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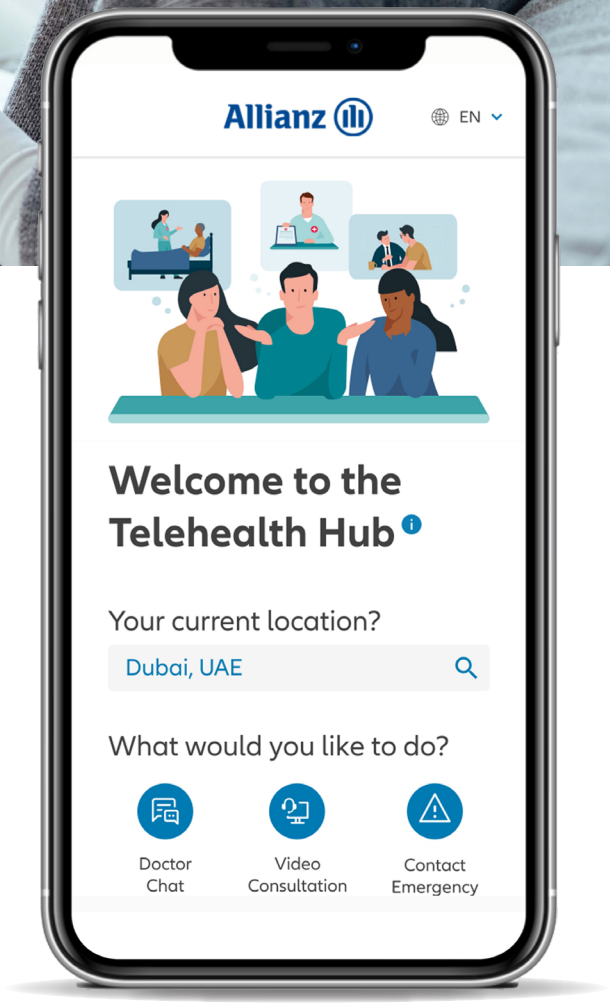


Telehealth Hub
Healthcare at your fingertips

Simple, fast and convenient

Our Telehealth hub connects you to a medical professional within minutes, wherever you are

Book a teleconsultation with a medical professional 24/7*

Obtain medical information 24/7 on a wide range of health topics

Talk to a doctor via chat*

Have medicines delivered to your door or collect them from your local pharmacy*

* Availability of Service will depend on the country you are in

How does it work?

Login into MyHealth app or Portal

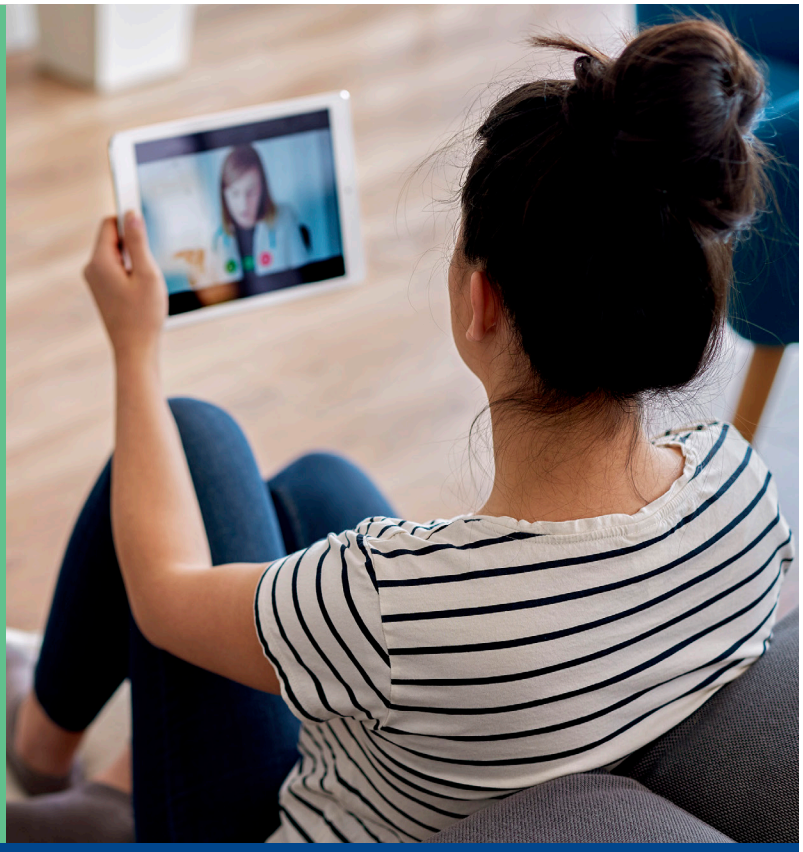
Click on “Health Assistant” and then TeleHealth Hub

Enter your location and we’ll find a teleconsultation provider or medical information service for you.

The health care professional will see you now

Via telehealth you can get medical advice, treatment recommendations and access prescriptions (where possible) for non-emergency medical concerns. Teleconsultations can help you treat a wide range of medical conditions such as:

- Cough and colds
- Sore throat
- Earache
- Urinary symptoms
- Diarrhoea
- Indigestion
- Eye infection
- Rash
- Sinus congestion/ allergy
- Headache



Telehealth Services are provided in English, but depending on the country that you are in, additional languages may also be available.

Want to know more? Watch our telehealth video.

If included in your plan, teleconsultation benefit will show in your Table of Benefits. Cost of medicines and delivery of medicines may not be included under this benefit, even when prescribed or recommended during the video consultation. Video Consultation Services and Teleconsultation Services are provided by third party providers and made available to you subject to your acceptance of the terms and conditions of AWP Health and Life SA and AP Solutions GmbH and the third-party provider. The medical information service is extremely helpful, but it’s not a substitute for professional medical advice or for the care that you receive from your doctor. It is not intended to be used for medical diagnosis or treatment and you should not rely on it for that purpose. Always seek the advice of your doctor before beginning any new treatment or if you have any questions about a medical condition.

Services may be restricted, based on geographical location. You understand and agree that AWP Health & Life SA (Irish Branch), AP Solutions GmbH and their administrators and reinsurers are not responsible or liable for any claim, loss or damage, directly or indirectly resulting from your use of the service from the third-party provider.

AWP Health & Life SA is regulated by the French Prudential Supervisory Authority located at 4 place de Budapest, CS 92459, 75 436 Paris Cedex 09.

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