



CHUBB®



Introducing Doctor Please!

AXA Partners' Global Teleconsultation
February 2020

Global Teleconsultation

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Doctor Please! is with you anytime, anywhere

24/7 virtual medical care via App or Phone

Prescriptions managed globally

Trained, licensed and experienced doctors

Multi-language capabilities

Travel assistance services provided by AXA Assistance USA, Inc. Insurance underwritten and provided by ACE American Insurance Company or Federal Insurance Company. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

When can a customer use the teleconsultation service?

Doctor Please! can be useful for customers when.....

...they are seeking medical advice.



...they have forgotten medicine and needs a prescription for a chronic condition.



...they have a non-emergency ailment and don't want to waste time in a hospital waiting room.



Our doctors diagnose & treat minor illnesses, injuries, infections and cold & allergies.

Doctor Please!

Key features for patients

- Secure connect patients traveling globally with expert providers accustomed to international cases
- App is available in English, Spanish, Portuguese & French
- Convenience of arranging an appointment within time-zone and patient's own schedule
- Option to connect via phone if patients don't have a smart phone, prefer not to download an app or have low-bandwidth while traveling.
- Access to doctor's notes, referral recommendations, prescriptions



Teleconsultation Platform

- Teleconsultation platform customized for AXA Partners by Advance Medical.
- Advance Medical acquired by Teladoc in May 2018.
- About Advance Medical
 - Founded in 1999
 - More than 125+ countries served
 - 35 million people with access to services
 - 330 company partnerships



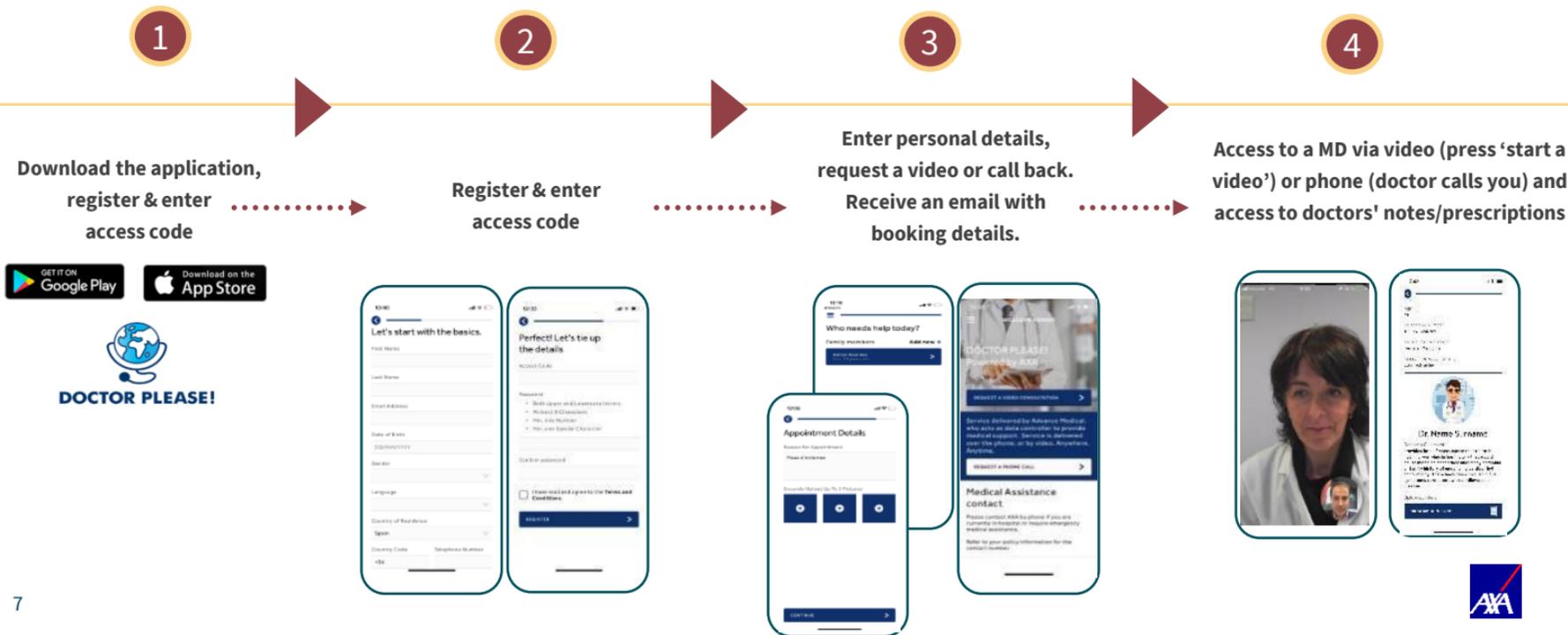
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Customer Journey

