

Generali Teleconsultation Service

Unlimited FREE teleconsultation for employee benefits members, provided by world-class virtual healthcare leader Teladoc Health

General Medical Advice

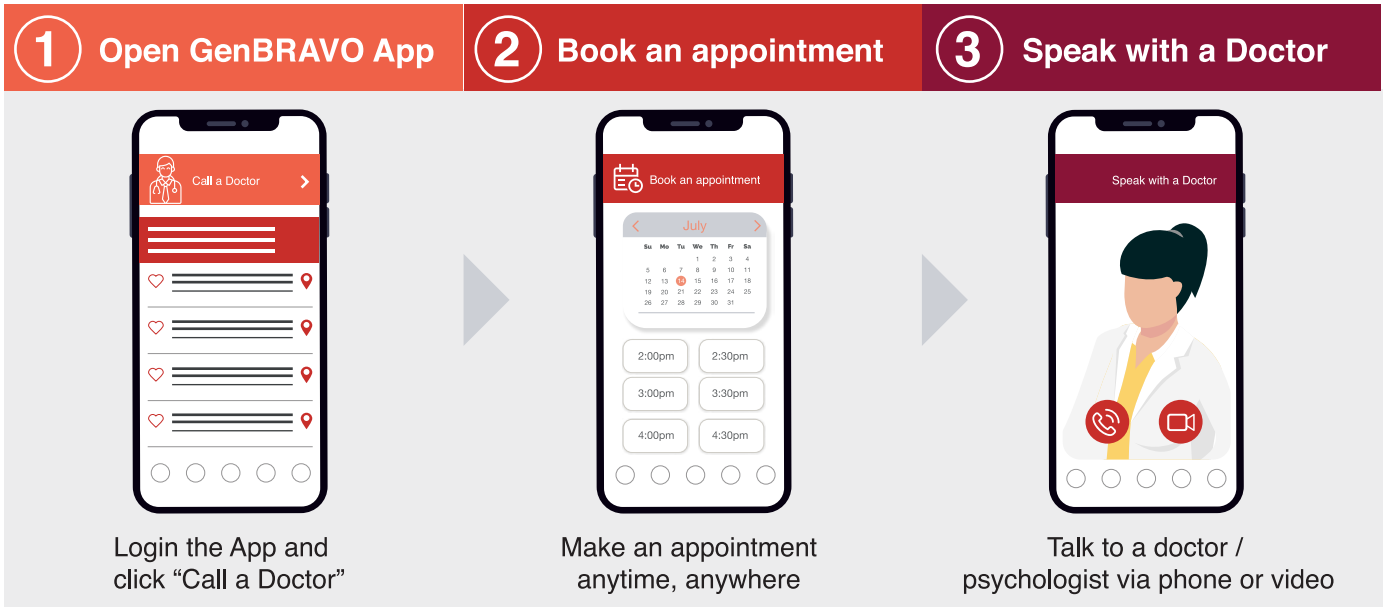
- ✓ Talk to qualified and experienced doctors via phone or video call
- ✓ Get Medical Certificate or Referral Letter through email if needed

Mental Health Service

- ✓ Talk to certified psychologists or counsellor via phone



Start using Teladoc today in 3 simple steps!



Download **Generali "GenBRAVO" App** and access to one stop employee benefits information and fast claim process!

More details: generali.com.hk

Disclaimer: The teleconsultation and mental health service are provided by Teladoc Health. Generali Hong Kong is not responsible for the outcome and consequences of those consultation.



Frequently Asked Question



About the Service

Who can use the service?

These services are eligible for employee benefit members under the Group Medical Insurance Plan.

What are the service hours of Teladoc Health?

Monday to Friday, 9:00 a.m. to 9:00 p.m. HKT (excluding public holidays).

What is the scope of Teladoc Health service?

General Medical Advice:

Applicable: general health inquiries (e.g. cold, fever, headache, diarrhea, cough, rash etc.)

NOT applicable: urgent medical consultations (e.g. high fever, coma, traffic accident etc.), unstable vital signs (e.g. in ICU etc.) or consultations requiring specialist opinions.

What questions are considered general health consultations?

Questions that can be answered by a general practitioner are considered as general health questions. Examples include but are not limited to the following:

- ☒ My daughter has red rashes on her body. What should I do?
- ☐ My daughter has red rashes and is having trouble breathing. What should I do?
- ☒ I have been coughing for several weeks. What should I do?
- ☐ I'm in the early stages of pregnancy and I've just bled. What should I do?
- ☒ I have allergic rhinitis. What can I do to relieve it?
- ☐ A lump was found in my thyroid during my physical exam and my doctor told me to have it removed. Should I have the surgery?
- ☒ My shoulder hurts after working out a few days ago, what should I do?
- ☐ I have been diagnosed with cancer and would like to ask for advice on diet and nutrition.
- ☒ I have a low fever and yellowish mucous. My body temperature is between 37.2-37.3°C. Is this considered COVID-19?
- ☐ I feel some breathing issues and my body temperature is 38°C. Is this considered COVID-19?

(These services should not be considered as the basis of diagnosis or treatment, and the medical information should not replace the advice of the member's treating physician or any in-person consultations.)

Mental Health Service:

The objective is to help you assess your current status and clarify the next steps, such as appropriate therapy (if applicable). These sessions are not considered as therapy nor treatment.

Appointment

How to use the service and book an appointment?

The member can use the service by logging into Generali "GenBRAVO" APP or website platform and click on "Call a Doctor". Information required for the booking includes personal information, appointment time and symptoms.

Can I change or cancel a submitted appointment?

To change or cancel a submitted appointment, please call +852 3756 4696.

Can I book the service for someone else?

No. All members can register for their family members on GenBRAVO APP or GenBRAVO web version through Generali Hong Kong website. Children under 18 years old can book the service through their parents or legal guardians.

How do I know that I have successfully booked the appointment?

You will receive a confirmation email from Teladoc Health with your booking details and a link to video consultation when applicable.

Consultation

Is there a time limit for the teleconsultation?

There is no time limit for the teleconsultation. The doctor will answer all the general health questions in detail.

What do I need to prepare before talking to the doctor?

For video consultation, it is recommended to test the camera and microphone connection beforehand via the link in the appointment confirmation email. When the time of appointment arrives, just click the link in the confirmation email to enter the video session. Good mobile phone signal will help you with a good teleconsultation experience. It is also important to find a quiet, private place where you can talk to your doctor.

If the doctor recommends to take further tests, how will the related costs be handled?

The service is intended to provide members with medical information only. It does not include examinations and related medical costs. The member shall seek in-person medical assistance themselves and contact the insurance company for coverage of relevant costs.

Privacy

Will my conversation with the doctor be recorded?

Calls and videos may be recorded for clinical quality management purposes. Members will need to acknowledge this in the service terms during the appointment.

Will Teladoc Health disclose any personal information provided by the member during the services to the insurance company or corporate HR?

To protect privacy, Teladoc Health will not disclose any personal information, medical conditions, or conversation logs provided by the member during the services to the insurance company or corporate HR. Such information will only be shared with the physician and operation team for serving the member.