

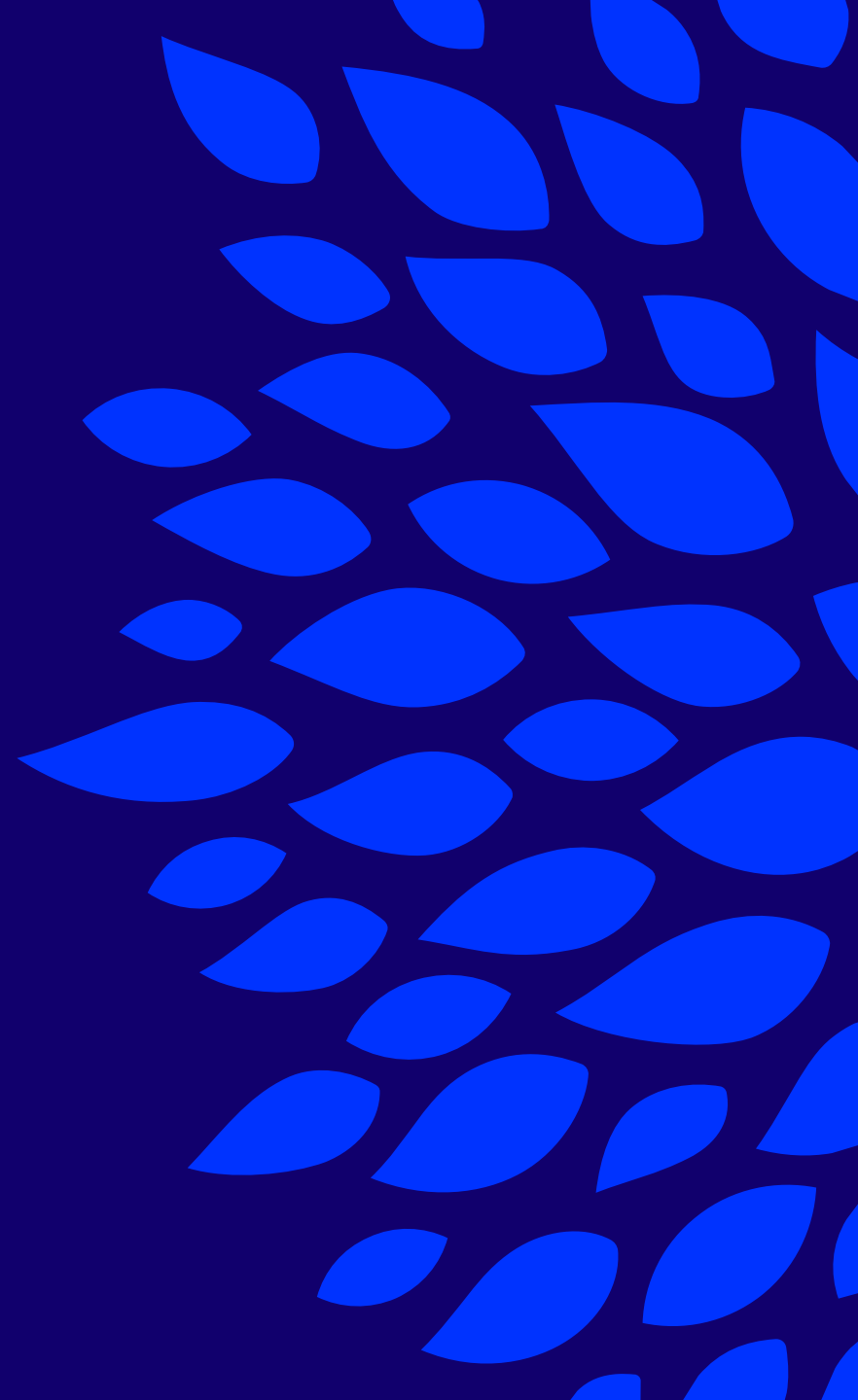


# Cigna Global Telehealth

Talk to a Doctor anytime, from anywhere, through video and telephonic consultations.

# Cigna Wellbeing™ App

CONNECT TO A HEALTHIER LIFESTYLE



# CIGNA GLOBAL TELEHEALTH

Consultations médicales en direct, par téléphone ou visio-conférence.



