

Telemedicine with Global Health

What is the Ecare portal?

Global Health has partnered with Teladoc Health, the world leader in telemedicine, to introduce a range of innovative services for your members.

Together, Global Health and Teladoc Health aim to empower people around the world to live healthier lives, prioritising both physical and mental well-being.

These services are available 24/7/365 through the Ecare portal and App. They are available in English, German, French and Spanish, free of charge to all policyholders and their family members covered by the policy.

The telemedicine services cover a wide range of needs including:

Online Consultation

with a registered doctor 24/7/365.

Mental Health Coaching

supported by a Mental Health Coach.

Second Medical Opinion

An international expert reviewing diagnosis and treatment plan.

Get Fit Program

which includes a personalised 4 or 8-week program focusing on diet and exercise.

Want to know more about all the benefits of the Ecare portal?

[Click here to read more](#)



Online Consultation

This service gives your clients and their covered family members access to an online doctor. They simply request a consultation or schedule a videocall and a doctor will contact them. The doctor can help your clients with many medical conditions such as cold and flu symptoms, infections, anxiety, stress, allergies and provide advice on non-urgent medical conditions. The doctor can write prescriptions if deemed necessary.*



Mental Health Coaching

We all sometimes face challenges in our personal or professional lives. Often it really helps to talk to someone who can help you put things into perspective and give you the tools you need to deal with the situation better.

This service allows your client to connect with an experienced mental health coach and receive up to three sessions on a specific topic. The coach is there to support your client with the tools they need to rebalance their mental health.**



Second Medical Opinion

If your client has questions about a particular diagnosis or treatment plan, or has complaints that do not improve, they are often looking for medical expertise to help them to make a decision or give advice. With this service, an international expert will review your client's complete medical record, including radiology, test results, etc., and provide a comprehensive report. The report will include recommendations for diagnosis and treatment and answer any questions your client may have, so they can make an informed decision.



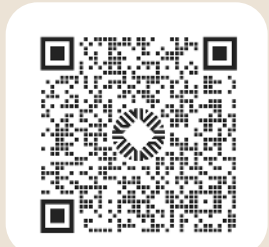
Get Fit Program

Your clients can join the Get Fit Program and start the 4 or 8- week online healthy weight loss plan based on a balanced diet and exercise programme, designed by a team of specialists in exercise and nutrition.**

How do my clients access the Ecare portal?

Register for the service on the **Ecare portal** or the app [here](#).

To access the service, you will only need your Global Health Client Number which can be found on your insurance card.



For further information reach out to your Global Health contact

The Telemedicine services are not emergency services and below are examples of conditions that cannot be treated. If you are severely unwell, it's advised to contact the local emergency services.

What is not treated: Chest pain, shortness of breath, severe abdominal pain, heavy bleeding, thoughts of suicide or self-harm, confusion, loss of consciousness, severe infection, severe pain, suspected stroke, seizures, pregnancy complications, high fever in unwell infant. This service isn't intended to replace your doctor or any health professional or to be used for ongoing care.

* Not all types of medication can or will be prescribed, this is at the discretion of the doctor providing the consultation and internal prescribing policy, some jurisdictions may not allow the prescription of medication.

** These services are not available to people under 18.