

# User guide of Cigna Telehealth Service

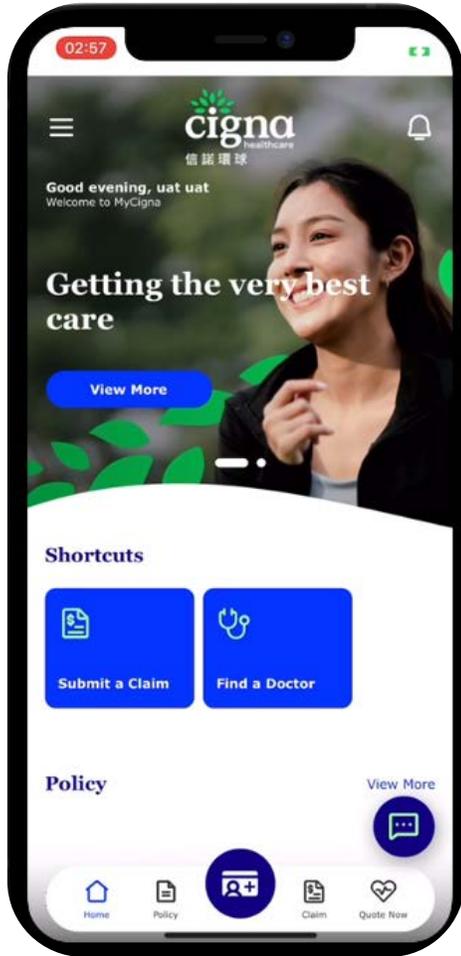


Teladoc Global Care On Demand is the service provider of Cigna Telehealth Service

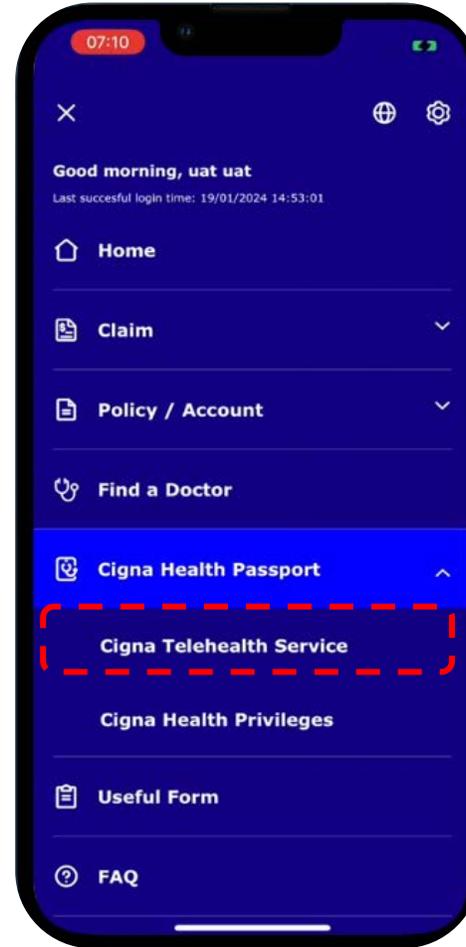
January 22, 2024

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# Access Cigna Telehealth Service via MyCigna app



Login to MyCigna app



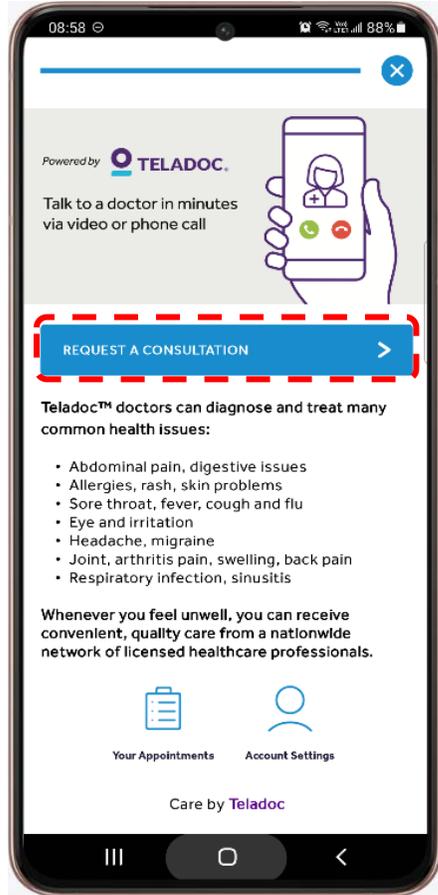
Click 'Cigna Telehealth Service' under Cigna Health Passport'



