

# Coronavirus and telehealth services

Remote telehealth services may provide the healthcare access you need in a convenient and safe environment.

**The Coronavirus outbreak** has impacted thousands of individuals, mainly in Wuhan City, Hubei Province of China, where it was originally reported at the end of last year. Reports of confirmed cases outside of China are increasingly being identified.

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

According to the World Health Organization (WHO), common signs of infection include:

- Respiratory symptoms, fever, cough, shortness of breath and breathing difficulties
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

**If you experience any of these symptoms, you should speak with a clinician as soon as possible.**

**To avoid the spread of infection**, the WHO recommends:

- Regular hand washing
- Covering mouth and nose when coughing and sneezing
- Thoroughly cooking meat and eggs
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing



For more information on the novel coronavirus please follow the below links:

[World Health Organization](#)  
[Centres for Disease Control and Prevention](#)

## TELEMEDICINE SUPPORT SERVICES



A safe and convenient option for accessing healthcare services is our telemedicine service, **Global TeleMD**, which you can download for free to your mobile device from the Apple App Store or Google Play. Once you download the app, you'll need to create a profile, which is quick and easy. Please have your member ID or Certificate Number available when creating your profile.

The Global TeleMD app provides remote access to licensed international doctors by telephone or video without needing to leave your location.. All Global TeleMD doctors in the region are briefed on the World Health Organization's recommendations and are prepared to render remote consultations with patients who are in and outside the region. Remote consultations via Global TeleMD are free and can be used as many times as you need to for as long as you are an active enrolled member with us.

## EMOTIONAL SUPPORT SERVICES



Anxiety, panic and stress are common emotions you may experience during an outbreak, such as the coronavirus. As a covered member, you have access to telephonic emotional support services provided by trained counsellors. You can access these services via the telehealth button on the GeoBlue mobile app. You can also request a call from a counsellor through the wellness portal, accessible on the Member Hub by selecting Global Wellness Assist. Our wellness portal also provides helpful links and resources including how to cope with stress during a disease outbreak and other crisis support information.



If you have any questions or concerns about your coverage and benefits, we're available 24/7/365; just call the number on the back of your ID card.