## WHY CHOOSE GLOBAL TELEHEALTH?

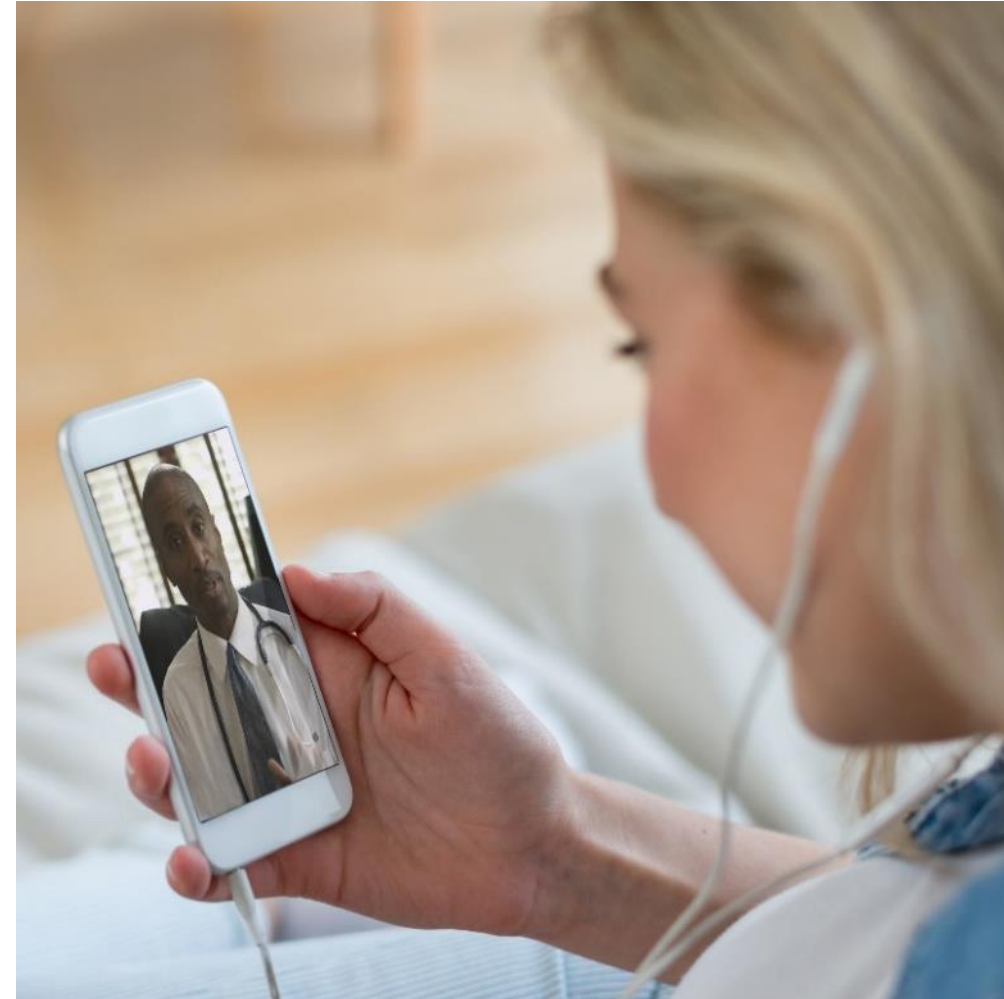
Cigna plan members can consult a licensed doctor 24/7/365, withing 24-72 hours\*, available globally in multiple languages.



## WHAT ARE THE BENEFITS?

consult a licensed doctor with private, online, and live appointments via a secure video or phone conversation.

- ➔ Diagnosis for non-emergency health issues - ranging from acute conditions to complex chronic conditions and pediatric care
- ➔ Over 110 board certified doctors - internal medicine, gastroenterology, orthopedics, mental health specialists and pediatricians, Obstetrics, Family Medicine, etc.
- ➔ Prescriptions on common health issues - when clinically necessary
- ➔ Free of charge alternative to the user to consultations in a Doctor's office or clinic



\* Pending language preference

# CIGNA GLOBAL TELEHEALTH

## Why is Global Telehealth such a valuable service?

### WHAT CAN I USE GLOBAL TELEHEALTH FOR?



Video or phone consultations with a licensed doctor.



Prescriptions or common health concerns, when medically necessary.



A diagnosis for non-emergency health issues and acute conditions.



Preparing for an upcoming consultation or hospitalisation.



Discussing a medication or treatment plan and potential side effects.

› **It's affordable.** It's an alternative to doctor office or clinic visits – with no deductibles or coinsurance payments.

› **It's easy.** There's no need to leave the house or your workplace.

› **It's accessible around the clock.** That's 24/7/365 access to a top doctor, usually within 24 hours (time can fluctuate depending on language preference).

› **It's flexible.** You have mobile app access to real-time scheduling, so you can easily set up an appointment, at a time that works for you.

› **It's multilingual.** Currently, video consultations are available in English and Spanish while telephonic consultations are available in English, Spanish, French, German, Portuguese, Mandarin Chinese, Japanese, Hindi and Arabic.

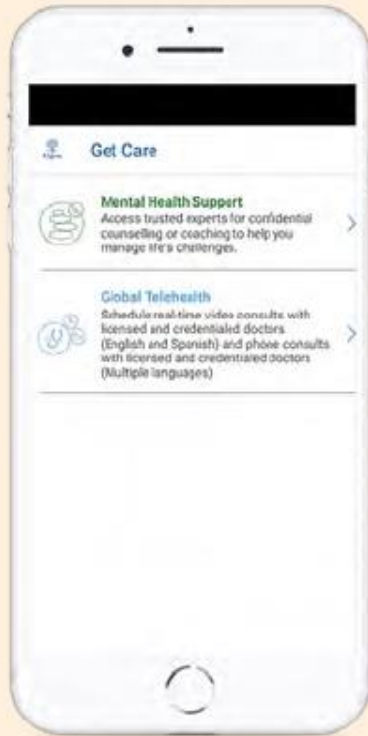
# CIGNA GLOBAL TELEHEALTH



## How to access the service:

1

After logging in to the **Cigna Wellbeing\*** app, tap on **Get Care** at the bottom navigation menu and select **video** or **phone consultation**.



