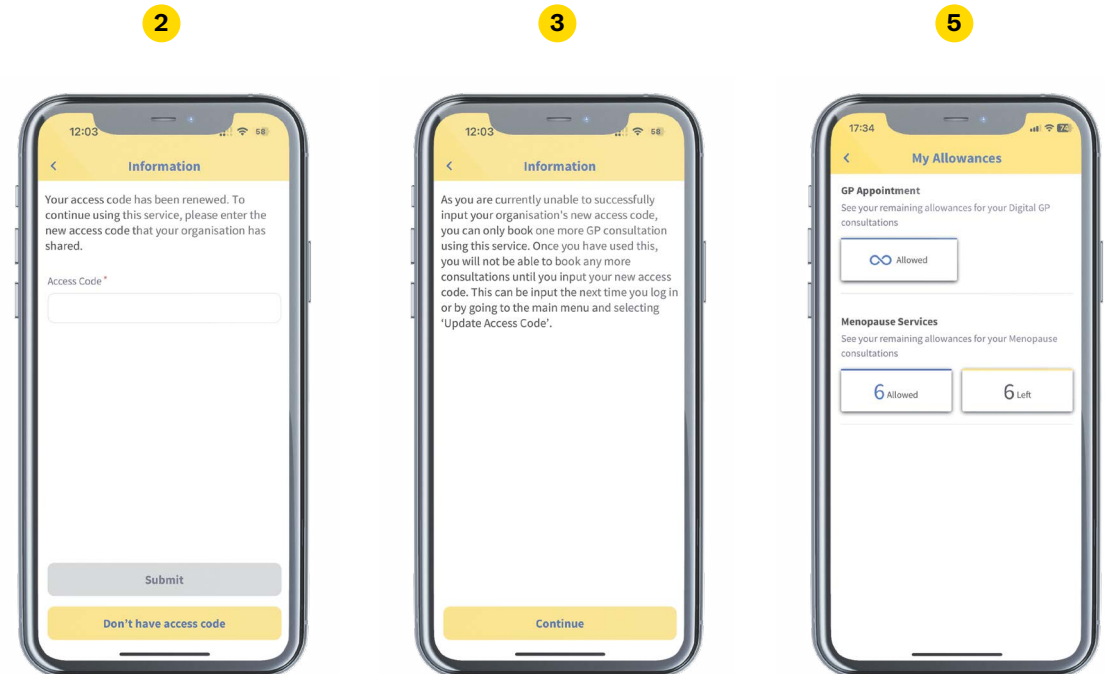
Please note: It's important that you're logged into your dependant's user account (by switching user within your profile) before accepting the video consultation.

What you should do if the app requires you to input a new access code



If you have access to Aviva Digital GP via your employer and you're prompted by the app to input a new Access Code, to ensure your benefit allowance refreshes within the app, you'll need to follow these simple steps:

- 1 Check for any **communication from your employer that includes your new access code** - this may have been shared via an email, on your intranet or displayed on a poster.
- 2 **When you log in** to the app, you'll be asked to **input the new Access Code**
- 3 **If you don't have the Access Code to hand or can't find it straight away**, you'll still be able to use the service to book one more GP consultation. After you've booked and attended this consultation, you'll only be able to access the app on a 'read only' basis. This means that you will still be able to see your medical history and notes, but to refresh your consultation allowance, you must enter the new Access Code.
- 4 You can **return to the app at a later date to input the new Access Code** if necessary.
- 5 **As soon as you've entered the new Access Code issued to you by your employer, your benefit allowance will refresh** which will enable you and any dependants under 16 on your account, to continue using all of the features within the service.



Completing the medical profile



- 1 As part of the registration process, you'll be asked to complete your medical profile and the medical profile of any dependants under the age of 16 who are being added to your account. This includes providing information on any current medications, chronic conditions, comorbidities and allergies. You'll also be asked to provide contact details for your GP.
- 2 Select the option you'd like to complete from the list provided. For each one you'll be given three choices:
 - The option to enter your information
 - Prefer not to disclose
 - Not taking any medication/No Chronic Conditions/No Allergies/No Comorbidities
- 3 You'll also be asked to complete your NHS GP's name, address and telephone number
- 4 When you reach the stage of booking a consultation, **you'll be given the option to update the above information if anything has changed.** This ensures the consulting GP, provided by the Aviva Digital GP service, always has sight of your most up-to-date medical details/information.

