

What is vHealth?

vHealth is a new health care experience that provides high-quality medical consultations and wellbeing support, directly from your smartphone. Appointments are available 9am to 6pm Monday to Friday and can be used for illness, injury or general wellbeing advice. Our friendly doctors can also write prescriptions, make specialist referrals and even arrange scans and diagnostic tests.

Every aspect of the service is designed to make your life easier. With the vHealth app, you can book a telephone or video appointment without worrying about traffic jams or taking time off work. And because our doctors listen to your concerns and get to know you as a person, you can be confident they will always have your best interests at heart.

Will the doctor be able to treat the same conditions as they would if I went to a clinic or hospital?

vHealth offers all the same services as a traditional family doctor. The main difference is that there are no waiting rooms, traffic jams or unnecessary delays.

Our doctors carry out a full range of healthcare services including professional diagnoses, specialist referrals and treatment recommendations. Plus, they can support you with ongoing health problems like diabetes, high blood pressure or cholesterol. They're also available for proactive health advice on a wide range of areas – from general wellbeing and dietary recommendations to stress management and how to quit smoking.

For any urgent concerns or emergency situations, you should always contact your local emergency service.

What training and experience do vHealth doctors have?

All our doctors are highly qualified, reassuringly experienced and specially trained in telephone and video consultations. They have at least 5 years of clinical practice experience and are regularly monitored to make sure they meet the very latest international standards. Many also have specialist expertise in a range of medical practices.

Where are the vHealth doctors based and what are the hours of operation?

The vHealth team, including the doctors, are based in Thailand. Our hours of operation are Monday to Friday, 9am to 6 pm. You can make an appointment with us any time using the vHealth app. You can also reach us by telephone at 02-677-0900 or by email at support@th.vhealth.com.

How do I get started?

To start using vHealth, you first need to register your details and set up an account. This only takes a few minutes and can be completed in three simple steps:

1. Download the vHealth App from the App store or Google Play
2. Enter in your Aetna contract and membership number which can be found on your Aetna insurance card.
3. Follow the on-screen instructions to activate your account and complete your registration.

How do I request a consultation?

Go to the Appointments section of the vHealth app and you'll see the next available appointments are shown on the screen. You can either choose a suggested time or select an alternative date from the calendar. Then simply follow the on-screen instructions.

Are there any limits to how many virtual consultations I can have?

No, on your Aetna Thailand insurance package, you can use the service as often as you need.

Are my consultations private and confidential?

Yes, vHealth is a private and confidential service. Your personal information is kept safe and secure and only ever viewed by the vHealth clinical team in order to prepare for your consultation. We don't ever pass on your personal information to health insurers or third parties without your consent.

How quickly can I get a consultation?

We usually have appointment slots available the same day. You can check this on the vHealth app.

Will I speak with the doctor by phone or video?

When booking your appointment, you can choose to have a consultation by telephone or video call. Before making your decision, you might want to consider the strength of your phone signal or internet access.

Can I see someone face to face?

Unlike some virtual health services, which use on artificial intelligence, vHealth is delivered by real doctors who you can see face-to-face by video consultation. We're confident you'll find the experience similar to traditional consultation - only without the inconvenience of having to travel to a clinic or hospital.

If you still want to see someone in person, our doctors do hold on-site clinics or the vHealthers can arrange for you to be referred to a specialist. Please ask a member of the vHealth team for more details.

Can I choose a male or female doctor?

This isn't an option that we currently have on the app. Please give us a call on 02-677-0900 if you would like to select a specific vHealth doctor.

What languages do the doctors at VHealth speak?

All of our doctors speak Thai and English.

How do I start a consultation?

For telephone consultations, the doctor will call you at the appointment time on the phone number you have provided.

For video consultations, you simply open the vHealth app and join our virtual waiting room, which opens five minutes before your appointment start time. The doctor will initiate the video consultation from within the waiting room at the appropriate time.

What happens if there are connectivity issues or my call is lost?

Don't worry, if your telephone or video consultation is interrupted due to a loss of signal or internet access, we will try to reconnect. If we can't reach you using the existing link, we will try another number (as long as we have one on file).

