

Best Doctors Second Medical Opinion



Because your family deserves the best.

It takes Aviva.



An added benefit of a protection policy from Aviva, is access to **'Best Doctors Second Medical Opinion®'**. Best Doctors provides you with access to over 50,000 of the world's top physicians.

Medical expertise and support

If you or a member of your family is diagnosed with a serious illness, you'll have questions.

- **What happens now?**
- **What are the treatment options?**
- **Is the diagnosis correct?**

At Aviva we understand that you need answers. That's why we give you access to the Best Doctors Second Medical Opinion services as part of your protection policy. At no extra charge and right from your first day of cover.

You can use this service for any condition affecting your quality of life. It can also be used for conditions diagnosed before taking out your cover with Aviva.

 Best Doctors®

**Member
Care Centre**

1800 882 342



How would Best Doctors help me?

Best Doctors can:

- Double-check the diagnosis you have been given or the treatment being proposed for you.
- Investigate if there are any alternative treatment options.
- Review your options if your symptoms haven't been improving.

Who can access the service?

This service is available to:

- You
- Your spouse or partner
- Your children up to age 18 (or 23 if in full-time education),
- PLUS your parents and your spouse/partner's parents.

How does it work?

Call the **Member Care Centre on 1800 882 342** at any time of the day or night, seven days a week.

A dedicated Case Manager will be assigned to you who will guide you through the whole process including supporting you to gather the relevant medical documentation and discussing the meaning of your report.

Aviva Family Care



Mental Health
Support

It takes Aviva.



Aviva Family Care is a counselling & psychotherapy service provided by Teladoc Health. Each of our protection policies includes access to this mental health support service.

Everyone is facing new challenges

When life brings new and unexpected changes, it's normal to feel anxious, stressed or down. Whatever your challenge, you're not alone. Our professional team of Psychologists are here if you're:

- **Struggling with a bereavement**
- **Overwhelmed, stressed or anxious**
- **Feeling down, depressed or lonely**
- **Need help managing the emotional impact of life events**
- **Developing coping and behavioural skills**

To help with these, Aviva Family Care gives you access to a wide variety of specialised forms of therapy, including counselling and Cognitive Behavioural Therapy.

**Aviva Family Care
Confidential Care Line**

1800 816 560



Who can access Aviva Family Care?

- You
- Your spouse or partner
- Your children up to 18 (23 in full time education)

Patients under 18 years of age are supported with a single assessment session during which they will benefit from a formal diagnosis. At the end of the consultation, practitioner Psychologists will make recommendations and support the patient as well as their carer/guardian/parent, to access specialised services.

How do I contact Aviva Family Care?

Call the confidential Mental Health services phone line on **1800 816 560** at any time of the day or night, seven days a week.

A customer service agent will note your details and make an appointment for you with one of our team of Psychologists.

The Mental Health service is delivered by Clinical, Counselling and Health Psychologists registered with the Irish Psychological Society.

Aviva Life & Pensions Ireland does not guarantee the on-going availability of the Best Doctors - Second Medical Opinion benefit to its policyholders or the Aviva Family Care Benefit (Mental Health Support) and may, at its sole discretion, withdraw access to the service at a month's notice. If we withdraw it, we'll write to notify policyholders at least 31 days in advance of its removal.

Teladoc Health (who provide the Best Doctors and Aviva Family Care Benefit) is not a regulated financial service.

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