Medications and Clinical Info

Member: Mr. Jones Edward

Current Medications

Please tell us about any current medication you're taking:

☒ Not taking any medication

☐ Prefer not to disclose

☐ Enter medication

Medications and Clinical Info

Member: Mr. Julian Edward

Chronic Conditions

Please tell us about any chronic conditions you have:

☐ No Chronic Conditions

☐ Prefer not to disclose

Medications and Clinical Info

Member: Mr. Julian Edward

Allergies

Please tell us about any allergies you have:

☒ No Allergies

☐ Prefer not to disclose

Medications and Clinical Info

Member: Mr. Julian Edward

Comorbidities

Please tell us about any comorbidities you have:

☐ No Comorbidities

☒ Prefer not to disclose

Your GP's Details

I don't have a UK-based NHS or private GP ☐

GP's Name

Dr. Anderson

Address Line*

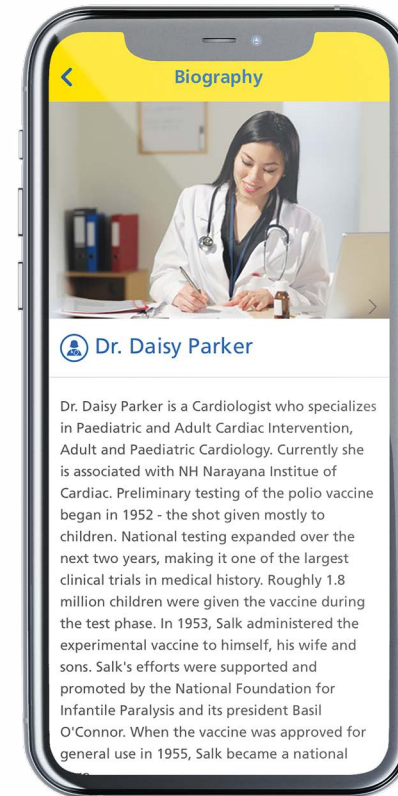
1 Harpourt Road

Address Line 2

Booking your GP consultation



- 1 Select **'Services'** and then **'GP Appointment'**.
- 2 You'll be asked to **consent to the Terms and Conditions and the Privacy Policy** related to using this service feature.
- 3 When prompted on the screen, **provide the details requested**.
- 4 **Enter your preferred appointment time** (this can be booked up to 7 days in advance). If your preferred date and time is not available, the app will offer you alternative dates and times to choose from. Remember, this is a 24/7 service.
- 5 If you've seen a GP within the app during the past 6 months, you can select them as your **'preferred GP'** if you wish.
- 6 **Provide any additional notes and information relating to your symptoms, including any image attachments** that may help. The notes and attachments are not mandatory, but will help your GP prepare for your consultation.
- 7 Within your specified time slot, you'll see that you can then **select your GP**. **Available GPs are listed by gender**. You can view the GP's personal biographies first, which may help you decide who you'd like to see, and then **follow the steps to confirm your appointment**.
- 8 **We would recommend that you select to receive an SMS reminder as part of this service**. Doing this will ensure you receive a reminder text message **10 minutes ahead of your consultation start time**, so you don't miss your appointment. Whilst this is not mandatory, it will help your GP prepare for your consultation.



Cancelling or rearranging your GP consultation appointment

- 1 You can cancel or rearrange your booked GP consultation appointment **up to one hour before its start time**. This can be done within the app.

Important information: If you provide less than one hour's notice to cancel or rearrange your appointment, please be aware that this will be counted as a GP consultation you have used.

Connecting to your GP consultation



- 1** To ensure that this service operates at its best, **make sure that you're in an area that either has strong WiFi signal or 4G/5G connection.**
- 2** **Log in to the app** a few minutes before your video consultation start time.
If you've been inactive within the app for longer than 60 minutes, you'll need to sign in again.
If you've requested an SMS reminder for your GP consultation, you'll receive this 10 minutes ahead of the consultation start time.
- 3** **Accept the video call** when prompted.
If your connection or signal strength is weak, the app will detect this ahead of your call and advise you to move to find a stronger signal.
If you can't connect to the call, or you lose connection due to a weak signal, you'll be given the option to reconnect, or for the GP to call you back via telephone. You'll be contacted on the telephone number you provided within the **'My Details'** area within the **'Settings'** menu.

