

vHealth by
Aetna

Member Guide





Accessibility

Access to care
anywhere, anytime



Affordability

Zero cost, uncapped
appointments



Quality

Best-in-class
primary care doctors

Registering for
the service

Registering for the service – app and website are in Spanish or English

Step one

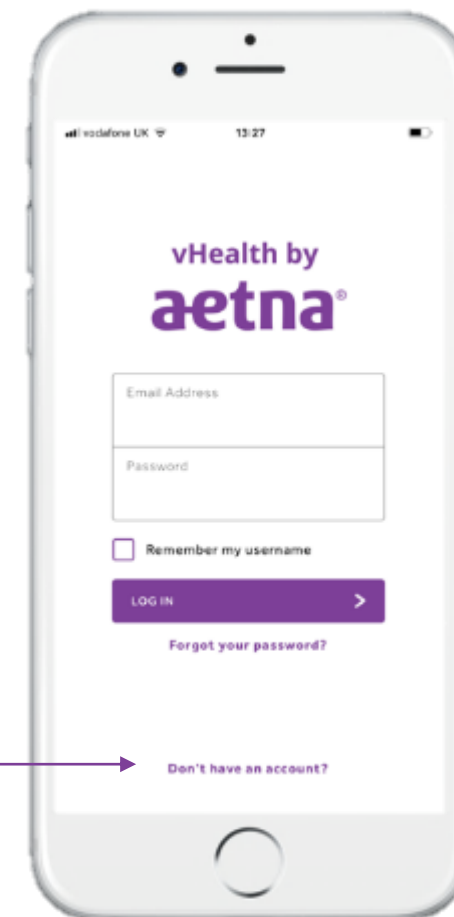
Download ‘vHealth by Aetna’
in the App Store ([here](#))

or Google Play ([here](#))

Alternatively, visit our website:
<https://globalcareondemand.com/aetna>
and click “Register” before requesting
your first appointment. Follow the steps
to register, using **CODE IDB2020**

Step two

You will be asked to create an
account. If using the service
for the first time. **Click ‘Don’t
have an account?’**

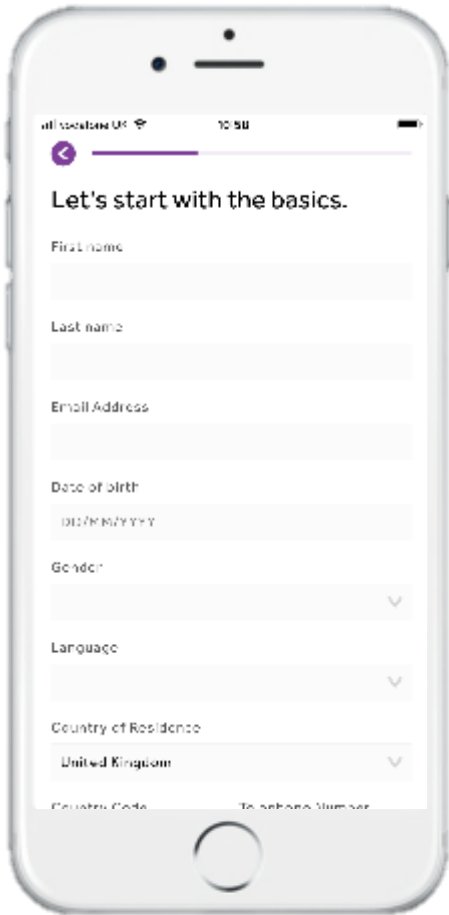


Registering for the service – app and website are in Spanish or English

Step three

You will be asked to complete a registration form, including an **access code**.

