

Global Tele-Consult



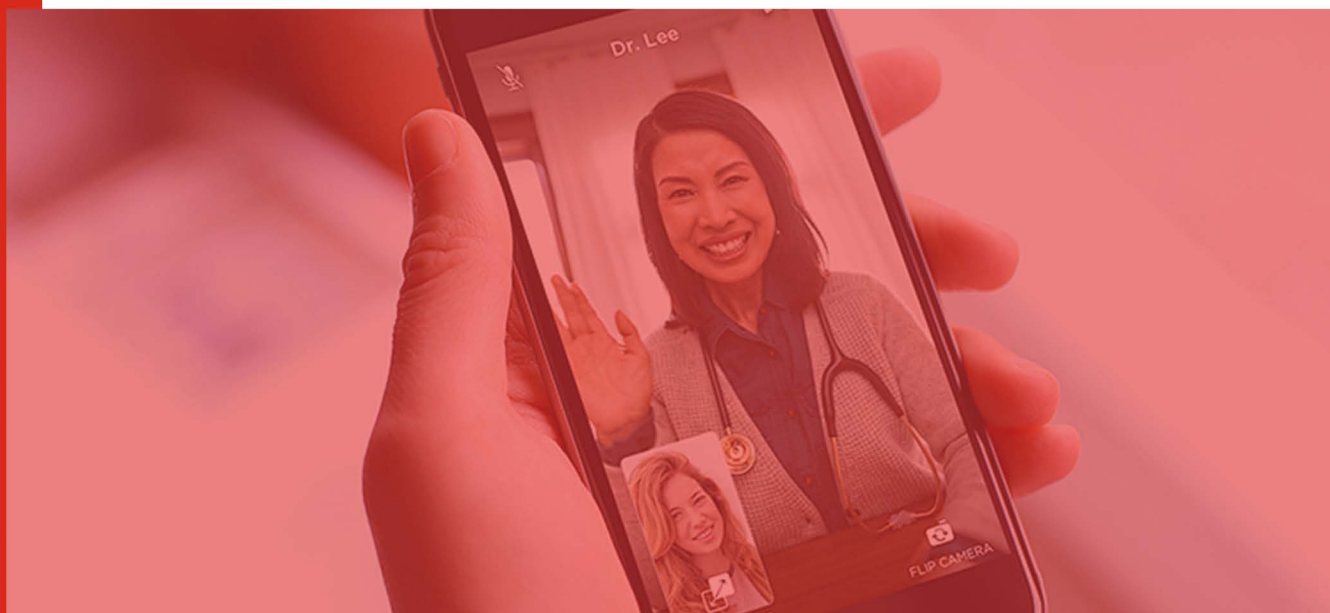
Teladoc[®]
HEALTH


PRUDENTIAL

What is Global Tele-Consult?

Connect with a doctor anytime, anywhere. Global Tele-consult enables you to ask any health-related question to a General Practitioner (GP) who is available for you 24 hours a day, 7 days a week, excluding local public holidays.

The customer will receive health advice from a team of senior licensed General Practitioners in English.



Medical Conditions that are eligible for Service

Daily or common issues, such as colds, flu, fever, occasional rash, etc.;



Excluded Medical Conditions

It's important to note that we do not provide emergency service. If you're seriously unwell or in a medical emergency, please call your local emergency services or go straight to the nearest Accident and Emergency or urgent care centre.

Conditions we cannot treat remotely include (but are not limited to):

- Chest pains
- Shortness of breath
- Severe abdominal pain
- Heavy bleeding
- Thoughts of suicide or self-harm
- Seizures
- Loss of consciousness/blackouts
- High fever in an infant

Notes:

- To use the service, you will need an active PRUApex International Health insurance plan.
- E-prescription subject to local regulations.
- Medical guidance and triage and e-Medical Certificate are applicable for Singapore only.
- The pharmacy delivery service is available in Singapore only via a third-party provider, WellAway.



