



Sasbo/Europ Assist COVID 19 Support Service

The following benefits are free of charge

Additional benefits for members own account

Care Calls

- * Guidance on self-care
- * Daily check in calls from a nurse (during quarantine)

Covid 19 information line

- * Information, advice and tips on COVID – 19

Telephonic trauma counselling

- * Trauma Support, Trauma counselling

Teledoctor

- *Virtual consultation
- *Renewal of chronic prescriptions
- *Health advice
- * Sick Note if necessary
- * Referral
- * E – script

Face -to-face consultation for the following

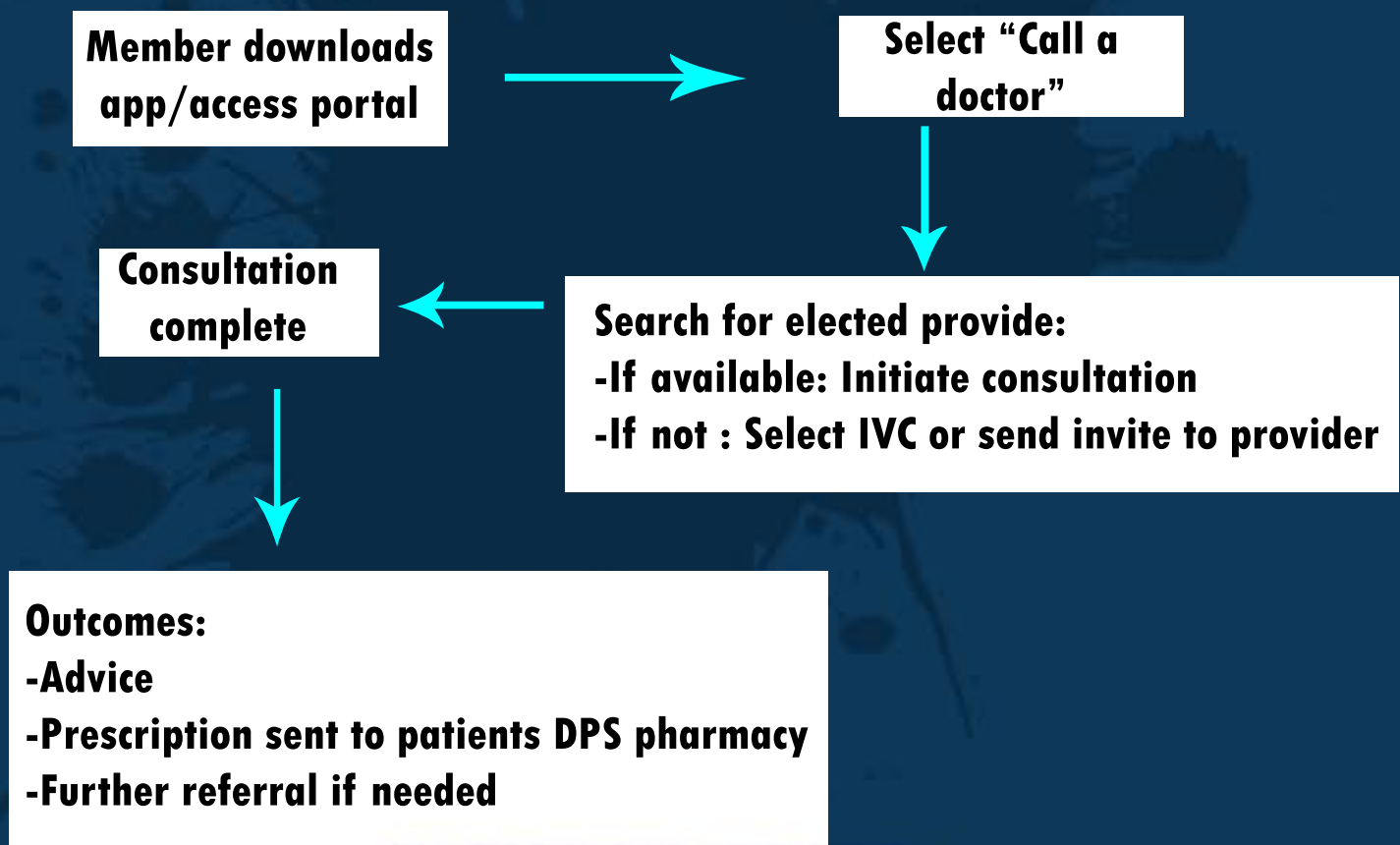
- * Counselling
- * Social Workers/psychologist
- * Doctors/Nurse consultation

How Teledoctor works

The member will select the service through the IVR and will be routed to Europ Assists medical call centre, the agent will then log the case and share a link with the member through sms which will read “Welcome to the Sasbo Teledoc services offered through Europ Assistance. Please click on the following link to access the virtual waiting room for your GP consultation”. The member will access that link in order to go through to the TeleDoctor services. Upon activation of the link the member will go into a virtual waiting room where the next available doctor will then have a consultation with the member.



Sasbo/Europ Assist COVID 19 Support Service



Call 0860 111 000

Call Flow

Press 1 for Legal Assistance

Press 2 for Care Calls

Press 3 for the Covid 19 information line

Press 4 for Telephonic trauma counselling

Press 5 for Teledoctor

Press 0 to listen to all the options again