

# 360Health Virtual Care

Expert medical support, when you need it most.

360Health Virtual Care gives you access to expert medical support and guidance from the comfort of your own home.



A lot of questions race through your mind when you've been diagnosed with an illness, or are living with a chronic condition. But knowing exactly what you're dealing with – and getting support from leading specialists – can give you and your treating doctor a clear way forward.

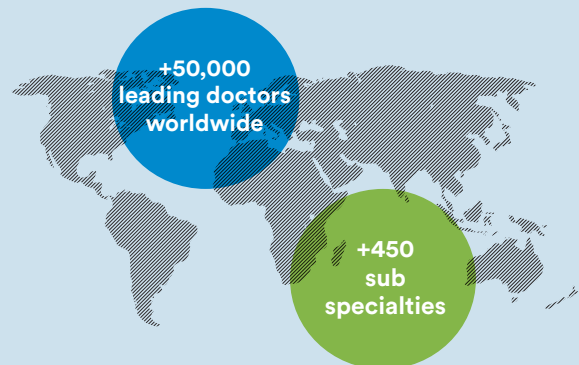
We provide you and your immediate family with easy access to leading GP's, specialists and mental health clinicians via Teladoc Health – helping you get the right diagnosis, treatment plan and information when facing medical uncertainty.

Teladoc Health has become far more widely used in 2020. Getting health support and guidance from the comfort of your own home is an easy and safe way to access leading local and international experts who can support your own treating doctor.



## Reasons to contact 360Health Virtual Care

- Need help understanding your medical condition and best treatment options
- Unsure about your diagnosis and want a second opinion
- Uncertainty about treatment or surgery recommendations
- Wanting questions answered about your condition
- Looking for an expert to provide support and guidance aligned to your circumstances



## The benefits of 360Health Virtual Care



Quick, easy access to over 50,000 local and international leading specialists.



Advice for your diagnosis and treatment plan, whatever the condition<sup>1</sup>.



Access 360Health Virtual Care at any time and as many times as you need.



There are no costs to you and access extends to your partner and children.



360Health Virtual Care is completely confidential. Teladoc Health do not share any information with anyone other than you.

1. Excludes emergency and dental

### Physical condition outcomes:

Modified diagnosis in



Modified treatment plan in



### Mental health outcomes:

Modified diagnosis in



Modified treatment plan in



“

I've never had so much help and encouragement in order to recover. I'm genuinely optimistic about my health journey.

”

Katie  
Virtual Care client



## How does it work?

From the first contact, our 360Health Virtual Care clinical team will guide you through the process.

1



### Initiate

Contact our 360Health Virtual Care clinical team by web or phone. Have your MetLife insurance policy number or corporate access code ready to confirm your eligibility.

2



### Speak with us

Our 360Health Virtual Care clinical team will identify how we can best assist and then provide guidance and support through the journey.

3



### Mental Health Assist<sup>2</sup>

An in-depth review of your mental health via Teladoc Health by a team of leading Australian experts and ongoing support from a mental health nurse.

- Feeling stressed, anxious or depressed
- Been diagnosed with a mental health condition but aren't improving
- Never spoken to anyone about your mental health and want help



### Second Medical Opinion

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

- Need help understanding your medical condition
- Having doubts about treatment or surgery
- Your symptoms aren't improving, or recovery is slow
- Need help deciding on treatment options



### GP Online

Discuss your general medical questions with an Australian GP via phone or email.

- Want to know more about a symptom or medical issue
- Want to know where to go or what to do next
- Want a specialist in your area



### Nutrition Consultation<sup>2</sup>

Discuss your nutrition and general wellbeing with a qualified dietitian and receive a bespoke action plan and ongoing support.

- Want help to live a more healthy life
- Want to lose weight
- Need help with general fitness advice

2. To access Mental Health Assist and Nutrition Consultation you need to be 18 years old or above.

## Further information

To find out more, call **1800 325 578** or visit **360healthvirtualcare.com**

[metlife.com.au](https://www.metlife.com.au)

The information about MetLife life insurance is general only and does not take into account your personal situation, needs or objectives. Before deciding whether to acquire, or continuing to hold, any of our products, please read the PDS available at [metlife.com.au](https://www.metlife.com.au). Life insurance products are issued by MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096.

The information provided is general information only and is not health or medical advice. If you have a health or medical concern, please seek professional medical advice immediately.

You should always consult a licensed health care professional for the diagnosis and treatment of any medical condition and before starting or changing your health regime, including seeking advice regarding what drugs, diet, exercise routines, physical activities or procedures are appropriate for your particular condition and circumstances.

360Health services are not provided by way of insurance (including health insurance) and the provision of these services is not dependent on the occurrence of an insured event under the policy. 360Health Virtual Care is a service provided by Teladoc Health. Access to these services will be at MetLife's reasonable discretion and is eligible for all MetLife Protect customers and eligible clients who have received a specific code to activate the service. MetLife reserves the right to reasonably discontinue or change the services at any time.