

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 your employees and their families is very important.

AIA MyCare will provide your employees with remote access to a global network of peer nominated world leading medical minds; ensuring that they have increased confidence about decisions affecting their health and that of their loved ones. This service is available to employees, their 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

MyCare is provided by Teladoc Health as part of your corporate policy with AIA New Zealand Limited (AIA).

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