

vHealth by
Aetna

Member Guide





Accessibility

Access to care
anywhere, anytime



Affordability

Zero cost, uncapped
appointments



Quality

Best-in-class
primary care doctors

Registering for
the service

Registering for the service

Step one

Download 'vHealth by Aetna' in the App Store ([here](#)) or Google Play ([here](#))

Alternatively, visit our website:
<https://globalcareondemand.com/aetna>



Step two

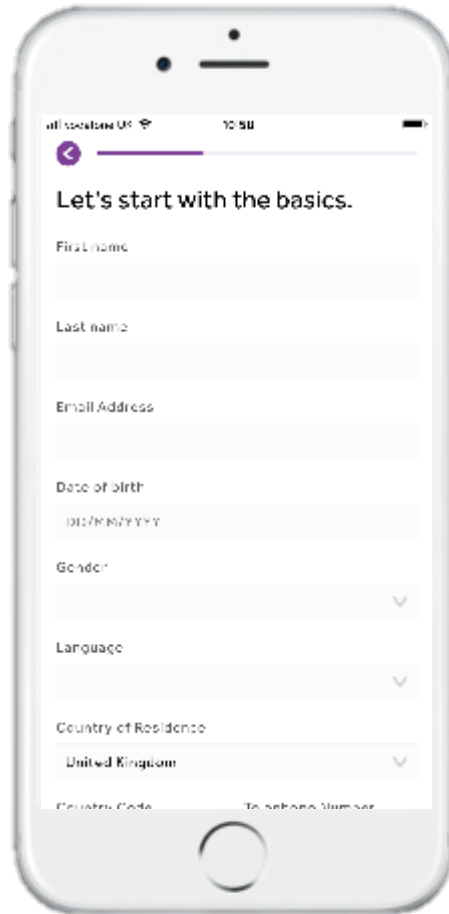
You will be asked to create an account. If using the service for the first time. **Click 'Don't have an account?'**



Registering for the service

Step three

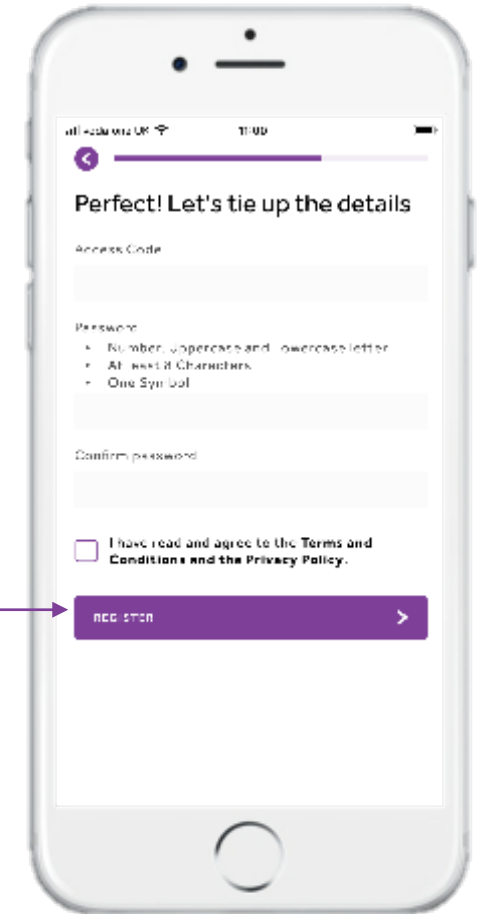
You will be asked to complete a registration form, including an **access code**. You will receive this from your employer.



The smartphone screen displays a registration form with the following fields: First name, Last name, Email Address, Date of birth (DD/MM/YYYY), Gender (dropdown menu), Language (dropdown menu), and Country of Residence (dropdown menu showing United Kingdom). There are also fields for Country Code and Telephone Number at the bottom.

Step four

Once you have done this select 'register' and you will be asked to **activate your account** through a link that will be sent to you via email.



The smartphone screen displays a registration form with the following fields: Access Code, Password (with requirements: Number, uppercase and lowercase letter, At least 8 Characters, One Symbol), and Confirm password. There is a checkbox for "I have read and agree to the Terms and Conditions and the Privacy Policy." and a purple "REGISTER" button with a right arrow. A purple arrow points from the text in Step four to the "REGISTER" button.

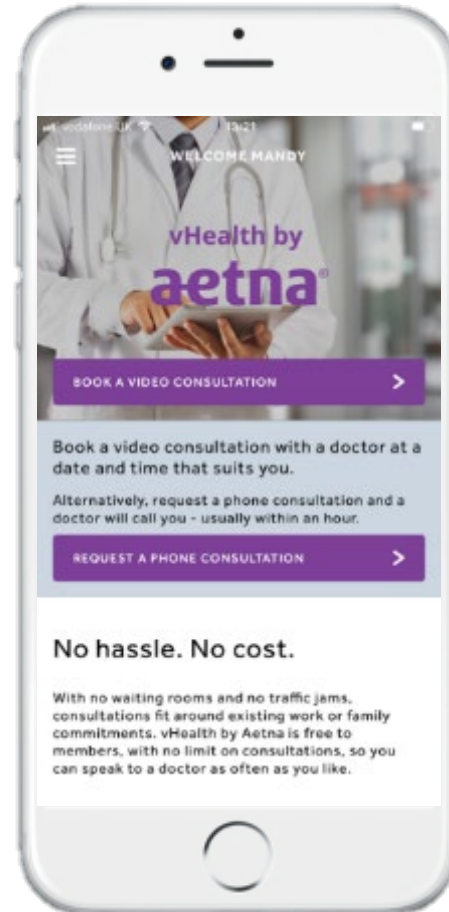
Booking an appointment

Booking an appointment

Step one

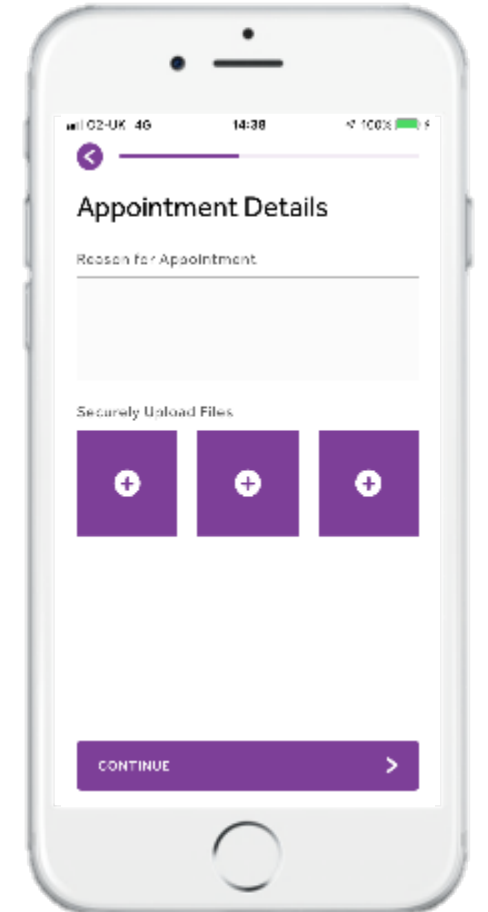
If you wish to book a consultation please select **'book a video consultation'** or **'request a phone consultation'**.

Video consultations can be scheduled at a chosen time. If you choose a phone consultation the doctor will call at the next available opportunity – usually within 1 – 2 hours.



Step two

Most fields will be pre-populated. Be sure to **explain your symptoms** and **upload any photos** of symptoms or documents such as test results (if necessary)



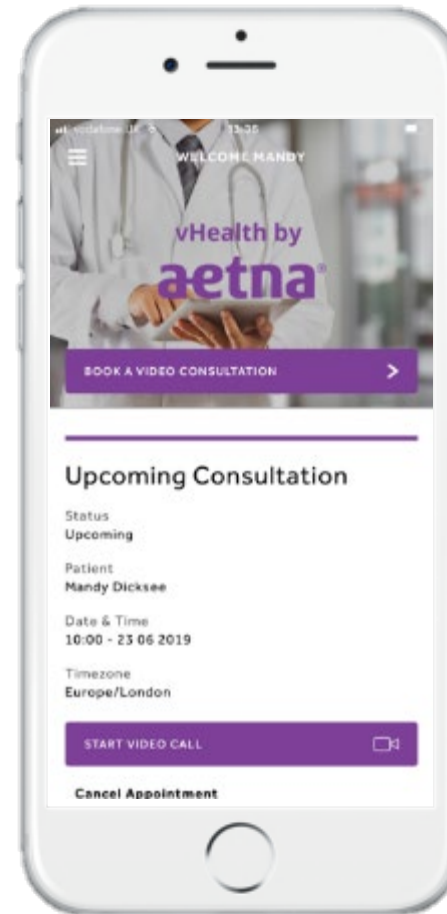
Booking an appointment

Step three

If you have booked a phone consultation, there is nothing else to do. The doctor will call you on the number provided.

If you have booked a video consultation, you will need to **open the app prior to the call** and click 'start video call'. From there the doctor can join you.

Appointments last 30 minutes – plenty of time to ask the questions you need

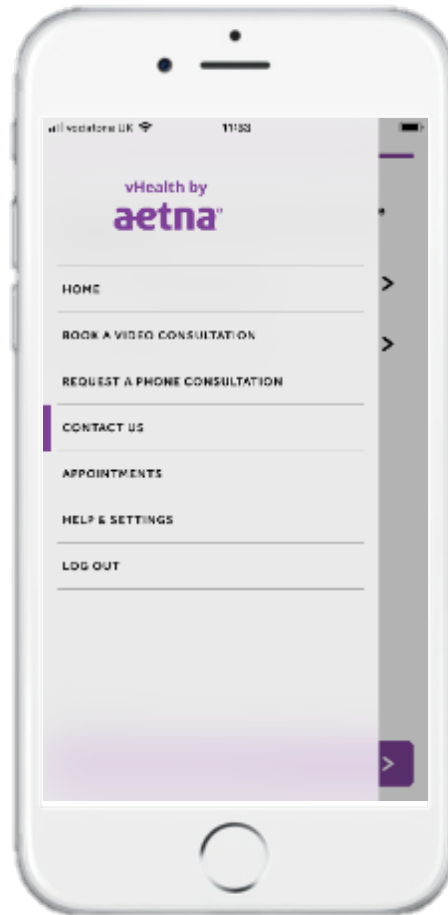


Other functions

Other functions

From the **Home** page you can also call in directly to the service. Click on **'contact us'**

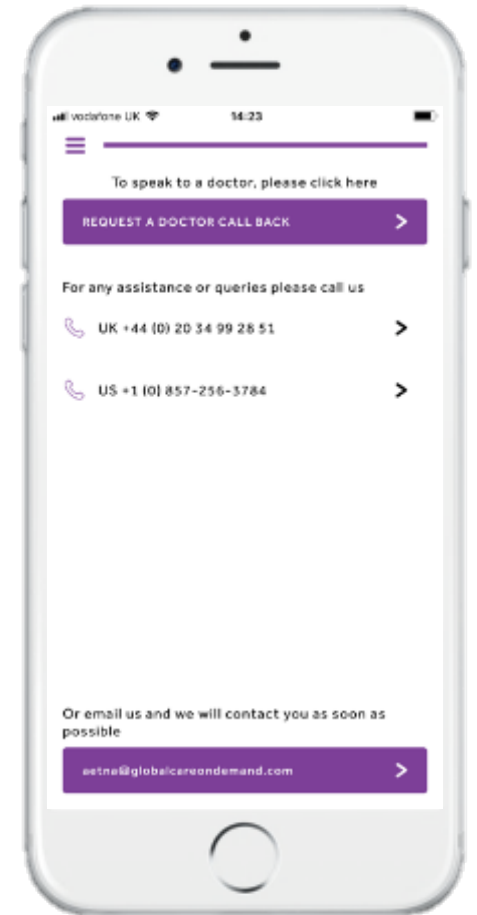
You will reach a **vHealth Customer Service Member** who can help with any questions, issues or bookings.



Alternatively, you can reach the team directly on:

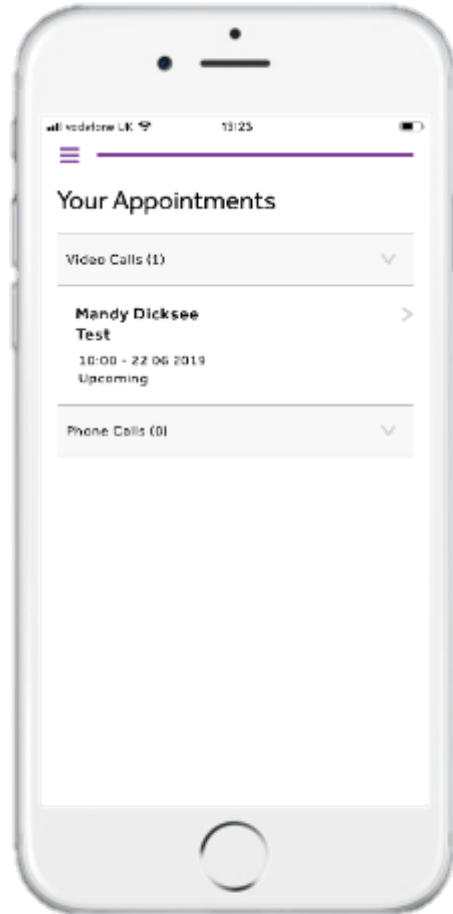
UK [+44 \(0\) 20 3499 2851](tel:+442034992851)
USA [+1 \(0\) 8572 563 784](tel:+108572563784)
aetna@globalcareondemand.com

Please note, for general Aetna queries please dial the number on your Aetna Member ID card.

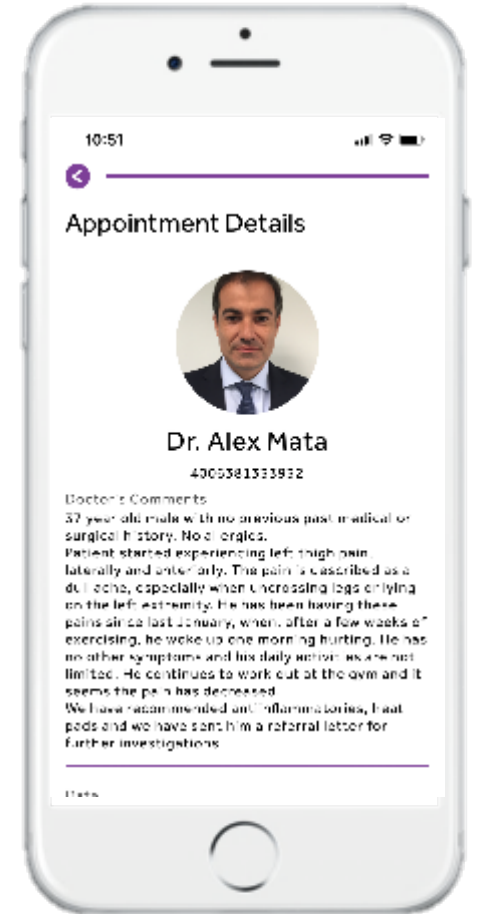


Other functions

From the **Appointments** section you can view your history of booked video and phone calls, as well as any past consultations. All records and summaries of your calls are kept here.



The notes relating to your consultation can be viewed here along with any recommendations made by your doctor.



Languages

The app and website is available in English and Spanish. Appointments are available with doctor who speak the following languages

Language	Video Consultations (scheduled)	Phone Consultations (call back request)
English	✓	✓
Spanish		
French		
Mandarin		
Japanese		
German		
Arabic		
Cantonese		✓
Hindi		
Hungarian		
Portuguese		
Malay		
Korean		
Thai		