How will I receive the results and advice from my consultation?

Before your consultation ends, your vHealth doctor will discuss any next steps, such as how to collect prescribed medications, receive medical tests and attend follow-up consultations. One of our clinical team assistants called vHealthers will then call you back to arrange the details if required.

After every appointment, your doctor will also prepare consultation notes summarizing what was discussed, along with any treatment recommendations. You can access these notes as often as you like from your vHealth app.

How are prescriptions made and fulfilled via this app?

If you require any medication, you can choose to pick it up from a nearby pharmacy.

The details of your prescription are stored securely in the vHealth app which you can access at any time.

How quickly can a prescription be made?

Prescriptions will be sent securely to your phone after your consultation. You would typically receive these within 30 minutes of the call

Do you offer prescription refills?

Yes, if you have an ongoing condition, we can support you with prescription refills. You can arrange this via a consultation with a doctor that you can book on the vHealth app or by calling us on 02-677-0900.

Can I get a referral to a specialist if necessary?

Yes, after diagnosing a medical condition, your vHealth doctor can refer you to a specialist consultant.

You should contact your insurer to check you are covered for the specialist consultation and any ongoing tests and treatment. Either way, the vHealth doctor and vHealth assistants will be on hand to offer help, support and advice whenever it's needed.

Can I see the same doctor for my next vHealth consultation?

Yes, if you would like an appointment with the same doctor, we would be happy to arrange it. Please give us a call on 02-677-0900 to arrange this as our online booking system does not currently allow you to select a specific vHealth doctor.

Alternatively, any of our expert doctors would be more than happy to help. You wouldn't need to repeat anything, because they would access your medical records ahead of the call to make sure they understand your situation.

How do I share my consultation information or test results with another doctor?

It's easy to share your consultation notes, test results or medical records with another doctor or a family member. You can download your medical records at any time using the vHealth app. Just go to the My Record option and click the Share option near the bottom of the page.

I missed my consultation - how do I reschedule a consultation?

Don't worry if you miss a consultation, you can always book another one using the vHealth app. Alternatively, feel free to call us at 02-677-0900.

How secure are my medical records?

Your health records are stored securely and can only be viewed when you log into your account through the vHealth app via a secure connection.

What happens to my consultation recording?

All our consultations are recorded for quality and training purposes. They are stored and may be reviewed by our senior doctor to monitor the standard of care provided.

Who do you share my information with, and will you sell my patient data?

Rest assured, your personal details are completely confidential. They are never shared or sold to any third parties, including Aetna insurance, without your express permission.

The only people who have access to your personal information are the doctors who need to review your details ahead of your consultation. This enables them to prepare for the call and offer the best help, support and advice.

For more details, please see our Privacy Policy at www.aetnainternational.com/en/site/vhealth-thailand-privacy-policy.html

What happens if my phone is stolen? Can someone access my account and medical details?

No, your vHealth medical records can only be viewed when you login to your vHealth account via the mobile app. No medical details actually reside within the vHealth app on your mobile device. So even if someone has your phone, they cannot access your details without your vHealth login information.

How do I reset my password or change my details?

You can reset your password at any time via the vHealth app. Simply visit the Profile section of your account and then click Settings.

What are the terms and conditions of use?

You can find our vHealth Terms and Conditions and our Privacy Policy on the website. Terms and conditions can be found www.aetnainternational.com/en/site/vhealth-thailand-terms-and-conditions.html and privacy policy can be found www.aetnainternational.com/en/site/vhealth-thailand-privacy-policy.html. You will be required to review and accept these prior to using the vHealth service.

What is vHealth's relationship to Aetna?

vHealth is a confidential service that isn't tied to any insurance policy. It is run independently of Aetna, so any information that is shared during a consultation will not affect your policy in any way. Personal information is always kept safe and secure, and never passed on to third parties. This allows you to focus on your health and wellbeing, without worrying about how it might affect your Private Medical Insurance claims or premiums.

How do I reach vHealth for any other questions or comments? If you have any questions or comments please call us on 02-677-0900 or email support@th.vhealth.com