

Help@hand

from unum

FAQs

1. What is Help@hand?

Help@hand offers a range of valuable medical and practical support services.

- The remote GP service allows you to book video consultations with a doctor at a time and place convenient to you. You can request a remote GP appointment 24/7 365 days a year and you have unlimited access.
- The second opinion service is available either in person or via video consultation with a UK-based doctor following a diagnosis.
- The physiotherapy and mental health support services each offer video consultation assessments with a clinician who will provide advice and develop a personalised treatment plan. Ongoing support is provided through further consultations.
- Life, money & wellbeing support services provide guidance and practical resources, including a 24/7 helpline for support on a range of life and work issues, money and family concerns, as well as tools and information on health & wellbeing.
- Wellbeing calendar packed with resources, featuring podcasts, webinars, awareness dates and support tools.

Help@hand remote GP, second opinion, mental health support and physiotherapy services are provided through Square Health Limited. Founded by doctors, Square Health has over 20 years of experience within the healthcare sector. Help@hand life, money & wellbeing support services are provided through LifeWorks, who have over 50 years' experience providing employee assistance programmes globally.

Annual limits apply to the number of consultations available under the second opinion, mental health and physiotherapy services. These limits and the remaining sessions available can be found on the My Allowance section of the app.

The annual limits are the total to be shared between eligible members. For details on eligibility and limits for Help@hand life, money & wellbeing support services, please contact LifeWorks on 0800 048 2702 or email support@lifeworks.com

2. How does it work?

The Help@hand services have been designed to give fast, direct access via your smartphone or device. Once you've downloaded the app and registered to use Help@hand, you will be guided on how to book a consultation.

3. Who should I contact if I have a query?

If you have any queries about Help@hand or wish to make a complaint, please call 0333 577 7805 Monday – Friday: 8am – 6pm, Saturday: 9am – 1pm or email help-at-hand@squarehealth.com

4. Can my family members use Help@hand

Your partner and eligible children can be added to your account at no additional cost using the ‘My Family’ link from the App menu. Only one partner can be added to your account but there is no limit to the number of eligible children that can be added.

You and your partner will be able to access all Help@hand services. Children are eligible to access the remote GP and medical second opinion services up to their 18th birthday or 24th if in full-time education. Children aged over 18 will be able to access the Life, money and wellbeing confidential helpline and other online resources.

Children under the age of 18 will access the Help@hand services via your account. Children over 18 and your partner will need to access the Help@hand services through their own email address and login details.

5. What medical conditions are covered?

Square Health’s team of GPs can discuss any symptoms or conditions you would normally attend a GP for. All medical conditions are covered including mental health related illnesses.

Please note: The service is not appropriate for COVID-19 related symptoms or emergencies. If emergency treatment is needed please dial 999 or for COVID-19 symptoms go to <https://111.nhs.uk/covid-19/>

6. Do I need to do anything for my appointment?

Please make sure you are available at the time of your appointment and check the app is working on your smartphone. You will need to explain your symptoms and/or condition to the doctor, so please make sure you are in a suitable environment where both you and the doctor can easily hear each other.

7. Where will my medical records be kept?

Following your consultation, your health history will be updated within the app and stored securely by Square Health.

Square Health demonstrate commitment to keeping the data they hold safe and secure through successfully achieving ISO 27001.

8. Where do I need to send my medical records for a second opinion?

You can email your medical records to Square Health by emailing secondopinion@squarehealth.com

9. Will I speak to a different doctor or specialist each time?

Yes. Depending on the medical condition you may need to speak to, or be referred to, another doctor.

10. Are there any costs for using Help@hand and do exemptions from NHS prescription charges apply?

If you require medication, a referral letter or a private fitnote through Help@hand, you will need to pay for these. You will also need to pay a delivery charge if you opt to have the medication sent to you. The GP will go through the options with you at the time and if you decide to take up these services you will receive an email with a link to make a secure payment.

Prescriptions are provided on a private basis therefore NHS exemptions will not apply.

11. Can I use the services if I don't have the Help@hand app?

If you are unable to download the app, you can still make medical appointments by getting in touch with Square Health directly. Please call 0333 577 7805 Monday – Friday: 8am – 6pm, Saturday: 9am – 1pm or email help-at-hand@squarehealth.com.

12. Are the services available in multiple languages?

Square Health may be able match individuals with clinicians who are able to speak their preferred language or alternatively can provide a chaperone or translator. Please contact help-at-hand@squarehealth.com to request support.

13. Does Help@hand offer accessibility adaption measures for employees who may have impairments such as hearing or visual?

There are several ways Square Health can provide support. Users can contact Square Health via help-at-hand@squarehealth.com or 03335777805 to discuss their needs in advance. On request, consultations can be extended in length to ensure that there is the time and space for all concerns to be communicated and understood.

All customers are also welcome to invite a chaperone to be present to aid their consultations via the Help@hand app.

For visual impairments:

Patients can undertake appointments by telephone. These can be arranged by contacting help-at-hand@squarehealth.com or 03335777805.

For hearing impairments and/ or speech impairments:

Through the telephone support service, Square Health can accommodate calls through UK Relay. Square Health also have a translation service available which includes BSL interpreting.

For users who require lip reading, Help@hand provide consultations via secure video as standard

Square Health can also arrange an email appointment whereby a patient can talk securely with their GP in real time. Appointments can be undertaken by email only, or in tandem with a video consultation if required.

Help@hand is a virtual, value-added benefit service which connects the employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family. Access to the app and the service is facilitated at no cost by Unum. However, you will be liable for charges for medication and delivery, referral letters and private fit notes. Unum is not the provider of the Help@hand service, but retains the right to withdraw or change the service at any time.

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