

360Health Virtual Care

Expert medical support for your employees and their immediate family to provide a valued employee benefit.



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

When someone is facing a health problem they need clear, definitive answers and reassurance that the support they are getting is the best available. We help where there is uncertainty by providing your employees with easy access to leading general practitioners and doctors, specialists, and mental health clinicians via Virtual Care.

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

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

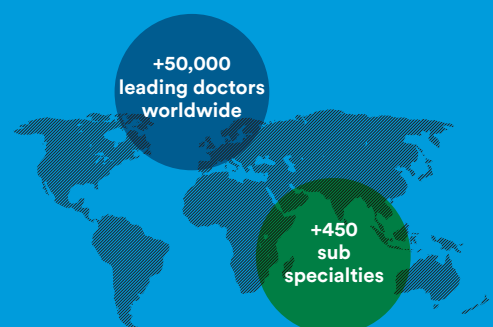
87% of cases



Modified medication plan

A network of leading local and global experts

At the core of 360Health Virtual Care is our expert database of more than 50,000 of the world's leading specialists. We use a peer nominated methodology that enables us to build a respected and unique network of specialists who are internationally recognised as the best in their field. All have one thing in common: dedication to providing your employees with expert medical guidance and support, whatever their medical concern.



The benefits of 360Health Virtual Care to your employees

-  Quick, easy and discreet access to leading medical support.
-  Cover extends to employee's partner and children.
-  Avoidance of ineffective, costly and potentially intrusive treatments.
-  Support and advice around medical conditions.
-  Helping to return to a former quality of life.
-  No limit or costs in using the services and completely confidential.

The benefits of 360Health Virtual Care

Reduce employee absenteeism

26% reduction in risk of absenteeism for physical conditions¹.

40% return to full or part-time work after using Mental Health Assist².

Enhance employee loyalty

6 in 10 surveyed see value in linking health planning and financial planning³.

4 in 10 surveyed would prefer to receive 360Health via their employee.

Enhance your employees' benefits

+86 Net Promoter Score for customer satisfaction².

1. Rice Warner 2015
2. Best Doctors Outcomes Reporting May 2020
3. MetLife Adviser-Client Relationship Report 2021

Support whatever the condition

360Health Virtual Care can be used for a wide range of medical conditions, from serious illnesses such as cancer and heart disease, to mental health conditions as well as less critical conditions such as back pain, severe migraines, skin conditions or diseases of the eye. The only conditions 360Health Virtual Care does not review are dental and emergency conditions.

These are some of the reasons why your employees might contact 360Health Virtual Care:

- ▶ Unsure about a diagnosis and want a second opinion
- ▶ Doubts about treatment or surgery
- ▶ Symptoms not improving or slow recovery
- ▶ Need help deciding between treatment options



“

This service is amazing. I feel so much better having spoken to you and the psychiatrist. It has all been so easy. I would not have accessed help if I had to go out and do it myself.

”

Danielle
Virtual Care client

“

I would never have got as healthy as I have, as quickly as I have without the intervention of Virtual Care.

”

Nelson
Virtual Care client

How does it work?

Your employees and their immediate family can access 360Health Virtual Care by following the below steps.

1 Register

Access 360Health Virtual Care by web, app or phone. Their corporate access code will be required to confirm eligibility.

Online

360healthvirtualcare.com

Download the app



Phone

1800 325 578

2 Request a confidential service

Employees and their family can choose from a wide range of services to access from the comfort of their own home, either online or over the phone, at a time that suits them.

The 360Health Virtual Care clinical team will identify how best to assist and provide guidance and support through their and their family's health journey. The clinical team do not share any information with anyone else².

Medical

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



Mental Health

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



Nutrition

Discuss general wellbeing and approaches 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

Your employees can find out more about these 360Health Virtual Care services by calling **1800 325 578** or visiting 360healthvirtualcare.com

metlife.com.au

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