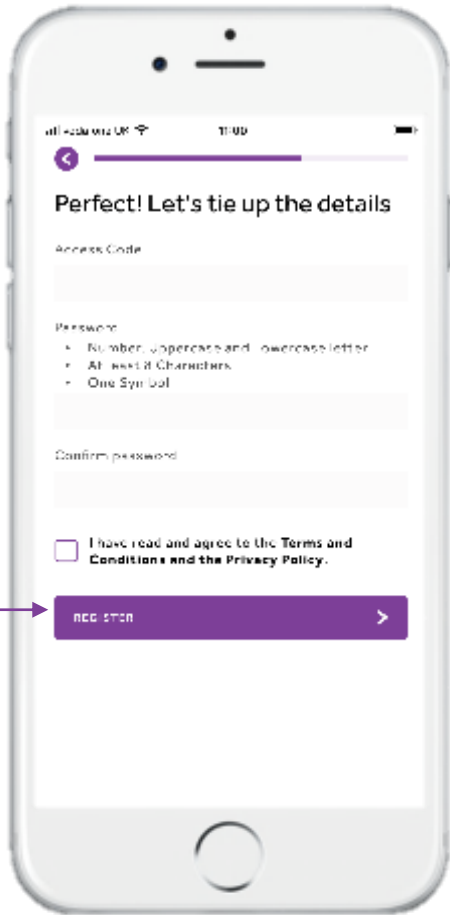
The IDB Group Access Code is **IDB2020**



The smartphone screen displays a registration form titled "Let's start with the basics." The form includes the following fields: "First name", "Last name", "Email Address", "Date of birth" (with a date picker icon), "Gender" (with a dropdown arrow), "Language" (with a dropdown arrow), and "Country of Residence" (with a dropdown arrow showing "United Kingdom"). At the bottom, there are fields for "Phone Number" and "Telex Number".

Step four

Once you have done this select 'register' and you will be asked to **activate your account** through a link that will be sent to you via email.



The smartphone screen displays a registration form titled "Perfect! Let's tie up the details". The form includes the following fields: "Access Code", "Password" (with a strength indicator showing "Number, uppercase and lowercase letter", "At least 8 Characters", and "One Symbol"), and "Confirm password". Below the password fields is a checkbox labeled "I have read and agree to the Terms and Conditions and the Privacy Policy.". At the bottom is a purple button labeled "NEXT STEP" with a right arrow. A purple arrow points from the text "activate your account" in the previous block to this button.

Booking an appointment

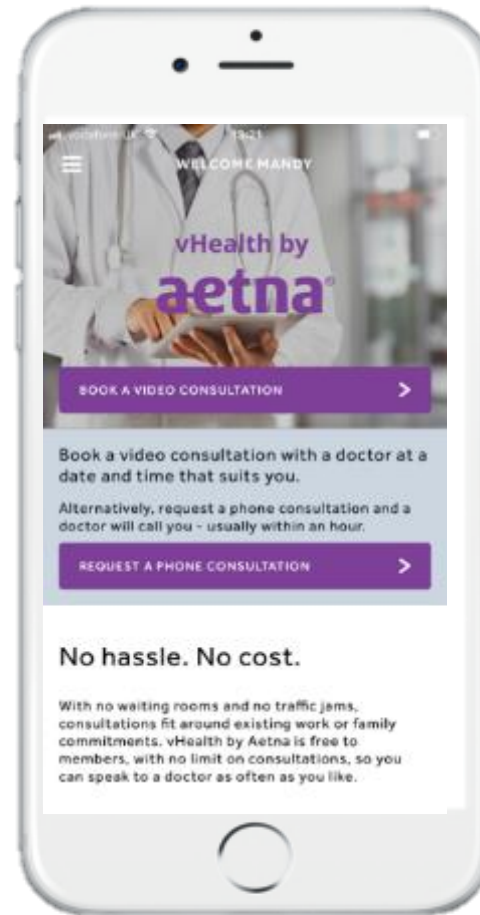
Booking an appointment

Step one

If you wish to book a consultation, please select **'book a video consultation'** or **'request a phone consultation'**

