Care on Demand

Customer

Downloads Care on Demand app and registers with Cleveland2020 scheme code

Click on: 'Request video consultation' or 'Request a phone call'

Select Video or call back

Enter reason for consultation and upload pictures/ documentation if needed

Video consultation

Call back

Select time and date for consultation

Receives confirmation in the app and an email confirming the appointment

Patient receives call or video consultation with doctor

Required documentation received: referrals/ prescriptions/sicknote/ consultation notes

Telehealth service

Notification of request received by customer service team

Customer service team calls customer to gather details and to go through our one time identity check process

Patient's 18 or over are contacted by the telehealth team and are sent an Onfido secure email, to identify themselves and provide photo ID and a 'selfie'

If the case is for a dependent <18 go through proof of guardianship process

Proof of guardianship – to be emailed to generaldmin@teladochealth.com:

- Copy of dependents passport (if surnames are the same)
- Birth certificate
- Adoption certificate
- Other guardianship paperwork

Customer service to put request through to doctors

Doctor to call back patient

Video call with doctor

Doctor completes notes and makes recommendations

Contact details

Email address: generaladmin@teladochealth.com

Direct line for Care on Demand patients: 02034994891 (line monitored 24/7)

Access code – CLEVELAND2020