Enrolment

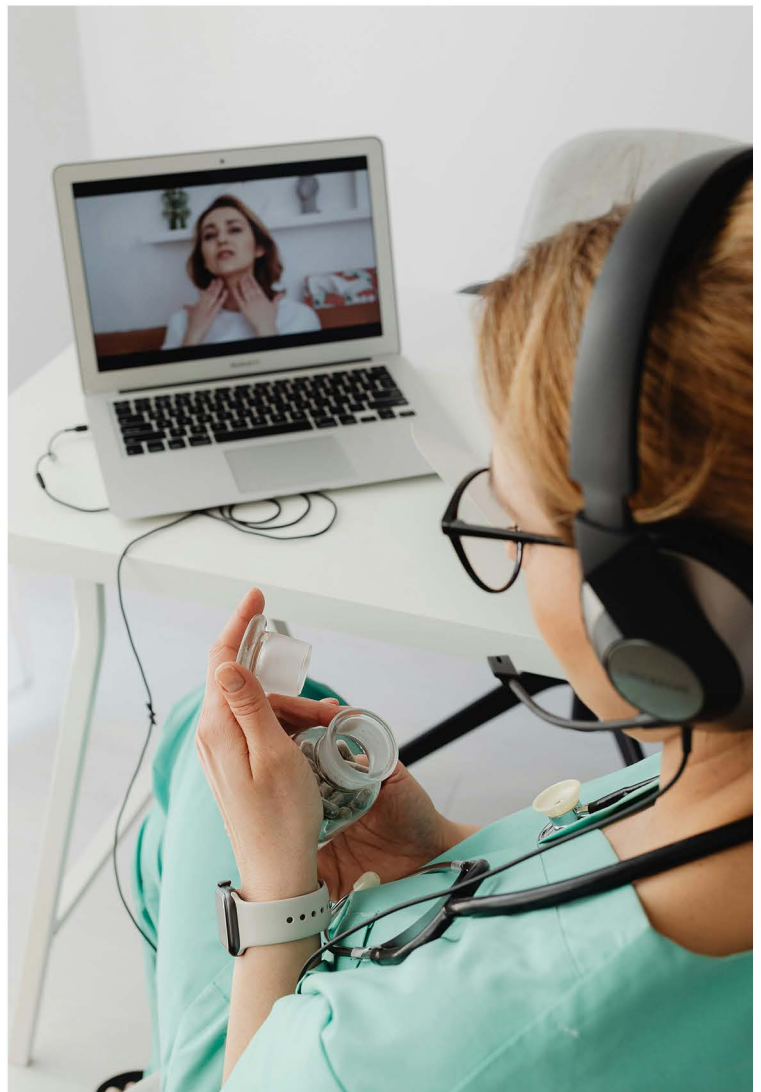
pruglobalteleconsultsg.teladochealthasia.com



Service Hours

24/7, except local public holidays

24/7 Customer Support
Email: PRUTeleConsultSG@teladochealth.com



How does Global Tele-Consult service work?

01

Request Consultation

Eligible customers reach out to Teladoc Health via portal for service by providing required data and medical conditions. Log in to your account and choose the option that works best for you.

Outside Singapore

- **Phone Consultation**
- **Video Consultation**

In Singapore

- You can request **Video Consultation** only.

02

Undergo Consultation

Teladoc Health determines whether the case requested by the customer is eligible for service within 3 hours from receiving the appointment booking for call back or appointment booked for video consultation. If the case is eligible for service, the licensed GP will contact the customers via call or video, subject to their preference.

03

Case Summary and E-prescription

GP shares a case summary with customers, including e-prescription subject to local regulations via portal.

04

Medical Triage and Concierge

In the event where medical guidance and triage is needed in Singapore, Teladoc Health shall identify suitable doctors within Prudential's existing network.

You can reach the PRUHealth team for appointment booking:

- **Hotline:** 1800 303 7920 (+65 6303 7920 if calling from overseas)
- **Email:** PRUHealthTeam@prudential.com.sg
- **Hours:** Monday to Friday from 9am – 6pm SGT, excluding Singapore Public Holidays.

05

Pharmacy Delivery (Only available in Singapore)

In Singapore, we offer pharmacy delivery to our customers' doorstep through our third-party partner, WellAway. Once delivery is confirmed, WellAway will reach out to you for payment. You can then submit a claim for reimbursement with Prudential through your MyHealth Wallet App or web portal..

Please note that delivery fees are not included in the telehealth benefits and are not reimbursable.

06

Sick Note / E-Medical Certificate

You can request for a sick note / medical certificate during your GP consultation (subject to local regulations). The sick note will be emailed to you when your consultation notes have been completed by the GP.

07

Feedback

After your case is resolved, you will receive a feedback survey where you can rate your experience and share any comments you may have.

About Teladoc Health



53,000+
Top specialists globally



98%
Satisfaction



450+
Sub-specialties covered



27+
Years Experience

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HEALTH

