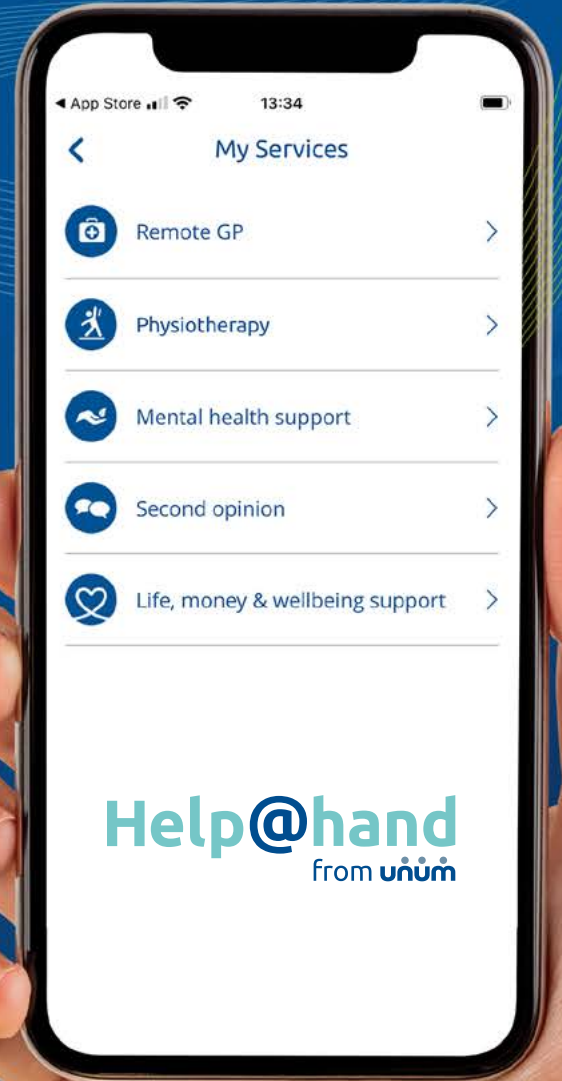


# Welcome to Help@hand from Unum

Providing you and your family\* with fast, direct access to medical experts through one easy-to-use app, including:



Download the Help@hand app today from the App Store or Google Play to get started



\* You and your partner (if applicable) will be able to access all Help@hand services. Children are eligible to access the remote GP and medical second opinion services up until their 18th birthday or 24th if in full-time education. Children over 18 will be able to access the Life, money and wellbeing confidential helpline and other online resources.

\*\* If an individual requires medication, a referral letter or a private fit note, they will need to pay for these. They will also need to pay a delivery charge if they opt to have the medication sent to them. The remote GP will go through the options and next steps during the consultation.

# Remote GPs



**Our remote GP service offers you, your partner and children\* an unlimited number of video consultations with UK-based GPs 24/7, 365 days a year.**

We aim to get you seen anytime – day or night, to give you reassurance, support and access to medical experts whenever it's needed.

Each consultation lasts up to 20 minutes, so that you can thoroughly discuss your concerns or issues. Your remote GP can also provide prescriptions and medications – and have these delivered directly to you – where required.\*\*

## How does the health diagnostics service work?

- ✦ Based on clinical assessment, your Help@hand GP may recommend that you or your partner† require some further diagnostics and refer you for remote testing.
- ✦ Blood test kits are sent out within an average of 24 hours from the appointment.
- ✦ The tests cover over 30 bio-markers and are self-administered at home via a finger prick blood test.
- ✦ If the blood test is not successful, with your permission, Square Health (provider of Help@hand's remote GP service) will arrange for a health professional to conduct a home visit and re-do the test. This would be at no cost to you.
- ✦ Blood results are made available to you within 5 working days from the time the sample is processed by the lab.
- ✦ You can book a follow up appointment with a Help@hand GP to discuss results and recommendations.



\* Children are eligible up to their 18th birthday or 24th birthday if in full-time education

\*\* There is no charge for the private prescription. Medication, referral letters, private fit notes and delivery costs are chargeable to the individual.

† Children under 18 are not eligible for health diagnostics. One remote health diagnostic test available per family per year.

