



GP Care on Demand

NEW to the Hertfordshire Police Federation Group Insurance Scheme
from 1 April 2021.

Providing subscribing members and their resident families with 24/7 unlimited access to a practicing GP via phone or app, from the comfort of their own home.

Contact the Federation office for details or visit our website: www.polfed.org/herts

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GP Care on Demand is provided by Teladoc Health, Inc. Teladoc, Inc. is a telemedicine company that uses telephone and videoconferencing technology to provide on-demand remote medical care via mobile devices, the internet, video and phone. www.teladoc.com
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FAQ's

Q Is the service available 24/7

A Yes

Q How long will I wait for an appointment?

A You select a time from the schedule and GP callback is typically within 1-2 hours

Q How long is an appointment call?

A Depending on complexity the average is 15 minutes by phone or 30 minutes by video call

Q What is the phone number to ring?

A +44(0) 203 499 4891

Q Is there a limit to the number of times we can use the service?

A No, there are no limits to the consultation service

Q Is the information from the consultation shared with my GP?

A If you give your consent, yes

Q Can the GP issue a prescription or referral letter?

A Yes, if considered necessary

Q Does an adult need to be present for children's consultations?

A If the child is under 18, yes

Q At what age does cover for children cease?

A Cover for children ceases at age 21 or 25 if they are still in full time education

Q Can I add my partner to my Care on Demand account?

A No, as medical information is confidential your partner will need to create their own account

Q Is GP Care on Demand accessible worldwide?

A Yes

Q If I access the service outside of the UK will the advice given to me be appropriate to where I am?

A Yes, GP recommendations will reflect your circumstances at the time

Where can I find the app?

Apple Store: <https://apps.apple.com/gb/app/care-on-demand/id1481628208?ls=1>

Google Play: <https://play.google.com/store/apps/details?id=com.advancemedical.careondemand>

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