How to access to the service ?

By phone: calling the assistance phone number

AXA will verify the group eligibility and provide an activation code. Member's account will be valid for 180 days.



Getting Started

Registration



10:40

DOCTOR PLEASE!

Email Address

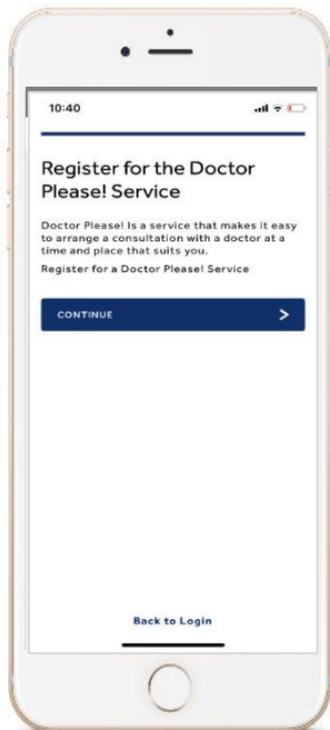
Password

Remember my username

LOG IN

[Forgot your password?](#)

Create A Profile



10:40

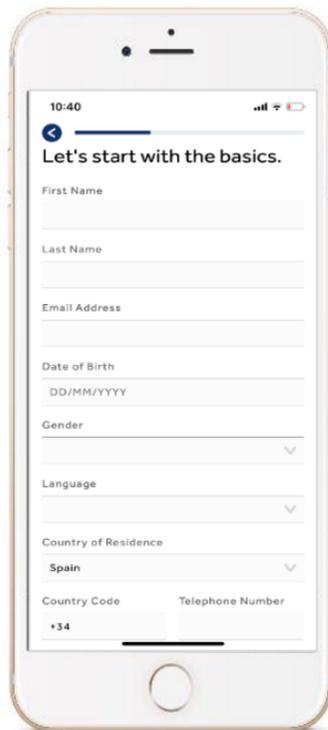
Register for the Doctor Please! Service

Doctor Please! Is a service that makes it easy to arrange a consultation with a doctor at a time and place that suits you.

Register for a Doctor Please! Service

CONTINUE

Back to Login



10:40

Let's start with the basics.