# Mental health support



**Mental health support via Help@hand provides you and your partner with direct access to mental health therapists.**

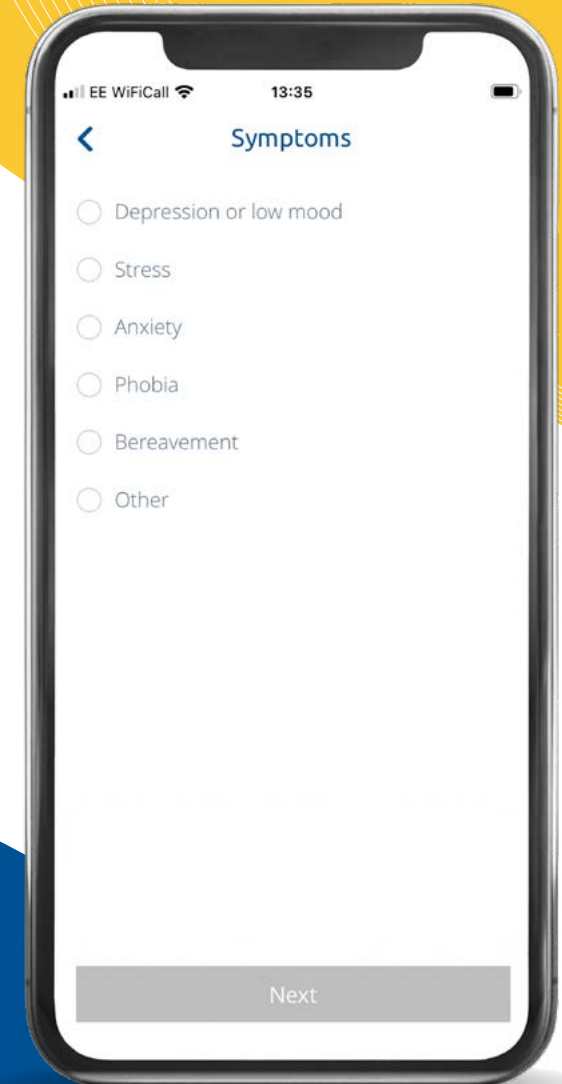
Up to eight mental health support consultations (including initial assessments) are available per year – shared between you and your partner – through the Help@hand app, with treatment plans usually delivered via video consultation.

It's important that you get the support that's right for you. This means that if during the video consultation assessment, the therapist identifies that 'in person treatment' would be the most appropriate route then this option will be suggested and offered to you instead.

Treatment plans may also include options such as supported computerised cognitive behavioural therapy.

**“ I think the real antidote is speaking to someone who is trained to understand and can help take the narratives out of the subconscious and help me deal with issues.**

Knowing that you are having a confidential chat to someone who is not judgemental and wants you to get better. I felt I had (and still have) someone to talk to if I need to discuss something important that is troubling me. This means that I am happier and can spend my energy on more productive things than rumination of negative emotions.



# Physiotherapy



**Physiotherapy via Help@hand offers you access to a network of physiotherapists to help develop personalised treatment plans and aid your recovery.**

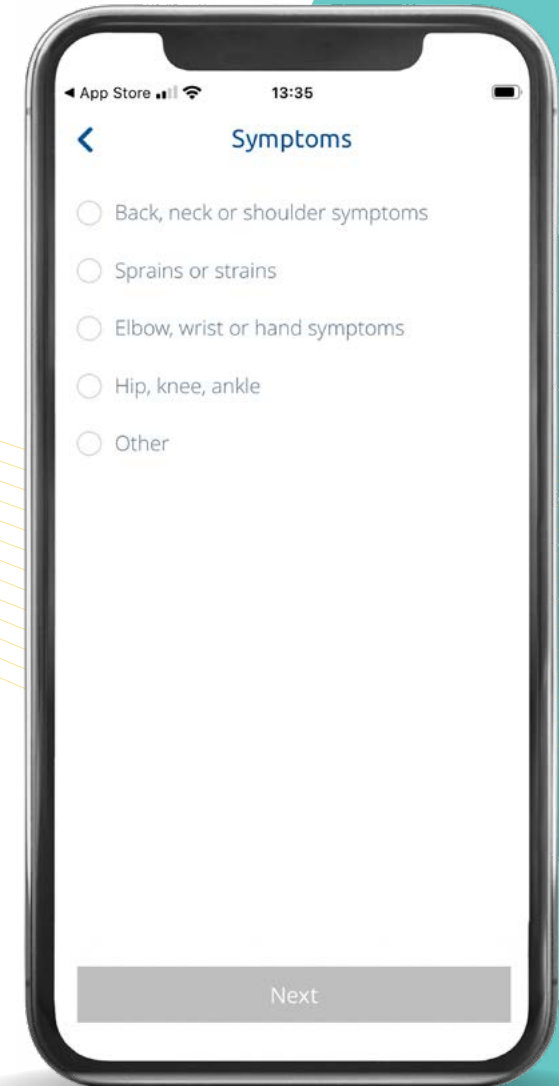
Up to eight physiotherapy consultations (including initial assessments) are available per year – to be shared between you and your partner – through the Help@hand app, with treatment plans usually delivered via video consultation.