2

For a video consultation tap on **Video Consultation** and select the date and time that is most convenient for you.



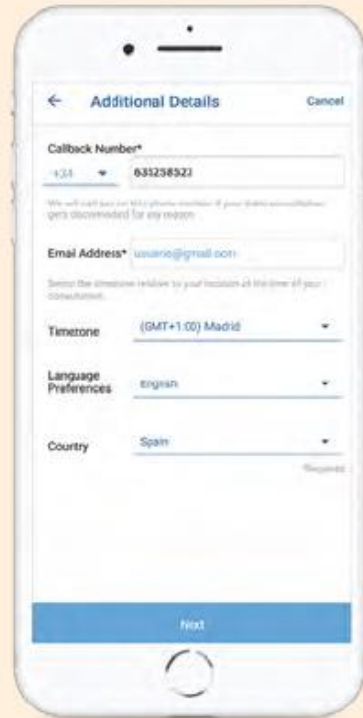
# CIGNA GLOBAL TELEHEALTH



## How to access the service:

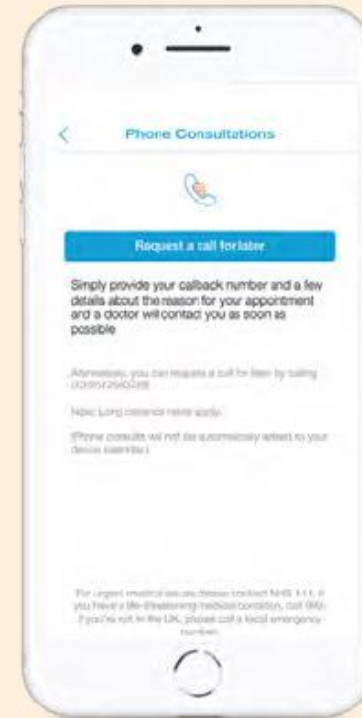
3

Provide a description of the reason for your appointment, upload any relevant files, enter the additional details required and tap on **Submit**.



4

For a phone consultation, enter your details and request for a doctor to call you.



# CIGNA GLOBAL TELEHEALTH



## Case Study: Telephonic consultation – 26 year old patient suffering from a sore throat

### Medical history:

- > Patient had a sore throat that had started six days prior to the consultation.
- > Tonsils originally looked a bit swollen and red and at the time of the consultation this swelling has reduced.
- > No difficulty swallowing or chest pain and only a bit of pain in the throat when he coughed.
- > He had had several throat infections in the past but not recently.

### Medical advice:

- > Doctor discussed with the patient that his symptoms sounded viral in nature and they usually take 10-14 days to clear completely.
- > Patient was managing his symptoms by resting, drinking plenty of fluids, monitoring temperature, and taking paracetamol.
- > The doctor advised of symptoms which would warrant him to see a doctor. These would be new or worsening symptoms or no resolution of his symptoms within two weeks of start date.



*“The doctor I spoke with was really good. She took her time, evaluated different illnesses and she was an all-around fun person to talk to”.*

# CIGNA GLOBAL TELEHEALTH



## Case Study: Video consultation – 27 year old patient who fell down the stairs and injured her hand

### Medical history:

- > Patient works on boat and used the telehealth video feature.
- > She experienced a fall a week ago, hurting her left hand/small finger.
- > She had been using her hand days after and it had swollen/became bruised with no signs of a fracture.
- > Medical assistant on board gave her a bandage and ibuprofen.

### Medical advice:

- > During examination via video, the finger did not present swollen or bruised; however, movements were limited when bending forward, and lateral movement was slightly painful.
- > Doctor recommended to continue taking ibuprofen (600mg) and use a stronger, more rigid bandage that compressed the three fingers and below the wrist.
- > Additionally, resting was advised for at least one week.
- > If pain continued, or other symptoms appeared, she was advised to reach out again via the app or call her nearest doctor.



*“To be able to have a face-to-face video with a doctor without actually going to a doctor in person was very convenient, especially because I work on a ship and it is very hard for me to go see a doctor. It was nice: rather than just being on the phone it felt as if I was there.”*



Cigna Healthcare is a health benefits provider that advocates for better health through every stage of life. We guide our customers through the health care system, empowering them with the information and insight they need to make the best choices for improving their health and vitality. Products and services are provided exclusively by or through operating subsidiaries of The Cigna Group (NYSE:CI), including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Health companies or their affiliates and Express Scripts companies or their affiliates. Such products and services include an integrated suite of health services, such as medical, dental, behavioral health, pharmacy, vision, supplemental benefits and others. Learn more at [CignaHealthcare.com](https://www.CignaHealthcare.com)