First Name

Last Name

Email Address

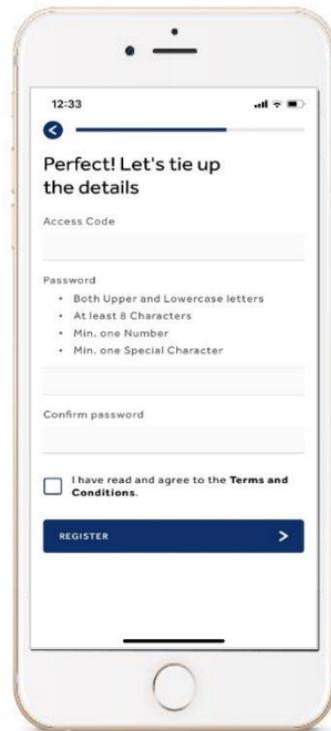
Date of Birth
DD/MM/YYYY

Gender

Language

Country of Residence
Spain

Country Code Telephone Number
+34



12:33

Perfect! Let's tie up the details

Access Code

Password

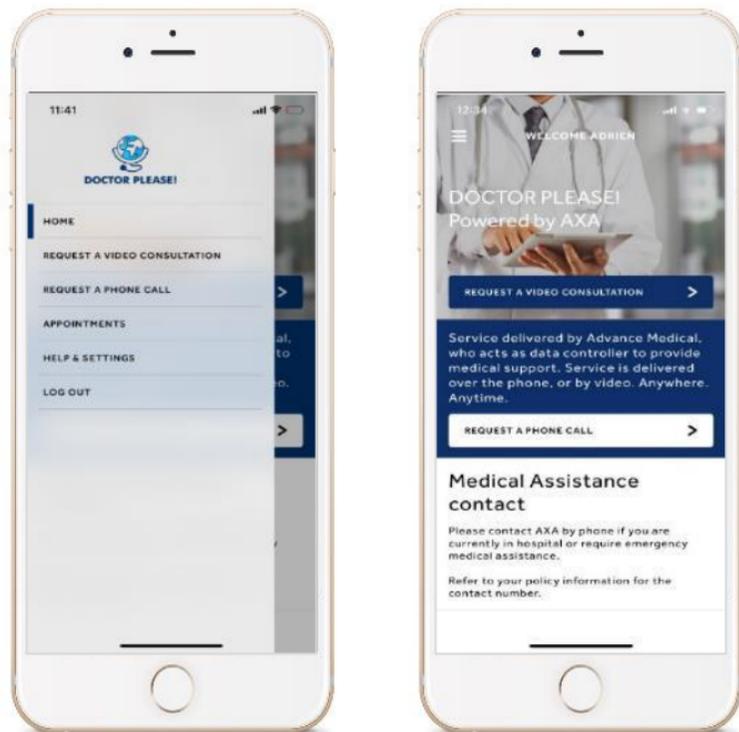
- Both Upper and Lowercase letters
- At least 8 Characters
