

# AVIVA DIGITAL GP

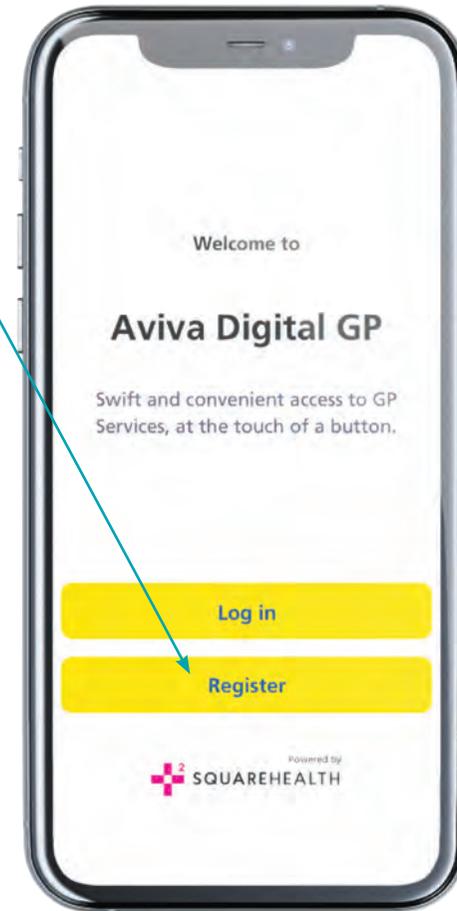
## User guide

This document is designed to guide you through accessing and using the **Aviva Digital GP** app.  
**Read on to find out more.**



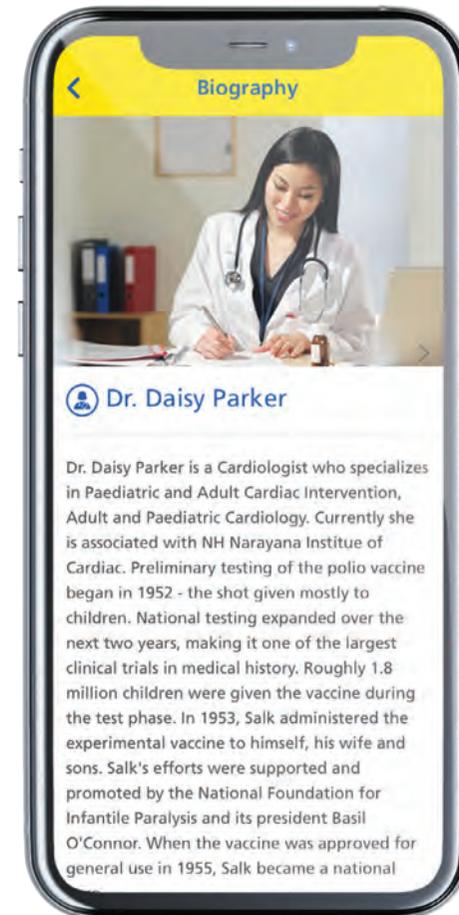
# Setting up your Aviva Digital GP account

- 1** Search for and download Aviva Digital GP from the app store. When you open the app, you will be prompted to login or register. If you have not yet created an account on this new version of the Aviva Digital GP app, you will need to 'register'.
- 2** Enter the details required to create your account. When prompted, please enter your Access Number which can be found in your invitation email or letter.
- 3** You will need to provide your consent and agree to the terms and conditions pertaining to using the app in order to continue. The terms and conditions are set out by Square Health, who power the Aviva Digital GP app. You will then be sent an email asking you to verify your email address as part of the registration process. Once you have done this, you will need to consent to the terms and conditions to complete your registration. Once you've done this, your account will be set up and you are ready to start using the service.



# Booking your GP appointment

- 1 Select 'Services', then 'GP Appointment'.
- 2 You will be asked to consent to the terms & conditions and privacy policy related to using this service feature.
- 3 Provide the details as prompted on the screen and you will then be able to choose your preferred appointment time and date. If you have seen a GP on the app within the last 6 months, you can select them as your 'preferred GP'.
- 4 Provide any additional notes related to your symptoms, including any image attachments. The notes and attachments are not mandatory but will help your GP prepare for your consultation.
- 5 Both male and female GPs will be listed as those available within your specified time slot, enabling you to choose your GP by gender. You can view their personal bios first, to help you decide and then follow the steps to confirm your appointment.
- 6 We recommend that you opt for an SMS text reminder service to remind you of the appointment 10 minutes prior to it starting.



# Connecting to your GP appointment

- 1 Ensure that you are in an area with either a strong WiFi signal or 4G connection to enable the service to operate at its best.
- 2 Log into the app a few minutes prior to your video consultation start time. If you have been inactive in the app for longer than 60 minutes, you will be required to sign in again. If you have requested an SMS reminder of your appointment, you will receive this 10 minutes prior to it starting.
- 3 Accept the video call when prompted. If your connection or signal strength is weak, the app will detect this prior to your call and advise you to move to find a stronger signal. If you cannot connect to the call or lose connection due to a weak signal, you will be given the option to reconnect or for the GP to call you back via telephone. You will be contacted on the phone number you have provided within the 'My Details' area in the settings menu.

**Please note:** your appointment slot with your selected GP will last for up to 15 minutes from the appointment start time. If your GP feels more time is needed to complete the assessment, they will advise you to book another appointment. You can do this through the app after your initial appointment ends – simply select the same GP as your 'preferred GP' when selecting your next consultation time and date.

# Cancelling your GP appointment

- 1 You can cancel your appointment in-app up to 1 hour before the appointment is due to begin. If you provide less than one hour's notice, the appointment will be counted as one you have used.

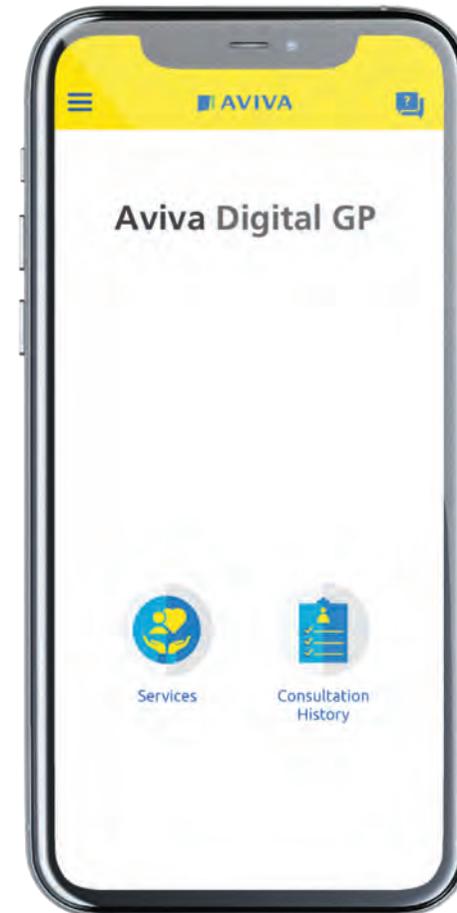


# Adding dependants

- 1 Click on the menu button at top left of the screen and then on 'My Family'.
- 2 Follow the prompts to add an account. Please note, for dependants to be eligible to be added to the service, they must be under 16 years of age.
- 3 You can add up to 10 dependants to your account. Once you have added them, you can book GP consultations for them using the app.

# Booking a GP appointment for your dependants

- 1 Click on 'Services' and select the user for whom you'd like to book an appointment.
- 2 Follow the steps above for booking and connecting to your GP appointment. Please note, it's important that you are logged into your dependant's user account (by switching user in your profile) before accepting the video consultation.



# More information

Aviva Digital GP is powered by Square Health. If you'd like more information, please contact Square Health, who provide a dedicated point of contact for Aviva Digital GP enquiries. You can call the Support Team on **0333 023 2609** between 9am and 5pm, 5 days a week. Calls may be monitored and/or recorded. Alternatively, you can contact them by email at **[avivadigitalgp@squarehealth.com](mailto:avivadigitalgp@squarehealth.com)**



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