

## A new way to live and work

2020 has permanently boosted our digital and technological skills, giving way to a new form of living and working. A new time in which more **virtual solutions**, greater autonomy and self-service are demanded. And in the healthcare area, there has been greater awareness about the importance of leading a **healthy lifestyle**.

From **Adeslas**, we wish to accompany you and your family members in this new stage, adapting our strengths to this new reality with our own style.

### Digital healthcare services



#### **VIDEO-APPOINTMENT**

Video-appointment: offers the possibility of a face-to-face session with a doctor to resolve all manner of doubts regarding symptoms, treatments, diagnostic and analytical tests or disease management.



#### **MEDICAL CHAT**

With the same capacity as video-appointment, but through text messages.



#### **TELEPHONE GUIDANCE**

With the same scope as the video-appointment and medical chat system, but dealt with 24 hours a day, 7 days a week.



#### **VIRTUAL ACCESS TO THE HEALTHCARE PROVIDER LIST**

Over 6,000 specialists on the healthcare provider list are qualified to provide advice through non-face-to-face media (video and telephone) and to provide electronic prescriptions.



#### **ELECTRONIC PRESCRIPTIONS**

Allows 43,000 professionals on our healthcare provider list to supply prescriptions by email. You will receive a code by email, with which you can acquire medicines from any pharmacy in Spain.



#### **COACHING**

Aimed at those people that suffer pathologies or have the risk of developing them, and offers the possibility of a personal adviser and a healthcare professional to accompany them over eight months. Service provided through **Adeslas Salud y Bienestar**.

### Digital self-service services



#### **PRIVATE CUSTOMER AREA**

You can carry out your **main health insurance dealings** from any place and at any time: management of authorisations and refunds, personalised medical healthcare provider appointments, access to the video-appointment medical guidance service and dealings and appointments related with your health insurance.



#### **CONTACT CENTRE 902 200 200**

With **over 540 tele-working advisers**, the contact centre operates as a "one-stop shop" regarding information, management of healthcare policy services and referral to healthcare areas, when required.

365 days a year, 24 hours a day.

### Digital healthcare services platform



#### **ADESLAS SALUD Y BIENESTAR**

Make your healthcare proposals reality through this digital healthcare services platform, fully developed by **Adeslas**.

With **Adeslas Salud y Bienestar** you can complement and boost your health insurance benefits both for you and your family members, as a result of your **complete personalised programme** which includes: action plans in the area of nutrition, physical activity and pre-natal care, prevention and care programmes, individual and collective challenges, also gaining access to healthcare services in the form of non-face-to-face medical guidance (chat and video-appointment).