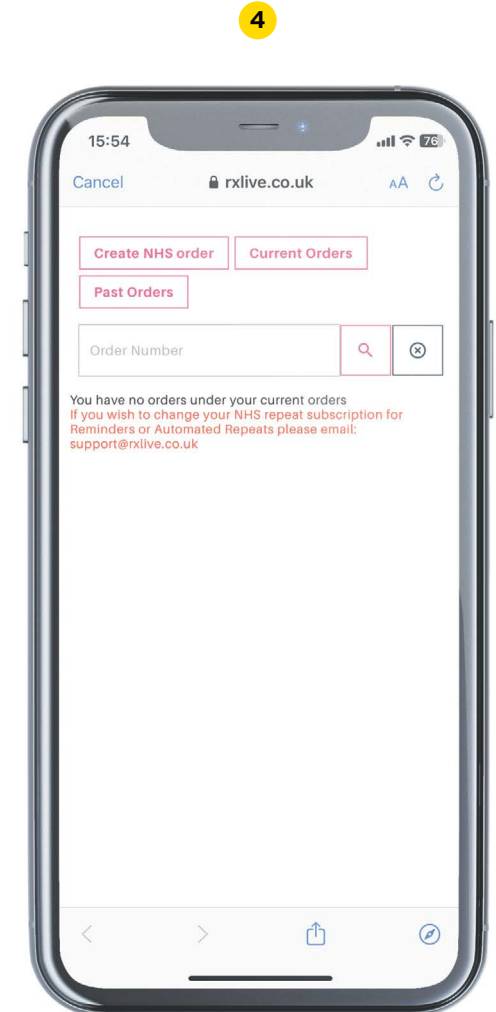
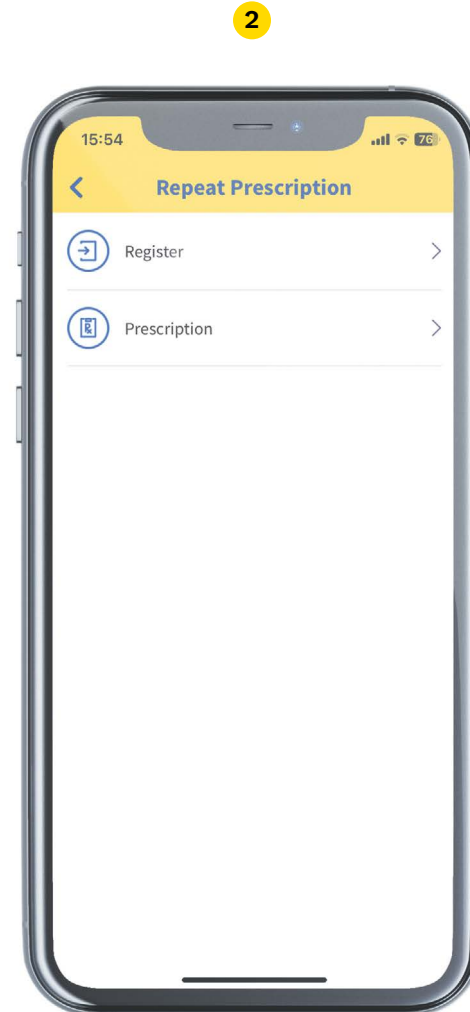
Please note: Your appointment slot with your selected GP will last up to 15 minutes from the appointment start time. If you feel more time is needed to complete the assessment, the GP will advise you to book another appointment. You can do this within the app after your initial appointment has ended. Simply select the same GP as your 'Preferred GP' within the time and date section when you book your next consultation.



Ordering a repeat prescription



- 1 Select services and **'Repeat Prescription'**
- 2 You will then need to select **'register'** and you will be guided to RX Live form (RX Live is Square Health's existing pharmacy provider) which will guide you through the registration process
- 3 **Once you have completed the registration you will receive a confirmation email** that you have successfully registered with RX Live
- 4 RX Live will then retrieve your prescription details by matching with the NHS core system. They will then send a request to your registered NHS GP to approve RX Live as your dispensing pharmacy. If your NHS GP has not responded within 72 hours, RX Live will inform you by email and make further contact with your NHS GP to try to gain a response
- 5 **Once you have received a confirmation email** advising that RX Live is now your nominated pharmacy, your medication will automatically be dispensed and processed for delivery according to the frequency and dates confirmed by your NHS GP
- 6 You will then be able to choose free delivery to your home address, or another nominated UK location only



More information



Aviva Digital GP is provided by Square Health. If you have any questions or would like further information on this service, please get in touch with Square Health directly - they have a dedicated team for all your Aviva Digital GP related enquiries.

You can reach their Support Team by telephone on 0333 023 2609 between 9am and 5pm, Monday - Friday. Calls may be monitored and/or recorded.

Alternatively, you can contact Square Health via email at **avivadigitalgp@squarehealth.com**

The Aviva Digital GP service is a non-contractual benefit Aviva can change or withdraw at any time.



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