

Introducing **AG** Accident & General
INSURANCE SERVICES LTD

Tele-Doctor

Contact Assistance Number
They will give you a link on your phone
Make a video or call appointment



For illness' or a slight injury that would normally need a Doctor consultation to obtain a prescription.

- Call the Medical Assistance Number : **+44 1733 224 875.**
- Assistance will ask a couple of questions to check suitability for Tele-Doctor.
- If appropriate, the Group Leader will be given a link/token to contact Tele-Doctor on their phone.
- Group leader can arrange a time slot from phone.
 - Although the service is 24 hours, there may be logistical reasons why the call may need to be arranged within normal operating hours.
- The appointment can be on video call or traditional phone call.
- If a prescription is required, it will be sent to a local pharmacy for pick up.
 - You will need to pay for the prescription, but that can be claimed back once home. There is no excess, so the prescription cost will be fully covered.
- Contact claims upon return home to claim for prescription cost:
+353 1 533 7352 claims@white-horse.ie
- The Doctor may still recommend a clinic visit.