- Min. one Number
- Min. one Special Character

Confirm password

I have read and agree to the **Terms and Conditions.**

REGISTER

Doctor Please! Home Screen

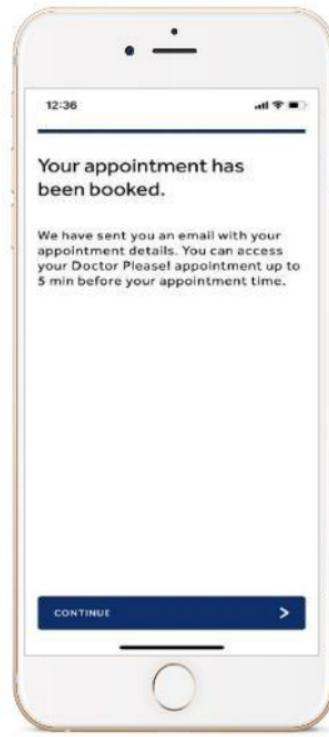
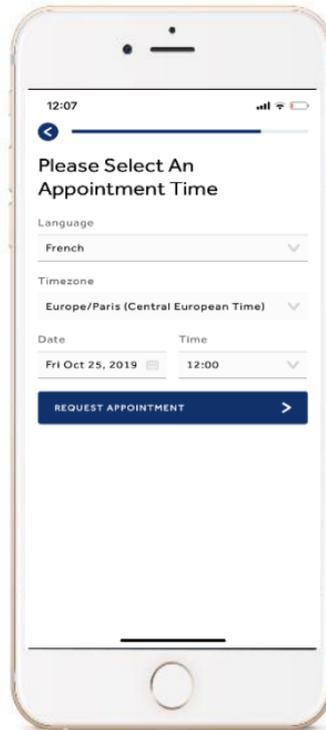
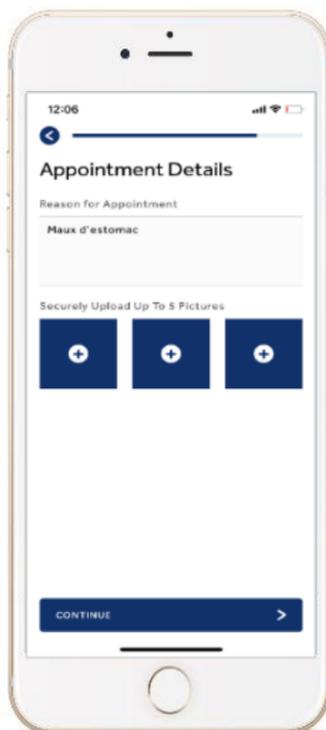
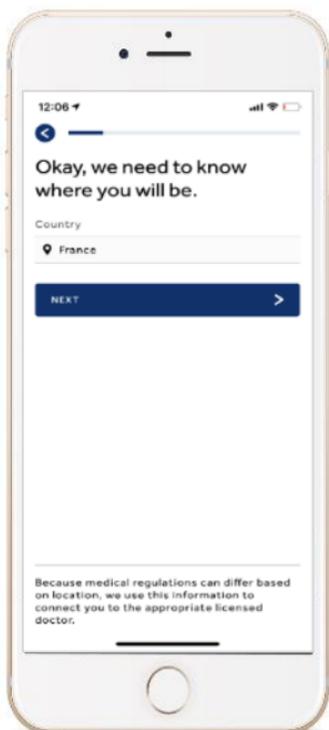
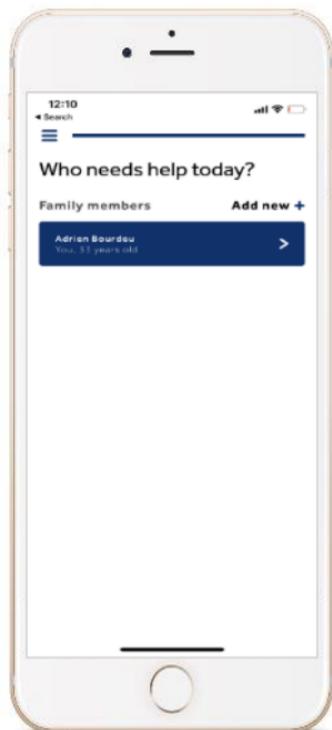


