

AIG offers its members and their families the possibility of benefiting from a teleconsultation service provided in the framework of your Henner healthcare coverage (in partnership with Teladoc).

THE ADVANTAGES

- Free and unlimited access wherever you are to a team of qualified doctors available 24/7
- Consult a doctor in an entirely secure and confidential environment
- Obtain an appointment faster

WHEN TO USE THE TELECONSULTATION SERVICE

- You can use the teleconsultation service as your first consultation, without needing to see your regular GP first
- Whenever you or a family member needs to see a doctor

WHAT ARE THE SERVICES AVAILABLE?



GENERAL MEDICINE

- Access quick medical support by a qualified doctor in French, English, Spanish, Portuguese or German
- Obtain medical advice
- Benefit from medical guidance



EXPERT MEDICAL OPINION

- To analyse medical records, images and test results
- To confirm the accuracy of diagnoses and treatment plans
- To provide a medical protocol for the patient and their physician/medical team
- To obtain reassurance and support when seeking treatment

HOW TO BENEFIT FROM A TELECONSULTATION ?

1

Sign in to your Henner web portal using your usual login details

2

Click on the network tab on the home page

3

Access the Teladoc platform from the dedicated insert

4

Your Teladoc services will open in a new tab

5

Schedule a consultation by video or ask for a call back by telephone

6

For a video appointment, sign in to the virtual waiting room at the scheduled time