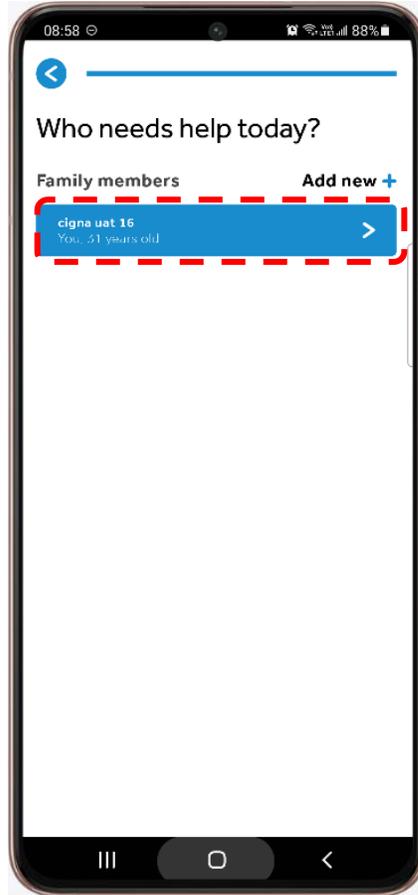
Click 'Visit doctor online'

# Request a Consultation

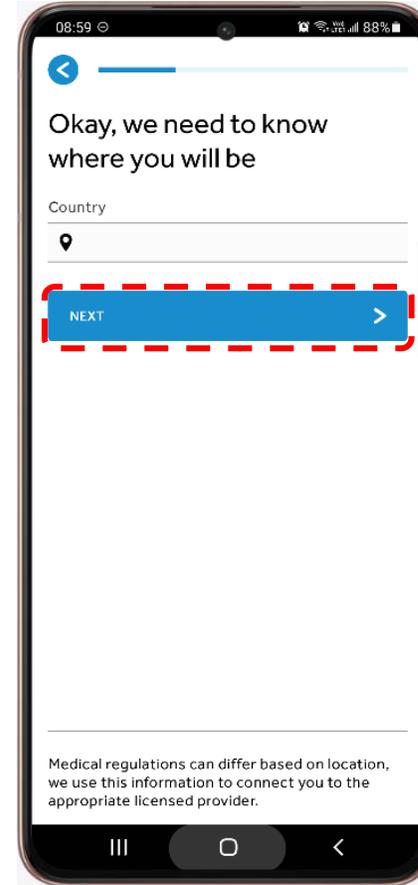
Teladoc offers you virtual consultation service with mobile device



Click “**Request a Consultation**” for booking a virtual health consultation



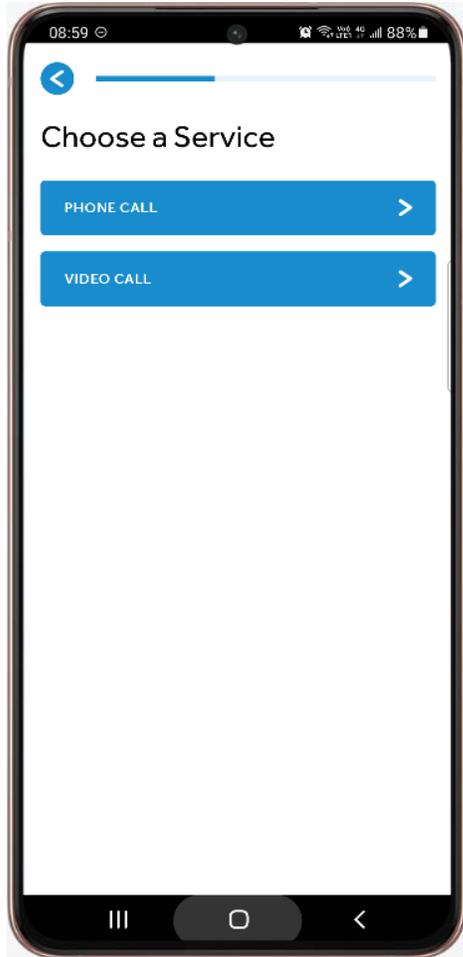
Select the **corresponding person** for a consultation; or add new family members by clicking “**Add new**”



1. Select the country or region you are currently located  
2. Click “**Next**”

To change language of Teladoc app, please switch the language under 'Settings' on the phone

# Request a Consultation



You can select the consultation service through the below call format:



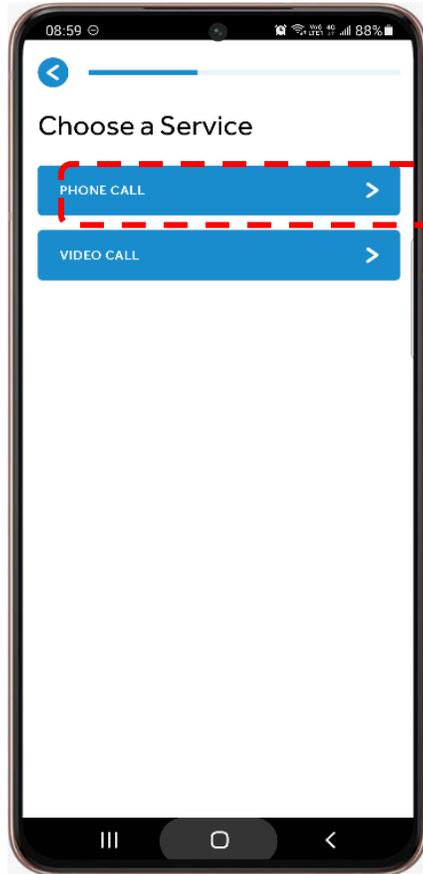
OR



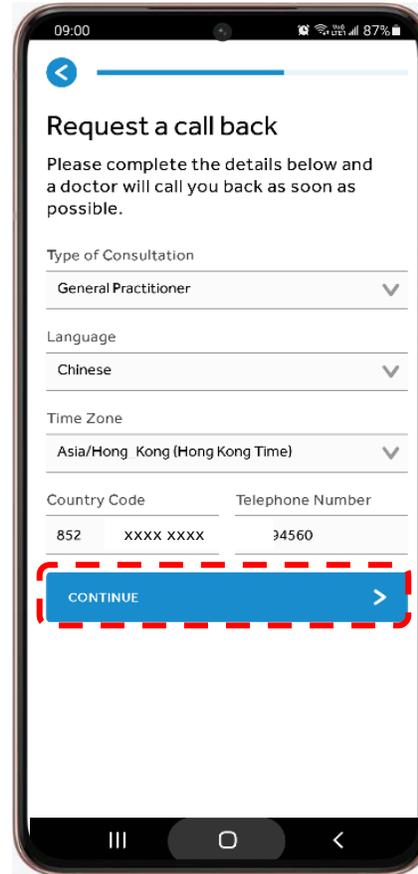
a) Phone Call

b) Video Call

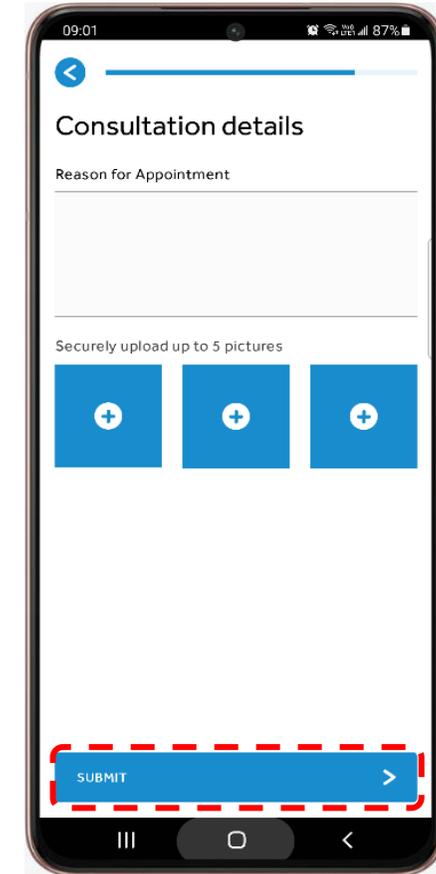
# a) Phone Call



You can select the consultation service through “**Phone Call**”



1. Select the “**Type of Consultation**” with the scroll down menu
2. Select the “**Country Code**” and input your **Telephone Number**”
3. Click “**Continue**”

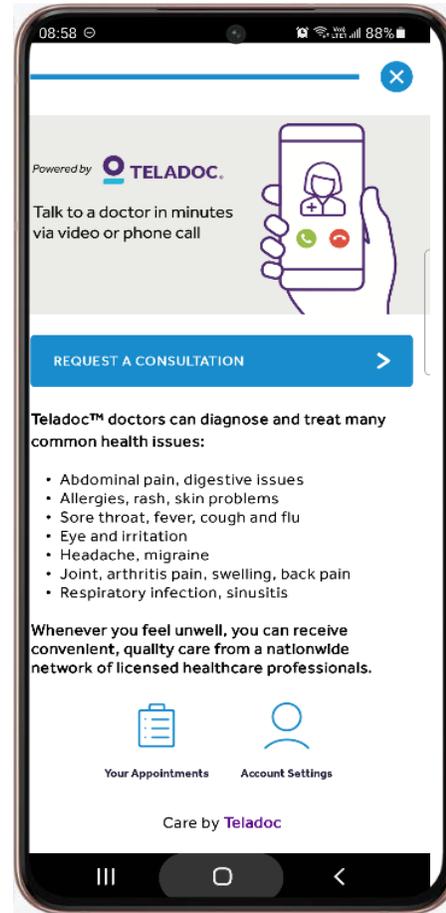


- To let the doctor knows more about your condition
1. Input the “**Reason of Appointment**”
  2. You can upload up to 5 pictures as well to supplement
  3. Click “**Submit**”

# a) Phone Call



Please click “**Continue**” to confirm the booking

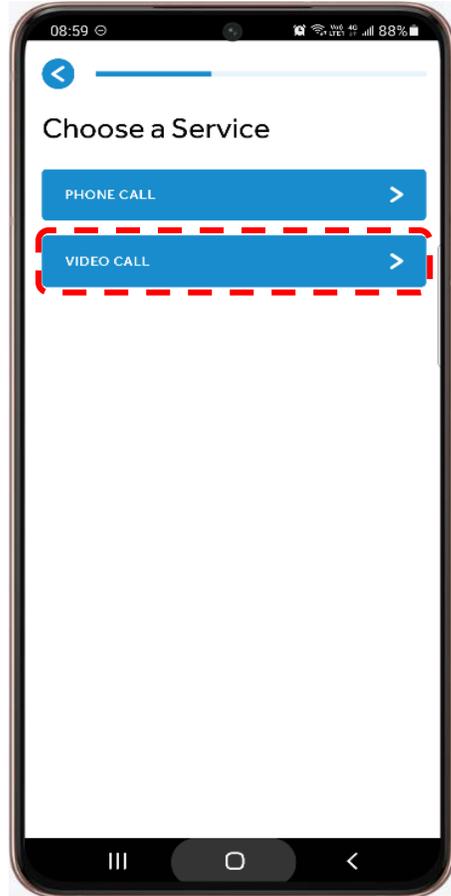


We will call you back as soon as possible

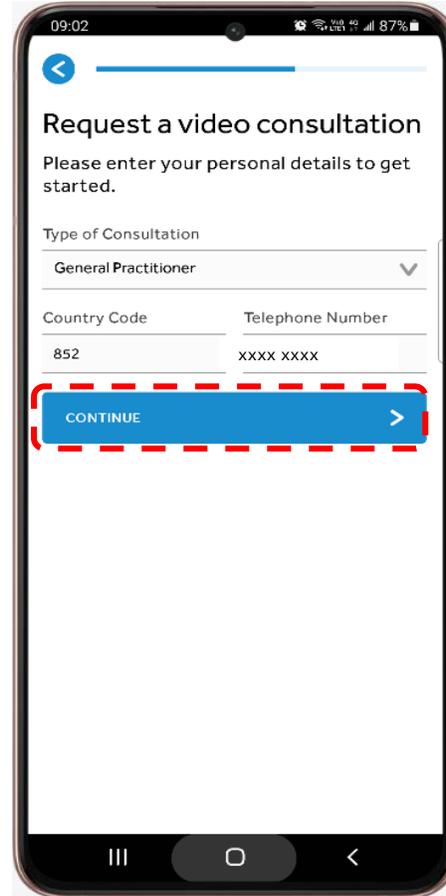


You will also receive a confirmation email

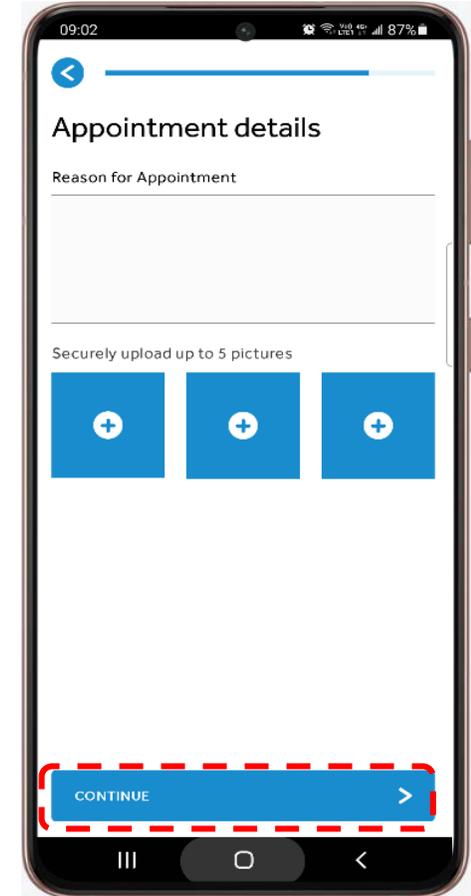
## b) Video Call



Select “Video Call”

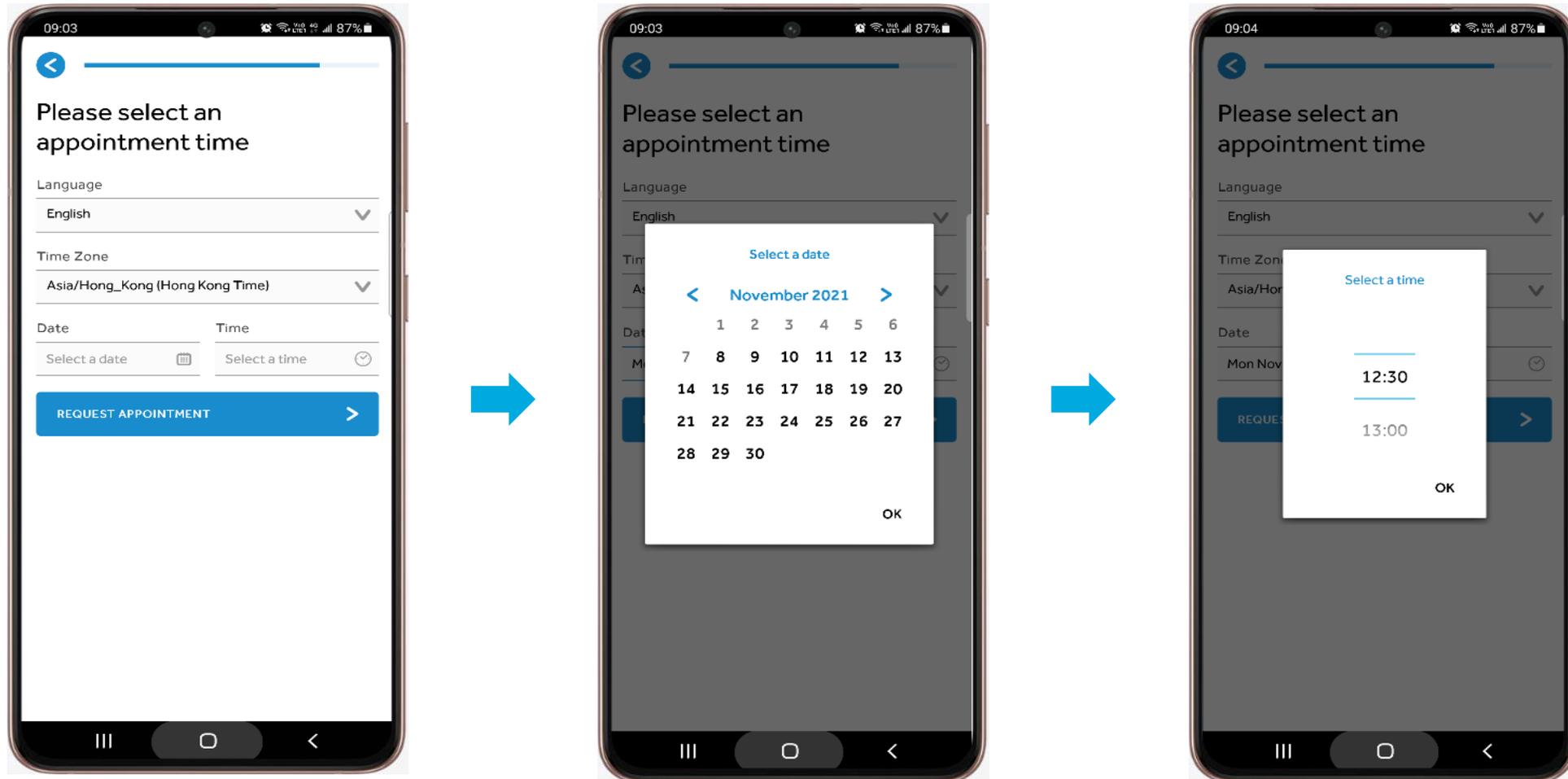


1. Select the “**Type of Consultation**” with the scroll down menu
2. Select the “**Country Code**” and input your **Telephone Number**”
3. Click “**Continue**”



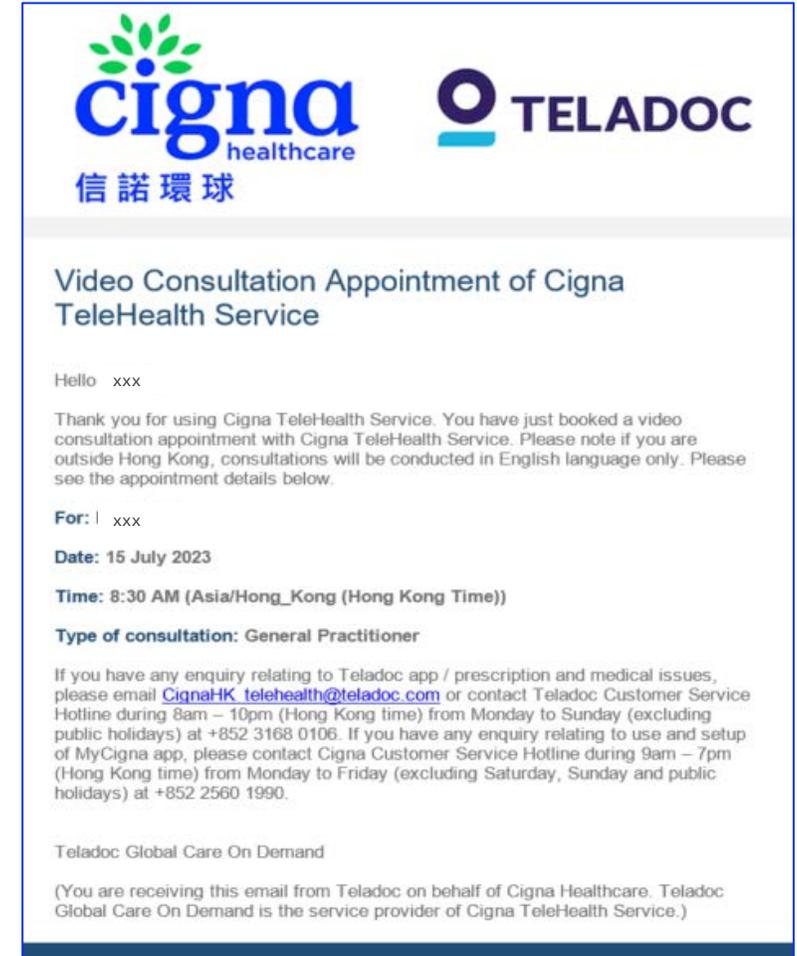
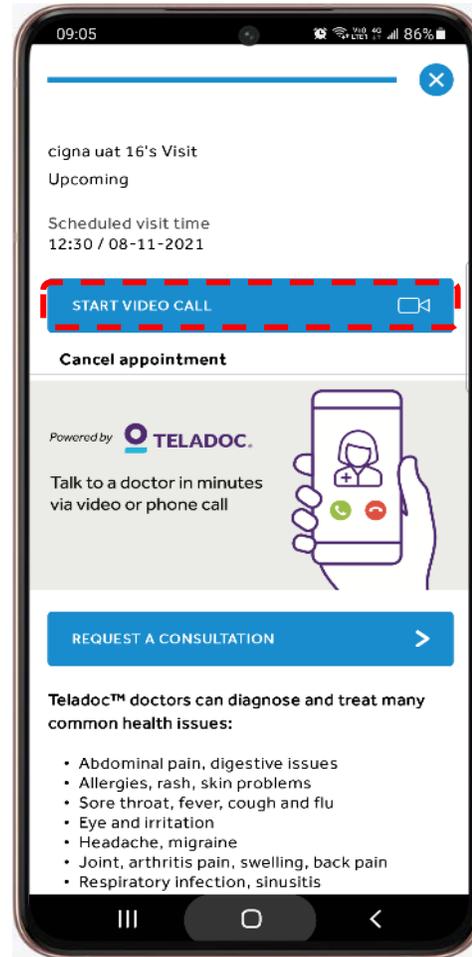
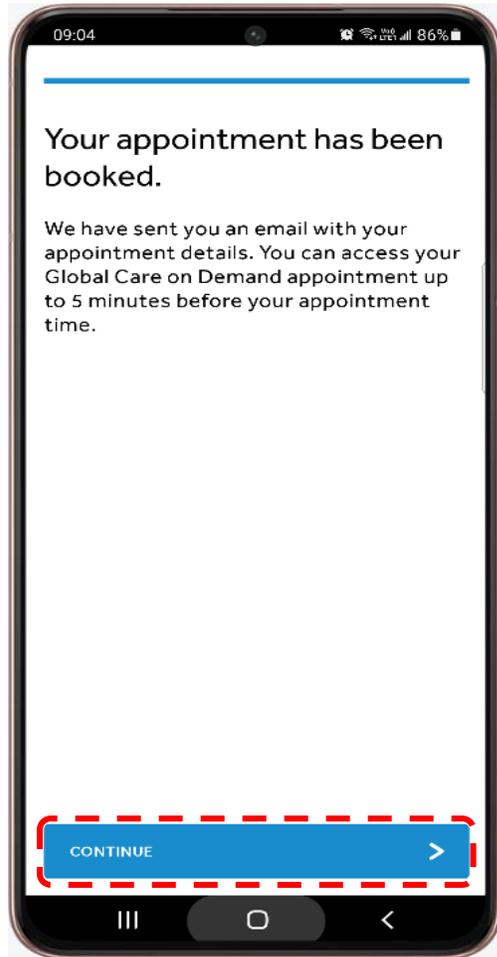
- To let the doctor know more about your condition
1. Input the “**Reason of Appointment**”
  2. You can upload up to 5 pictures as well to supplement
  3. Click “**Continue**”

## b) Video Call



1. You can also select the “**Language**” that you preferred
2. You can select the “**Appointment Date**”, “**Time**” and “**Time Zone**”

## b) Video Call

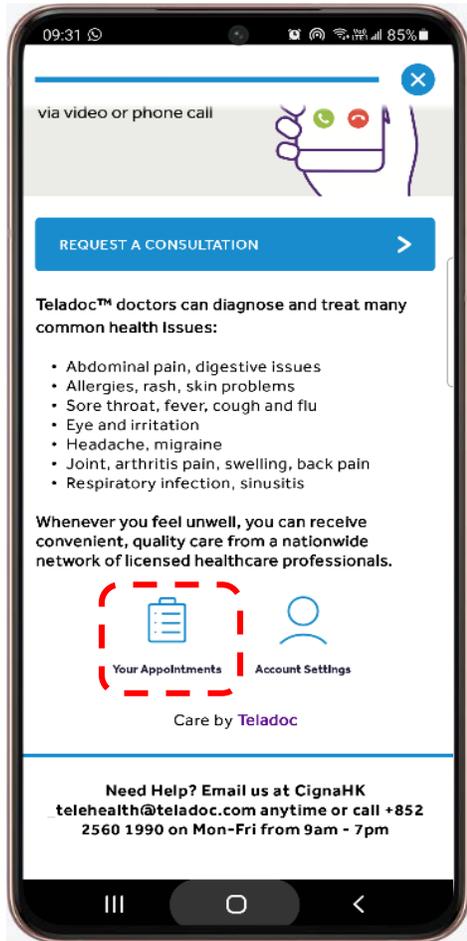


Click “**Continue**” to confirm the booking

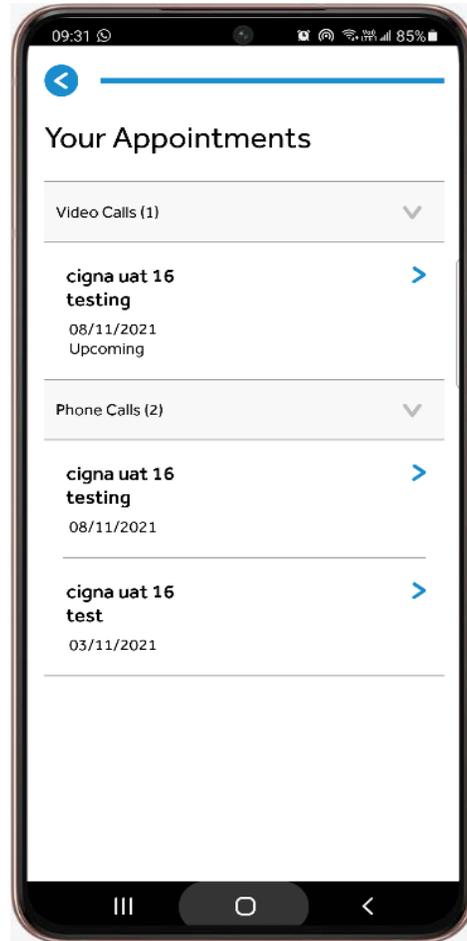
The booking information will be shown in details  
You can click “**Start Video Call**” at the scheduled time to start the consultation

You will also receive a confirmation email

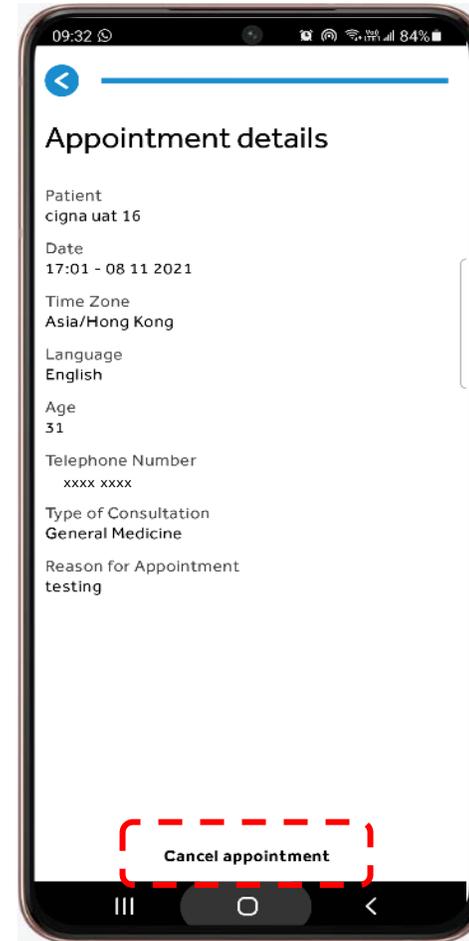
# c) Cancel appointment



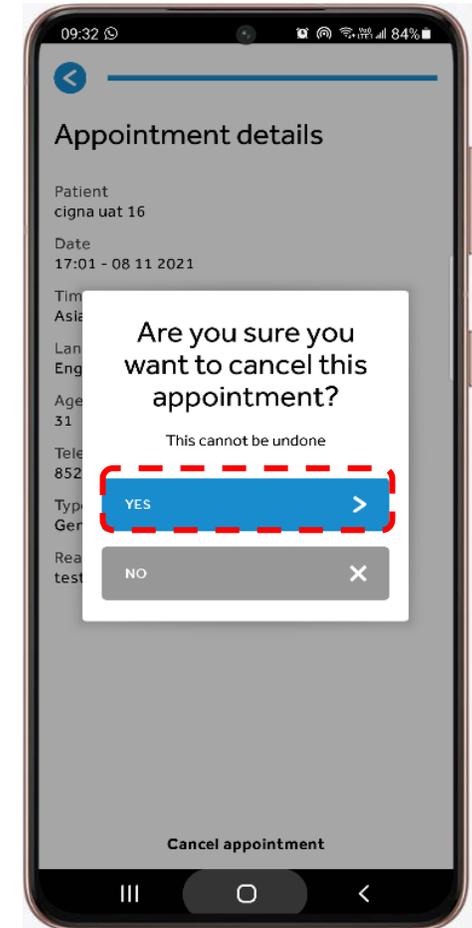
Go to “Your Appointments”



Click the appointment that you would like to cancel



Click “Cancel appointment”



Click “Yes”



## c) Cancel appointment

### Phone consultation cancellation



The screenshot shows an email header with the Cigna Healthcare logo (信諾環球) and the Teladoc logo. The subject line is "Phone Consultation Appointment Cancellation of Cigna TeleHealth Service". The body of the email includes a greeting "Hello xxx", a confirmation that the phone consultation appointment has been successfully cancelled, and contact information for MyCigna app and Teladoc Customer Service Hotline. It also includes the Teladoc Global Care On Demand logo and a footer note: "(You are receiving this email from Teladoc on behalf of Cigna Healthcare. Teladoc Global Care On Demand is the service provider of Cigna TeleHealth Service.)"