It's important however that you get the support that's right for you. That means that if during the video consultation assessment, the physiotherapist identifies that 'in person treatment' would be the most appropriate route then this option will be suggested and offered to you instead.

## CASE STUDY



**If you've had an accident, operation or illness that requires physiotherapy, online support may not be your first thought.** After all, doesn't a physiotherapist need to be able to see you in person to decide the best way to aid recovery? Here's how Help@hand convincingly changed the mind of an employee who was unsure of the value of a consultation with a remote physiotherapist.

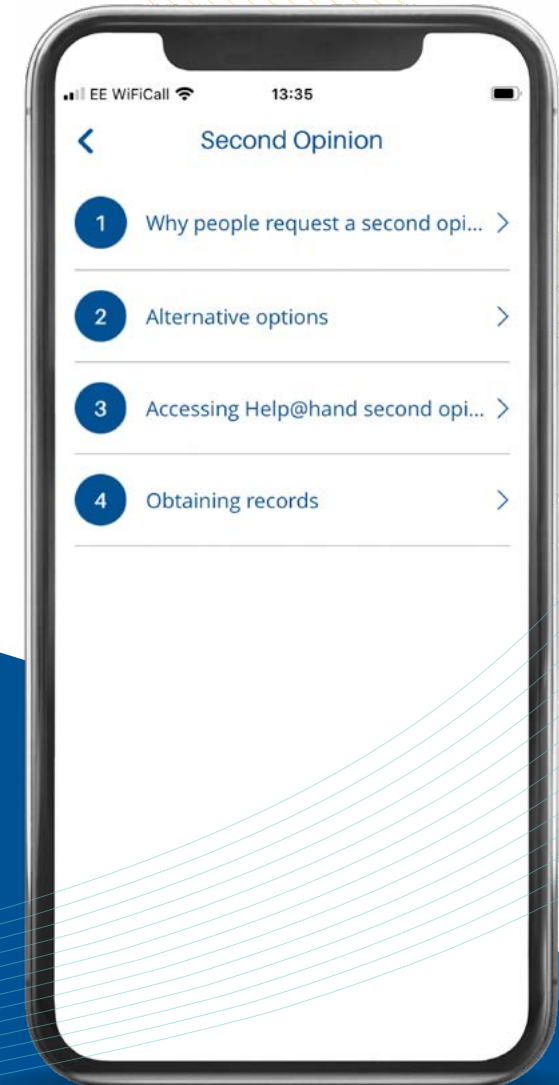


# Medical second opinion



**Receiving a diagnosis could be life-changing, so it's understandable that you may want to receive a medical second opinion.**

Help@hand gives you access to two in person consultations (shared between you, your partner and children\*) with a UK-based private consultant – following a final diagnosis – to provide additional reassurance when it's needed.



## Possible advantages of a medical second opinion<sup>1</sup>:

- + If both doctors agree about your diagnosis and treatment, this may help you feel more confident about their plan for your treatment and care.
- + You may find that you get on better with a different doctor and have more confidence in what they say.
- + You may be offered different treatments, or treatment as part of a clinical trial.



\*Children are eligible up until their 18th birthday (or 24th if in full-time education).

