User guide of Cigna Telehealth Service



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

January 22, 2024

Access Cigna Telehealth Service via MyCigna app



Login to MyCigna app



Click 'Cigna Telehealth Service' under Cigna Health Passport'



Click 'Visit doctor online'

January 22, 2024 2

Request a Consultation

Teladoc offers you virtual consultation service with mobile device



Click "**Request a Consultation**" for booking a virtual health consultation



🛱 🖘 🖓 📶 88% 🗖

Add new 🕂

08:58 ⊖

Family members

cigna uat 16

Who needs help today?



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

 Select the country or region you are currently located
 Click "Next"

Request a Consultation



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



a) Phone Call

b) Video Call



January 22, 2024 4

a) Phone Call



You can select the consultation service through "**Phone Call**"



- 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"

January 22, 2024 5



a) Phone Call



Please click "**Continue**" to confirm the booking



Teladoc™ doctors can diagnose and treat many

· Abdominal pain, digestive issues

🗑 🕾 🎬 🗐 88% 🗎

R

08:58 ⊖

Powered by OTELADOC.

Falk to a doctor in minutes

ia video or phone call

common health issues:

We will call you back as soon as possible



Phone Consultation Appointment of Cigna TeleHealth Service

Hello XX

X Thank you for using Cigna TeleHealth Service. We have received your appointment for the Phone Consultation of Cigna TeleHealth Service. If you are in Hong Kong, you will receive a call from doctor typically within 1 hour. If you are outside Hong Kong, you will receive a call from doctor typically within 24 hours. The consultation is available during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays). Please note if you are outside Hong Kong consultations will be conducted in English language only .

If you have any enquiry relating to Teladoc app / prescription and medical issues, please email <u>CignaHK_telehealth@teladoc.com</u> or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

Teladoc Global Care On Demand

(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 confirmation email



b) Video Call

Ο

DB:59 C Choose a Service	09:02 Request a video consultation Please enter your personal details to get started. Type of Consultation General Practitioner Country Code Telephone Number 852 XXXX XXXX CONTINUE	0902 € € MAR & 270 Appointment details Reason for Appointment Securely upload up to 5 pictures € • • • • • • • • • •
Select "Video Call"	1. Select the " Type of Consultation " with the scroll down menu	To let the doctor knows more about your condition
	 2. Select the "Country Code" and input your Telephone Number" 3. Click "Continue" 	 2. You can upload up to 5 pictures as well to supplement 3. Click "Continue" January 22, 2024 7

b) Video Call



- 1. You can also select the "Language" that you preferred
- 2. You can select the "Appointment Date", "Time" and "Time Zone"



😭 🖘 渦川 87% 🗎

 \mathbf{v}

V

ок

<





b) Video Call







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



Video Consultation Appointment of Cigna TeleHealth Service

Hello xxx

Thank you for using Cigna TeleHealth Service. You have just booked a video consultation appointment with Cigna TeleHealth Service. Please note if you are outside Hong Kong, consultations will be conducted in English language only. Please see the appointment details below.

For: | xxx

Date: 15 July 2023

Time: 8:30 AM (Asia/Hong_Kong (Hong Kong Time))

Type of consultation: General Practitioner

If you have any enquiry relating to Teladoc app / prescription and medical issues, please email <u>CignaHK telehealth@teladoc.com</u> or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

Teladoc Global Care On Demand

(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 confirmation email

c) Cancel appointment



cancel



Click "Cancel appointment"

Click "Yes"

<

×

c) Cancel appointment

Phone consultation cancellation



Phone Consultation Appointment Cancellation of Cigna TeleHealth Service

Hello xxx

Thank you for using Cigna TeleHealth Service. We confirm that the phone consultation appointment you requested has been successfully cancelled.

To make a new appointment, please log into MyCigna app. If you have any enquiry relating to Teladoc app / prescription and medical issues, please email CignaHK telehealth@teladoc.com or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

Teladoc Global Care On Demand

(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



Video Consultation Appointment Cancellation of Cigna TeleHealth Service

Hello xxx

Thank you for using Cigna TeleHealth Service. We confirm that the video consultation appointment you requested has been successfully cancelled:

For: XXX

Date: 15 July 2023

Time: 8:30 AM (Asia/Hong_Kong (Hong Kong Time))

Type of consultation: General Practitioner

To make a new appointment, please log into MyCigna app. If you have any enquiry relating to Teladoc app / prescription and medical issues, please email CignaHK telehealth@teladoc.com or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

Teladoc Global Care On Demand

(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

January 22, 2024 11

d) Add a Dependant (Aged below 18)





Click "Add New +" for adding a dependant

Dependant information	
Register a dependant so you are able to request consultations on their behalf.	
First Name	
Last Name	_
	_
Relationship	
	\vee
Email Address	_
Date of Birth	
DD/MM/YYYY	
Gender	
	\sim

Enter the dependant's personal information for registration



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