

Virtual Health Care

What is virtual health care?

Virtual health care refers to services from licensed doctors delivered over secure video chat.

Advantages

- Convenient, time-saving
- Free for StudyInsured™ students
- Available 7 days a week
- Accessible from anywhere
- Reduces the chance of contracting illnesses from medical waiting rooms and spreading them to classrooms and other public places

When to Use

Virtual health care is best-suited for medical concerns that are typically addressed at a walk-in clinic.

This includes, but isn't limited to:

- Cold, flu, fever
- Sore throat
- Headache
- Stomach ache
- Diarrhea, vomiting
- Urinary tract infection
- Skin issues, rashes
- Allergies
- Ear ache
- Prescriptions and referrals

How to Use

To access StudyInsured™ virtual health care, you must contact StudyInsured™ Assistance.

- 1 Call StudyInsured™ Assistance at **1.866.883.9787**
- 2 Provide your name and insurance policy number and request a virtual consultation
- 3 The StudyInsured™ Assistance agent will provide your information to our virtual health provider
- 4 The virtual health provider will contact you to set up your appointment

You must call StudyInsured™ Assistance each time you access virtual health care, even if you have used the service before. If you do not call ahead, you may have to pay the costs of using it.

**CALL US
FOR ASSISTANCE**

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada