

# MEDICAL ADVICE AND EXPERTISE WHEN YOU NEED IT MOST



## Confidential medical advice service


AIA MyCare in collaboration with Teladoc Health believe that the wellbeing of employees and their families is very important.

AIA MyCare will provide you with remote access to a global network of peer nominated world leading medical minds; ensuring that you have increased confidence about decisions affecting your health and that of your loved ones. This service is available to you, your partner, children, parents and in-laws. Best of all, it's completely confidential and independent of any claim so MyCare won't share anything with anyone but the individual who opens a case.

Simply contact AIA MyCare and they'll do the rest, including collecting medical records if required, spending whatever time is necessary on a case, and providing expert guidance at every step.

## AIA MyCare Impact


 **15%** of cases result in a change of diagnosis

 **85%** of cases result in confirmation of diagnosis peace of mind for patient and their family

 **36%** of cases result in a change of treatment

 **26%** reduction in the risk of being absent from work

 **98%** of users said it was either an 'important' or 'very important' part of their insurance policy

 **96%** of clients will tell family and friends about Best Doctors

### AIA MyCare will:

- Conduct an in depth medical review
- Review a diagnosis
- Help guide decisions on treatment options
- Check information provided by local doctor
- Provide answers to general medical questions

AIA MyCare can answer any lingering questions or concerns, providing comfort and additional information during a potentially challenging time. The service can also be used for advice for ongoing treatment. MyCare medical reviews are completed remotely so it will all be done from the comfort of your home.

AIA MyCare reviews are designed to support the patient and the treating doctor by ensuring that no stone has been left unturned in getting the right diagnosis and best possible treatment plan.

### Key member benefits

- No cost to you
- Available for you, your partner, children and parents (incl in-laws)
- Can be used for any condition, injury or illness that affects way of life
- Can be used at any time and as many times as required
- Pre-existing conditions covered

## How does it work?

From the first contact, our clinical team will guide you through the process



### Initiate

Contact us by web or phone.



### Speak with us

Our clinical team will identify how we can best assist and then provide guidance and support throughout the journey.



### Mental Health Navigator

A quick and easy review of your mental health via Telehealth by a team of leading New Zealand registered experts – with ongoing support from a mental health nurse.



### Expert Medical Opinion

An in-depth second medical opinion of any physical condition by leading global experts to help you better understand your diagnosis and treatment options.



### Ask a GP

Ask a New Zealand GP your general medical questions online.

## Reasons to contact AIA MyCare

- Need help understanding your medical condition
- Symptoms not improving or recovery slow
- Doubts about treatment or surgery
- Need help deciding between treatment options

AIA MyCare is available to you and your immediate family\* as part of your corporate policy with AIA and Teladoc Health.

\*Immediate family includes your partner (spouse, civil, or de facto), children (any age), and parents (incl. in laws)

You can access our services by calling **0800 425 005** or visiting **www.aiamycare-teladoc.com**