1. <https://www.macmillan.org.uk/cancer-information-and-support/treatment/your-treatment-options/getting-a-second-opinion>

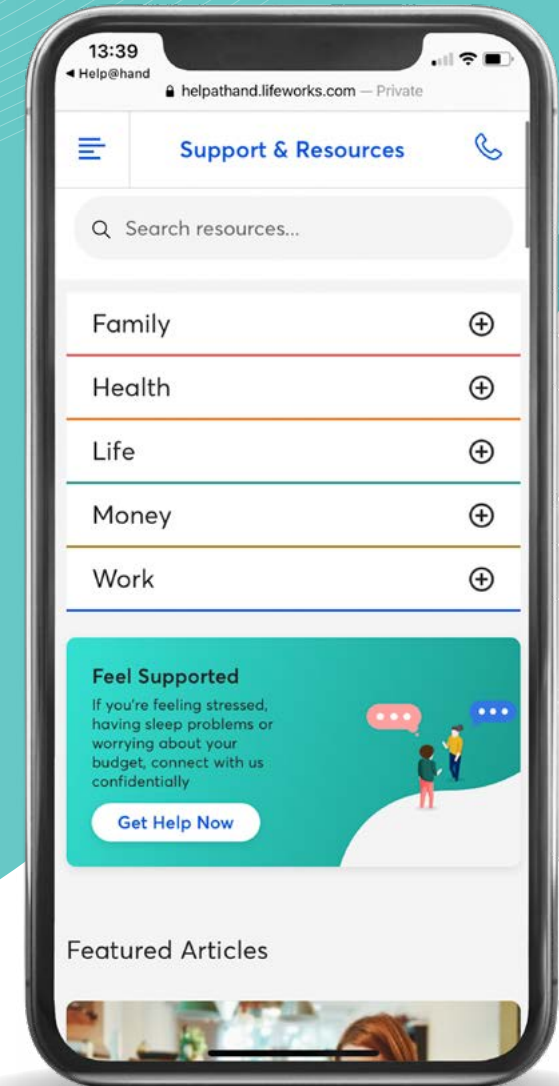
# Life, money & wellbeing support



**Help@hand provides you, your partner and children\* with advice on a range of life and work issues, including financial, legal and family concerns, as well as tools and information to support health and wellbeing such as:**

- ✦ **24/7 helplines:** Immediate and confidential access to qualified counsellors and experts, supporting you on a broad range of topics whenever you need it
- ✦ Up to **eight face-to-face counselling sessions** including bereavement sessions for you and your family members
- ✦ **Financial wellbeing:** Helping you to feel in control of your finances with tailored guidance to improve overall financial wellbeing
- ✦ **Health and fitness plans:** Custom work-out plans and nutritional advice to help you reach your health and fitness goals
- ✦ **Life event resources:** Guidance on key life events such as moving home, becoming a parent, elder care or starting a new job
- ✦ **Line manager support:** Helping managers on all aspects of their management role, including a referral service and access to advice from professional consultants

\*Children over 18 can access the confidential helpline and online resources.



# Getting started

1

Download the Help@hand app from the App Store or Google Play

2

Enter the username and password found in your invitation email, and log in

3

Read and accept the terms and conditions

4

Enter your details, and add your family members (if applicable\*)

\*Partners and children (over 18 years old) will then be invited via email to download the app and set up an account with their own unique login details.

## Contacting us

If you have any questions whilst using Help@hand, or if you wish to make a complaint or have any technical issues, please either:

**Call: 0333 577 7805**  
(Mon to Fri 8am-6pm & Sat 9am-1pm)

**Email: [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)**



The Help@hand service and app is brought to you by Unum, a leading UK employee benefits provider with more than 40 years' industry experience. Help@hand's remote GP, second opinion, mental health and physiotherapy services are provided by Square Health. Founded by doctors, Square Health have over 20 years of experience within the healthcare sector.

Help@hand's life, money & wellbeing support service is provided through Lifeworks

Help@hand is provided to Unum customers by third party specialists chosen by Unum. Help@hand does not form part of any Unum insurance policy. It is subject to the terms and conditions of the relevant third party provider. Help@hand can be withdrawn or changed by Unum at any time. There is no additional cost or increase in premium as a result of Unum making this benefit available.

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