

For income protection and health insurance members only

HEALTH *Wise*

The smart way to take care of yourself



You matter more.

As a member of The Exeter, you and your family have access to the HealthWise app, our member benefits service.

HealthWise is designed to help keep you healthy and happy every day. The app offers quick and convenient medical advice and treatments that can be accessed from anywhere in the world through our HealthWise app on your smartphone or tablet.

What's more, it can be used without the need to claim on your policy, so using it will not affect your premiums or any No Claims Discount (if one applies to your policy). Here's what HealthWise offers you in addition to your policy:



GP on demand *(up to 4 consultations each year)*

With demand for GP appointments rising and the number of NHS GPs falling, it comes as little surprise that many people have to wait weeks to be seen.

HealthWise takes this wait away, by allowing you to book phone or video consultations via the app with experienced, UK-based GPs without leaving home, or from anywhere in the world.

GP on demand can:

- Offer clinical advice and guidance
- Issue a prescription if required
- Recommend further treatment



Second medical opinion *(up to 2 consultations each year)*

Sometimes we all need a second opinion to help make a difficult decision. You can use HealthWise to access our second opinion service, where a diagnosis can be assessed and analysed by a second expert pair of eyes. It could provide a different treatment option, or just valuable reassurance.





Physiotherapy *(up to 6 consultations each year)*

With HealthWise you can also receive diagnosis and treatment of musculo-skeletal problems. With access to a network of physiotherapists, you can get the help you need via video consultation.



Mental health support *(up to 6 consultations each year)*

HealthWise also gives you access to counsellors who can assess and treat mental health conditions as well as offering emotional and behavioural support. The service is provided by video consultation with therapists via the app.

Services available

Weekdays 8am-7pm GMT. Saturday 9am-1pm GMT (GP on demand only)

Excluding Bank Holidays

HealthWise and all member benefits provided by The Exeter don't form part of the policy terms and may be varied or withdrawn, without notice, by us. Should you use the HealthWise service and proceed to make a claim on your policy, it is likely that we will require further medical information to assess your claim.



the-exeter.com

How to access HealthWise:

**HealthWise can be downloaded for free from the App Store or Google Play.
You will need your policy details in order to activate your HealthWise account.**



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Google Play and the Google Play logo are trademarks of Google LLC.



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