



# [ WeCare ]

**A complete  
guide to our  
virtual health  
and wellbeing  
service**

# Your guide to WeCare

We're delighted to offer you access to WeCare, any time you need it.

We know there's more to life than financial security, so our home finance customers have access to a range of virtual health, financial and legal support services at no extra cost.

Through WeCare you can choose what expert support you need and when you need it with services including a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more.

Using your phone, tablet or desktop, you and your family can access thousands of experts, all from the comfort of your own home.

## Who can access WeCare?

You and your immediate family. This includes your spouse or partner, family members living in your household, and any legal dependents.

## Is the service confidential?

The service is completely confidential. With your permission, WeCare GPs can share details of your appointment with your normal doctor.

## Is there any cost to this service?

All services are free to use, but there is a cost for any private prescriptions ordered through the 24/7 GP consultation service.

## + What are the benefits?

### 24/7 GP

You and your immediate family can speak to a UK-based GP from the comfort of your home. No doctors' surgeries or waiting for an appointment.

### Prescription delivery

Arrange private prescriptions and get them delivered to your door whenever you need them.

### Mental health Support

Address worries, tackle major life events or learn to deal with stress and anxiety with a qualified practitioner.

### Financial and legal support

Over-the-phone support on topics ranging from budgeting and bill reduction, to dealing with divorce or probate.

## What services are included?

WeCare provides extensive, personalised support that allows you to tailor the services you use to your needs. Backed by modern technology and service standards, you and your family can rest assured that support is always on hand.

### Health



24/7 GP consultation



Second medical opinion



Smoking cessation

### Mental health



Mental health support



Life events counselling

### Healthy living



Get fit programme



Diet support

### Legal and financial support



Financial guidance



Legal guidance

## How do I access WeCare?

You have 3 options to choose from



1. Download the 'WeCare Programme' app from the App Store or Google Play. You can use the app on your smartphone or tablet



2. Visit the WeCare website at [wecare-cl.com](http://wecare-cl.com)



3. Call 0208 068 0035 to access WeCare services by phone

### Your access code

When you're asked to provide your access code then you can use your 9-digit home finance customer reference number. This number is usually quoted at the top of letters we send to you in the post.

If you're having any problems finding your access code then our Customer Support team will be able to help. You can find our contact information at the back of this booklet.

### How do I download the app?

The app is available for both iOS and Android and is downloadable on the Apple Store or Google Play.



# Health

## What's included?



### 24/7 GP consultation and prescription delivery

Speak to a UK-based GP via a video or phone call anytime it's needed

Through WeCare, you and your family have confidential access to a UK-based GP 24/7. Available through a video or phone call, the GP can help with a wide range of conditions, including cold and flu symptoms, infections, anxiety, stress, allergies and more. If the GP thinks a prescription is needed, you can also have private prescriptions delivered to your front door.



### Second medical opinion

Get a second opinion from one of 50,000 consultants worldwide

Get a second opinion on your diagnosis, treatment or need for surgery. Our team of medical experts cover a wide range of conditions including back pain, cancer, digestive issues and more. You'll be supported by a UK-based GP throughout the process, who'll work with the medical experts to provide you with a confidential and in-depth report.



### Smoking cessation

Stop smoking with support from experts

It's not easy to quit on your own, so beat the addiction with our team of specialists. The smoking cessation programme gives you access to the resources and support you'll need to help you quit smoking. Start today and reduce your risks of cardiovascular diseases and cancer.

#### How does it work?

1. Request a video consultation or phone call with a GP
2. Make sure your details are correct and provide the reason for your request
3. The GP will contact you at the requested time through your chosen method

#### How does it work?

1. Request a second opinion and you'll be put in touch with a GP who'll contact you to discuss your case
2. Our team will review your medical records and identify a specialist in your condition
3. The specialist will provide an in-depth report on your diagnosis or treatment - we'll share the report and contact you to review the content in detail

#### How does it work?

1. Join the smoking cessation programme through the WeCare app or website
2. A specialist will be in touch to set your goals - you'll receive tips and resources, and if appropriate, pharmacological advice that could help beat withdrawal symptoms
3. Our specialist will continue to support you, organising regular follow up consultations to see how you are progressing

# Mental health

## What's included?



### **Mental health support**

#### **Counselling and guidance from mental health professionals**

Access support from our team of psychologists, psychotherapists and counsellors. Our mental health professionals are here to give you a better understanding of your mental health, identify any treatment you need and help you on the road to recovery. They can help with a range of conditions including stress, burnout, anxiety and depression.



### **Life events counselling**

#### **Personalised counselling following a traumatic experience**

Our mental health team can help you face a variety of situations. From being involved in an accident, facing a divorce, adapting to retirement, or coping with the death of a loved one. Each case is approached confidentially and fully personalised by our team of mental health professionals.

