

360Health Virtual Care

Expert medical support, when you need it most.

360Health Virtual Care gives you access to expert medical support and guidance from the comfort of your own home.

A lot of questions race through your mind when you've been diagnosed with an illness, or are living with a chronic condition. But knowing exactly what you're dealing with – and getting support from leading specialists – can give you and your treating doctor a clear way forward.

We provide you and your immediate family with easy access to leading general practitioners (GP) and doctors, specialists, and mental health clinicians via Virtual Care – helping you get the right diagnosis, treatment plan and information when facing medical uncertainty.

Virtual health has become far more widely used since 2020. Getting health support and guidance from the comfort of your own home, either online or over the phone, is an easy and safe way to access leading local and international experts who can support your own treating doctor.



The benefits of 360Health Virtual Care



Quick, easy access to over 50,000 local and international leading specialists.



Advice for your diagnosis and treatment plan, whatever the condition¹.



Access 360Health Virtual Care at any time and as many times as you need.



There are no costs to you and access extends to your partner and children.



360Health Virtual Care is completely confidential. The Virtual Care team do not share any information with anyone other than you.

1. Excludes emergency and dental



Physical condition outcomes

24% of cases



Modified diagnosis

57% of cases



Modified treatment plan

Mental health outcomes

65% of cases



Modified diagnosis

88% of cases



Modified treatment plan

How does it work?

You and your immediate family can access 360Health Virtual Care by following the below steps.

1 Register

Access 360Health Virtual Care by web, app or phone. Have your MetLife insurance policy number or corporate access code ready to confirm your eligibility.

Online

360healthvirtualcare.com

Download the app



Phone

1800 325 578

2 Request a confidential service

Choose from a wide range of services to access from the comfort of your own home, either online or over the phone, at a time that suits you.

The 360Health Virtual Care clinical team will identify how best to assist and provide guidance and support through you and your family's health journey. The clinical team do not share any information with anyone other than you².

Medical

Access an in-depth medical opinion from leading global experts. Or have you or your family's general health questions answered online by a GP/doctor or Paediatrician.



Mental Health

Have the option of booking an in-depth review³ of your mental health wellbeing by a team of Australian experts and receive ongoing support. Plus have you and your family's general mental health questions answered online by mental health experts.



Nutrition

Discuss your general wellbeing and approach to diet with a qualified dietician³ and receive a personalised action plan and ongoing support if needed.



2. Teladoc Health's Privacy Policy is readily available and can be viewed at www.360healthvirtualcare.com/en/disclaimer

3. To access Mental Health Assist and Nutrition Consultation you need to be 18 years old or above.

Further information

To find out more about these 360Health Virtual Care services and how they can provide you and your family with support when you need it most, call **1800 325 578** or visit **360healthvirtualcare.com**

metlife.com.au

The information about MetLife life insurance is general only and does not take into account your personal situation, financial situation, needs or objectives. Before deciding whether to acquire, or continuing to hold, any of our products, please read the PDS available at metlife.com.au. Life insurance products are issued by MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096. The information provided is general information only and is not health or medical advice. If you have a health or medical concern, please seek professional medical advice immediately. You should always consult a licensed health care professional for the diagnosis and treatment of any medical condition and before starting or changing your health regime, including seeking advice regarding what drugs, diet, exercise routines, physical activities or procedures are appropriate for your particular condition and circumstances.

360Health services are not provided by way of insurance (including health insurance) and the provision of these services is not dependent on the occurrence of an insured event under the policy. 360Health Virtual Care is a service provided by Teladoc Health. Teladoc Health is a separate and independent entity to MetLife, and MetLife will not be responsible for the nature or quality of services provided by Teladoc Health. Access to these services will be at MetLife's reasonable discretion and is eligible for all MetLife Protect customers and eligible clients who have received a specific code to activate the service. MetLife reserves the right to reasonably discontinue or change the services at any time.