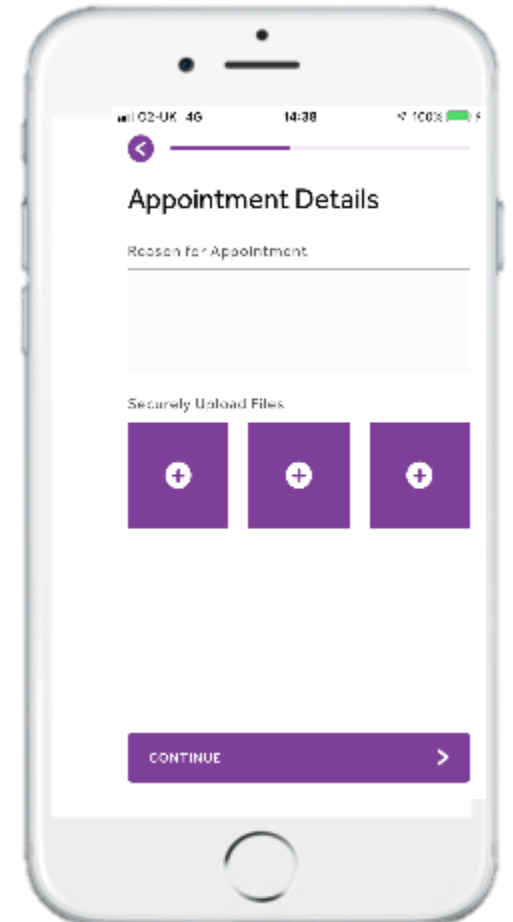
Video consultations can be usually be scheduled at a chosen time. **Due to current demand, you may receive a "next available" message and you will receive an e-mail, text, and/or call (per your preference) in advance of the appointment time.**

If you choose a phone consultation the doctor will call at the next available opportunity – usually within 1-2 hours; but **due to current demand it may be several hours longer.**



Step two

Most fields will be pre-populated. Be sure to **explain your symptoms** and **upload any photos** of symptoms or documents such as test results (if necessary)



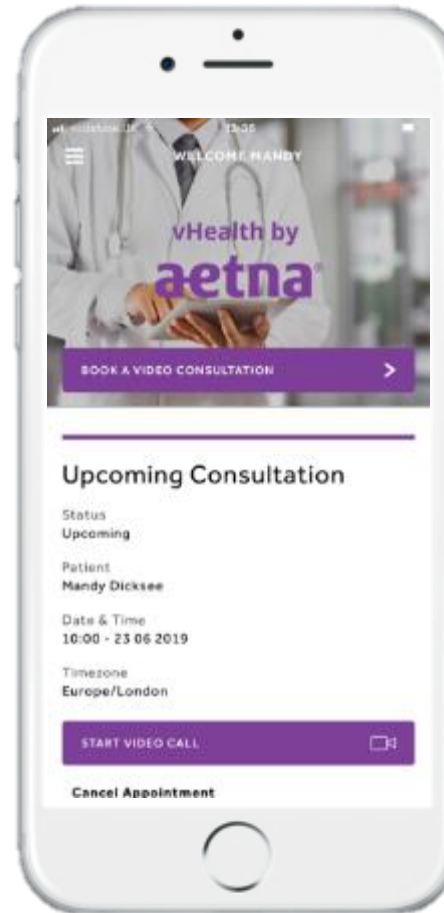
Booking an appointment

Step three

If you have booked a phone consultation, there is nothing else to do. The doctor will call you on the number provided.

If you have booked a video consultation, you will need to **open the app on your phone or your desktop prior to the call** and click 'start video call' - From there the doctor can join you.

Appointments last 30 minutes – plenty of time to ask the questions you need.



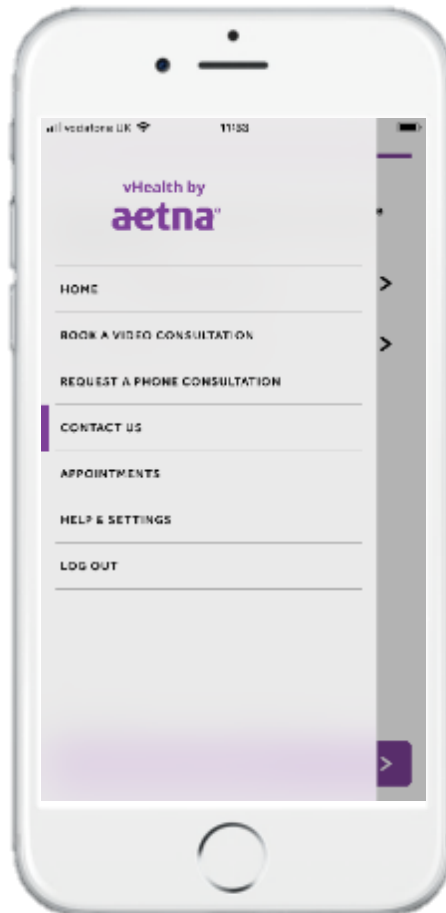
Other functions

Other functions:

Mobile app shown; similar functions on desktop application

From the **Home** page you can also call in directly to the service. Click on '**contact us**'

You will reach a **vHealth Customer Service Member** who can help with any questions, issues or bookings.