#### **How does it work?**

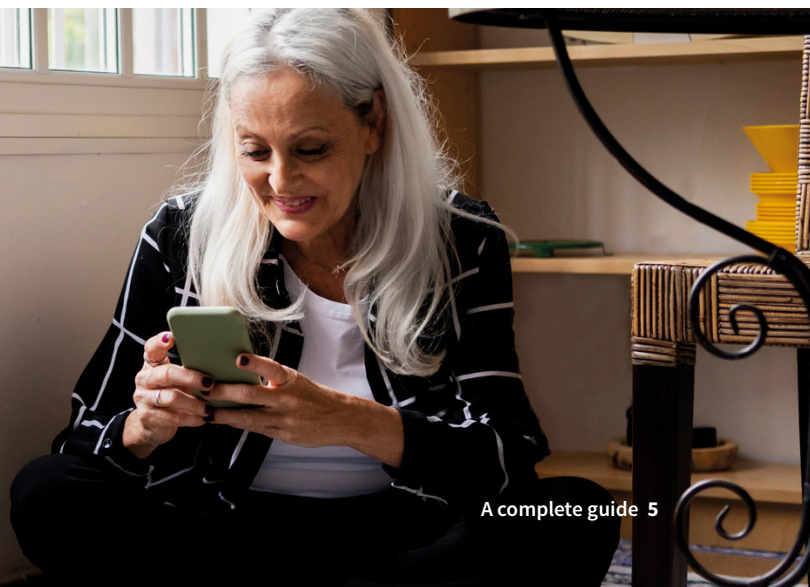
1. Request a mental health consultation through the WeCare app or website
2. Our GPs or mental health team will review your consultation details to ensure your safety. They may contact you if they need more information or have any concerns
3. Our mental health team will determine the support you need and be in touch to help

#### **How does it work?**

1. Request a mental health consultation through the WeCare app or website
2. Our GPs or mental health team will review your consultation details to ensure your safety. They may contact you if they need more information or have any concerns
3. Our mental health team will determine the support you need and be in touch to help

‘Exceptional service and the consultation was professionally done, I felt no differently than if I’d had a face-to-face appointment and left feeling reassured.’

**Lisa, WeCare user**



# Healthy living

## What's included?



### Get fit programme

#### Your personalised four or eight-week get fit programme

Start a personalised four or eight-week get fit programme plan based on a balanced diet and workout regime, designed by our team of nutrition specialists. You'll get a calorie controlled meal plan to help structure your week, with meal suggestions and suitable exercises to carry out each week.

#### How does it work?

1. Select the get fit programme on the WeCare app or website
2. Complete a short questionnaire to help our team identify the best plan
3. If there are no medical issues, you'll be sent an email with your exercise and meal plan suggestions



### Diet support

#### Improve your diet, lose weight and adapt your support

Our team of nutritionists are here to help you improve your diet. Whether you simply want to lose weight, or better manage a condition such as Irritable Bowel Syndrome, our team is here to help. Speak to a nutritionist from our team and they'll provide you with personalised meal suggestions based on your preferences, your dietary needs and your routine.

#### How does it work?

1. Select diet support on the WeCare app or website
2. A nutritionist will be in touch to understand your background and determine your objectives
3. The nutritionist will provide guidance and personalised dietary recommendations

## About WeCare

- + Headquartered in Brighton with access to professionals based around the UK
- + Further supported by access to thousands of international medical experts
- + Part of Teladoc Health, a leading global provider of virtual healthcare services

**96%** of GP users would recommend WeCare\*

\*Data from 722 returned patient surveys (October, 2021 - Teladoc Health)



# Legal and financial support

## What's included?



### **Financial guidance**

#### **Understand your finances and improve your financial wellbeing**

Talk to our financial experts and get guidance on a range of financial issues. This includes reducing your outgoings, budgeting tips and support, advice on reducing energy bills, and where you can access debt management support.

### **How does it work?**

1. Call 0208 068 0035 and select the option for financial guidance, which is available Monday, to Friday between 9am and 5pm
2. Our team will discuss your issue and identify the right support
3. You'll be put in touch with a professional with expertise in that area



### **Legal guidance**

#### **Specialist guidance from our team of legal experts**

Our team of legal experts can offer guidance on a range of legal issues including divorce, property, landlord and tenant rights, consumer disputes, probate and more. Simply call our team with your issue and you'll be put in touch with a specialist in that field.

### **How does it work?**

1. Call 0208 068 0035 and select the option for legal support, which is available Monday, to Friday between 9am and 5pm
2. Our team will discuss your issue and identify the right support
3. You'll be put in touch with a professional with expertise in that area



# Also worth knowing

## Who can access WeCare?

WeCare can be used by you and your immediate family. This includes your spouse or partner, family members living in your household, and any legal dependents. When a family member first uses WeCare, they should use your access code to register their account.

## Where can I find my access code?

Your access code is your 9-digit customer reference number and it can be found in policy documents and at the top of letters we send you in the post. If you can't find it then contact us for further help.

## Is there any cost to the services?

All services are completely free to use, but there is a cost for any private prescriptions ordered through the 24/7 GP consultation.

## Can all services be accessed through the app?

All services can be accessed through the app or website, aside from the legal and financial guidance which are telephone-based services.

## Is the helpline available 24/7?

You can contact the WeCare helpline anytime and an agent will be available to take your call. Once you've given your details, you'll be contacted later by a relevant specialist at a time that suits you. The legal and financial guidance services are available Monday to Friday, between 9am and 5pm.

## Can the WeCare GP share information with my normal doctors?

Yes, with your permission, the WeCare GP can share details of your appointment with your normal doctors.

Please note, WeCare is provided by Teladoc Health. This service is non-contractual and can be withdrawn at any time if our partnership with Teladoc Health ends.

## Get started with WeCare today

### Download

WeCare Programme app



### Visit the website

wecare-cl.com



### Call us

0208 068 0035



## Contact us

If you'd like to discuss more, please contact:

### Call us

0800 068 0212



### By email

hf-customers@canadalife.co.uk



### Visit the website

www.canadalife.co.uk/  
wecaresupport



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30-508 07/23