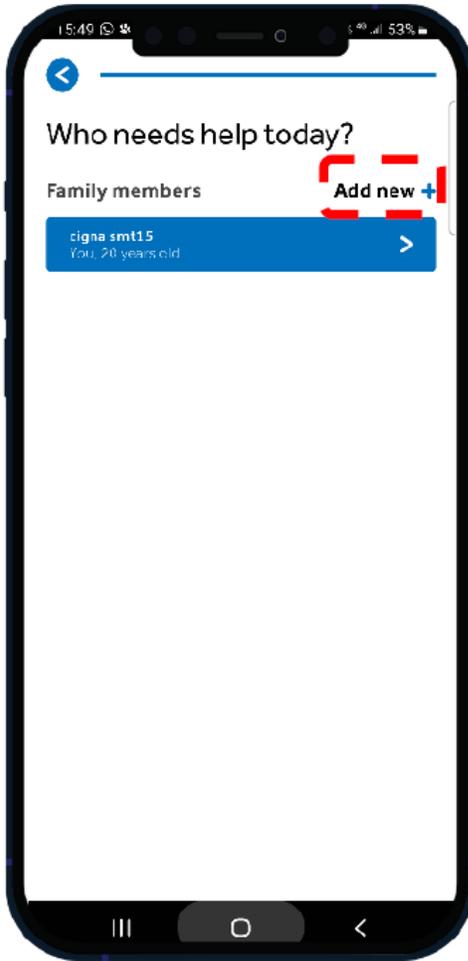
### Video consultation cancellation



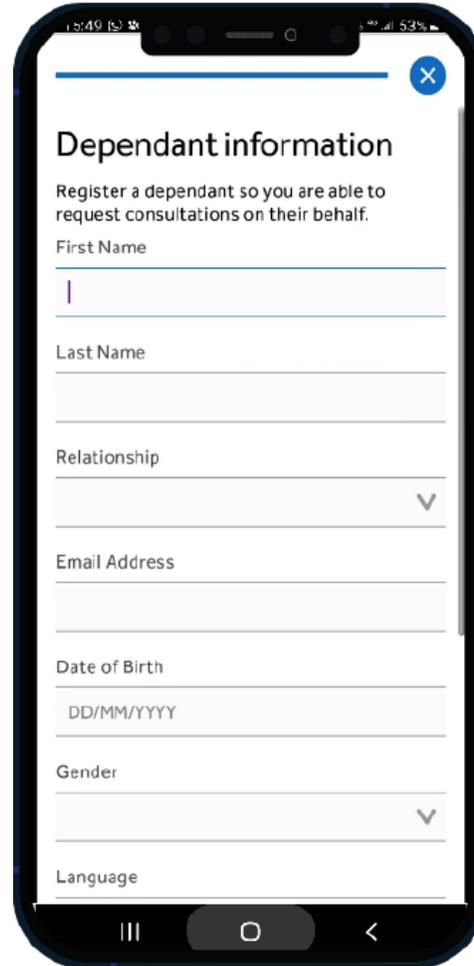
The screenshot shows an email header with the Cigna Healthcare logo (信諾環球) and the Teladoc logo. The subject line is "Video Consultation Appointment Cancellation of Cigna TeleHealth Service". The body of the email includes a greeting "Hello xxx", a confirmation that the video consultation appointment has been successfully cancelled, and specific details: "For: xxx", "Date: 15 July 2023", and "Time: 8:30 AM (Asia/Hong\_Kong (Hong Kong Time))". It also includes the "Type of consultation: General Practitioner" and contact information for MyCigna app and Teladoc Customer Service Hotline. It also includes the Teladoc Global Care On Demand logo and a footer note: "(You are receiving this email from Teladoc on behalf of Cigna Healthcare. Teladoc Global Care On Demand is the service provider of Cigna TeleHealth Service.)"

You will also receive a cancellation email

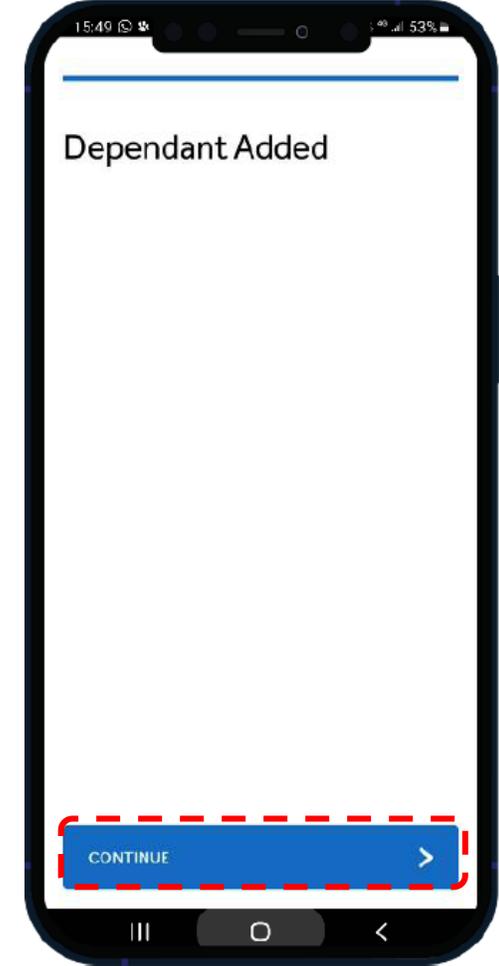
## d) Add a Dependant (Aged below 18)



Click **"Add New +"** for adding a dependant



Enter the dependant's personal information for registration



Click **"Continue"** to go on next page to book a consultation for the dependant