Alternatively, you can reach the team directly:

Phone: 857-256-3784

OR

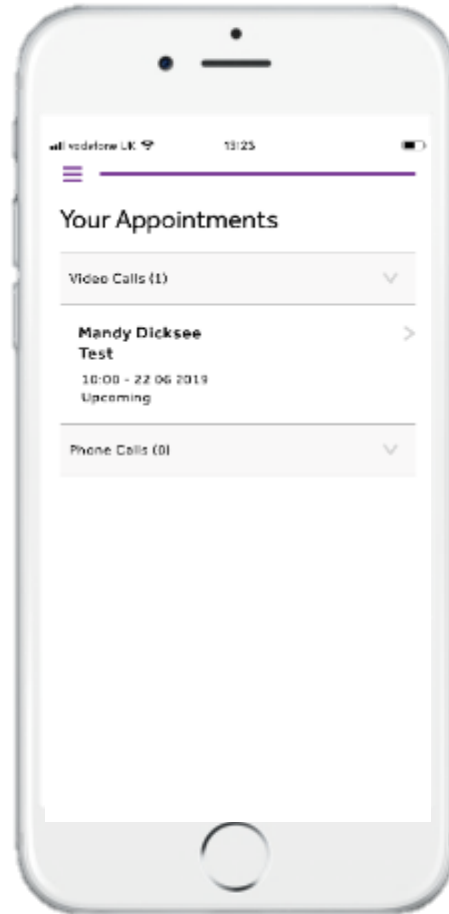
aetna@globalcareondemand.com

Please note, for general Aetna queries please dial the number on your Aetna Member ID card.

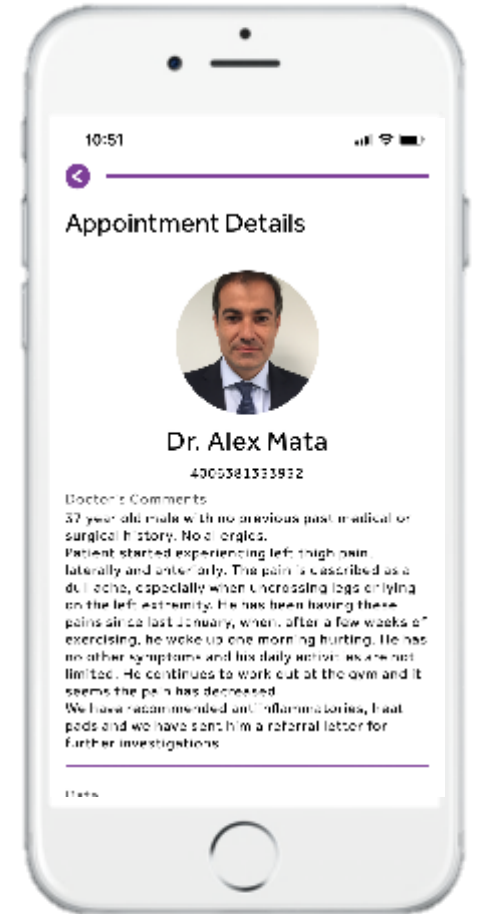


Other functions: Mobile app shown; similar functions on desktop application

From the **Appointments** section you can view your history of booked video and phone calls, as well as any past consultations. All records and summaries of your calls are kept here.



The notes relating to your consultation can be viewed here along with any recommendations made by your doctor.



Languages

The app and website are available in English and Spanish. Appointments are available with doctors who speak the following languages – you must request the language you wish when making your appointment.

Language	Video Consultation (scheduled)	Phone Consultations (call back request)
English	✓	✓
Spanish	✓	✓
French		✓
Mandarin		✓
Japanese		✓
German		✓
Hindi		✓
Cantonese		✓
Hungarian		✓
Portuguese		✓
Malay		✓
Korean		✓
Thai		✓
Arabic		✓