Doctor Please! App provides patients with an option to request a **Video Consultation** or **Phone Call**.

The patient chooses their preferred choice and continues.

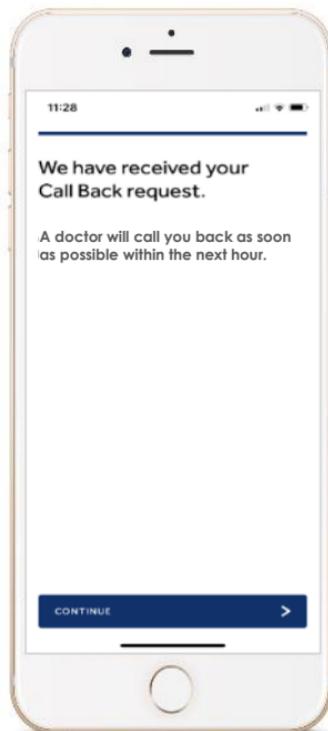
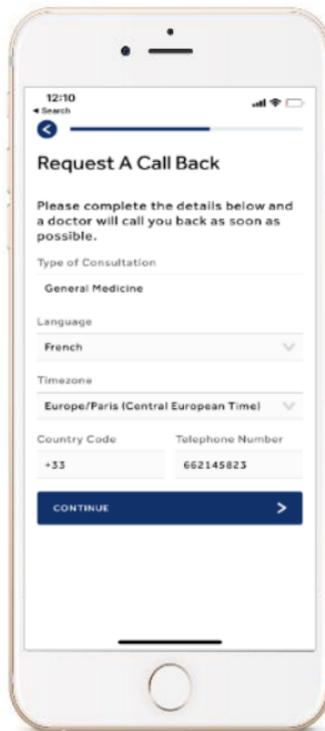
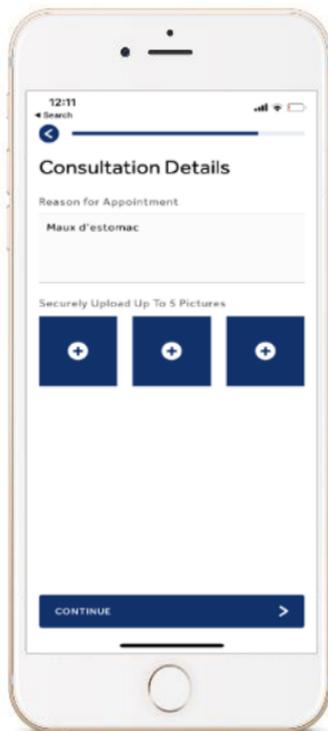
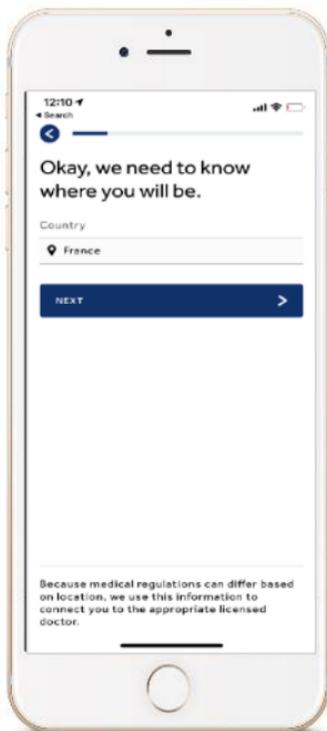
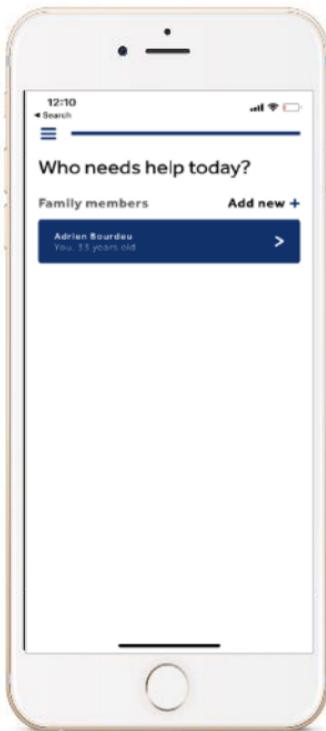
If a patient has scheduled an appointment, they will see the appointment details on the home screen and option to Start Video Call or Cancel the Appointment.

Requesting a Video Consult: Setting an Appointment

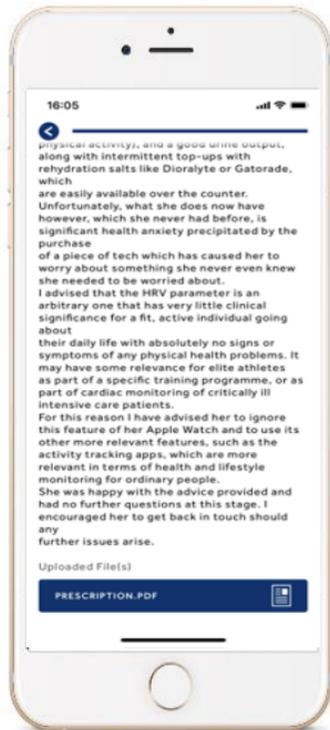
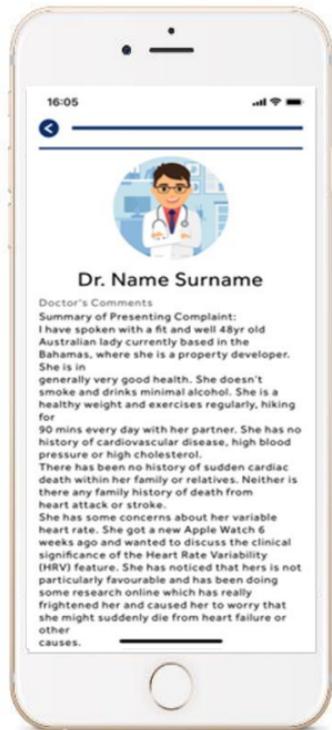


Requesting Call Back

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Medical Notes and Prescription



Doctor notes will be published within the patient's profile of the app for ease of access.

Prescriptions are provided in a PDF format through the app or sent to the nearest pharmacy.



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Thank you