

Digital Healthcare with My HealthHero

Quick online access for you and your family.



BRITISH
FRIENDLY

What is My HealthHero?

My HealthHero, powered by HealthHero, is accessible to you at no extra cost, as part of our value-added services. It offers quick, convenient access to essential healthcare services.

Healthcare services available to you, which can also be shared with your partner/spouse and children, include:

Unlimited Digital GP Consultations

Unlimited Digital Women's Health Appointments

2 Second Medical Opinions per year

6 Digital Mental Health sessions per year

6 Digital Physiotherapy Sessions per year

6 Digital Dietitian Appointments per year

Annual Health Check at discounted rate

These are discretionary benefits which means we can withdraw them at any time. To be eligible for our value-added services which gives you access to My HealthHero, you must be a British Friendly member, aged 18 or older and a UK resident. You must also be up to date on your premium payments.

For more details, you can take a look at our Value-Added Services Terms and Conditions [here](#) and our Privacy Policy [here](#).



Who are HealthHero?

HealthHero are a private company who provide digital first healthcare services. HealthHero are rated 'Good' by the Care Quality Commission (CQC). For more information about the CQC, visit www.cqc.org.uk. You can find HealthHero's full Terms and Conditions [here](#), and Privacy Policy [here](#).

How to Get Started with My HealthHero

If you're a British Friendly member aged 18 or over and a UK resident, you'll receive an email from us. This email will contain everything you need to download the app (via the App Store or Google Play) or visit my.healthhero.com.

Creating your profile

To use My HealthHero, you'll need to create your profile if it's your first time accessing the services online or through the dedicated smarphone app. Simply follow the prompts to enter your personal information, including your contact details, home address, GP name and surgery, and medical history.



Top Tip:

Make sure you use the same details as those found in your policy documents, such as your first name, last name, e-mail address and date of birth. This will help ensure a smooth experience when using My HealthHero. You'll only need to complete this setup once.

Sharing access with family members

My HealthHero extends to your partner or spouse and any children living at the same address. To add a dependant, open My HealthHero and navigate to the 'Dependants' section - this is found via the menu in the app or within the settings when visiting my.healthhero.com. From there, you can add family members. If the dependant is 16 or older, they'll receive an email invite to create their own account.

Got a question?

If you need some help, or have some questions about our value-added services please get in touch. You can call our team on **01234 358344** or drop us an email at enquiries@britishfriendly.com. Alternatively you can write to us at **British Friendly Society, 45 Bromham Road, Bedford MK40 2AA** and we'll be happy to help.

Digital GP Consultations

You have access to practising GPs through My HealthHero, who can help with everyday illnesses or conditions, medication queries, dermatology concerns, or gastrointestinal issues.

Key Features

Unlimited Appointments: Book as many consultations as you need per year.

Flexible Consultations: Choose video or phone appointments available daily 24/7. Video consultations online or via the app can be scheduled between 8am and 10pm. Outside of these hours, a telephone number will be visible in My HealthHero, allowing you to call the customer service team directly who can help to schedule an appointment. If needed, a telephone consultation with an out-of-hours GP will then be scheduled.

Digital-First Approach: Consultations are conducted online or via telephone. If a physical examination is necessary, you'll be referred to your own GP.

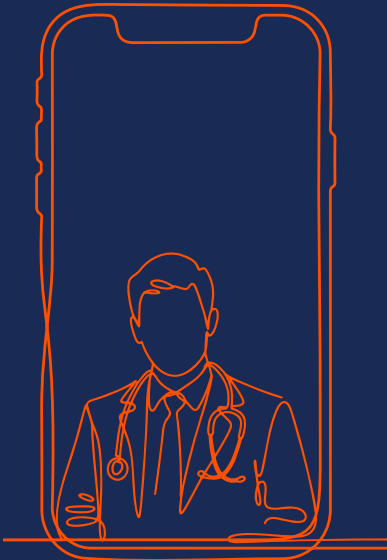
12-Minute Sessions: Each consultation lasts up to 12 minutes with GMC-registered, NHS-practising GPs.

Choice of GP: Select a male or female GP based on your preference, where possible.

Private Prescriptions: Collect prescriptions from most pharmacies or have medication delivered to your UK address.

Fit Notes: Fit notes can be issued at the clinician's discretion.

Family Access: Share this service with your partner, spouse, or children under 23 who are in full-time education and living at your address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential. Notes are only sent to your NHS GP when prescribing or with your permission.
- ✓ **Prescription Costs:** There is no charge to issue prescriptions but as these are private, there is a charge for medication. For prescription delivery, there is also a charge for postage and packaging.
- ✓ **Private Referral Letters:** GPs can provide a referral letter to a consultant or specialist, which will be sent via email, available to view in the app or web browser. This referral letter cannot be used to access NHS services in the UK.
- ✓ **Not for Emergencies:** This service is not suitable for urgent or life-threatening situations. In emergencies, please contact your local emergency services immediately.
- ✓ **Appointments for children under 16:** If the patient is under 16 years old, a parent or legal guardian must book the appointment and attend the consultation. For children under 6, any consultation notes will also be referred to the child's GP.
- ✓ **Pregnant Patients:** If you are pregnant, our GPs can provide consultations. However, they will not diagnose or offer advice on conditions that may be affected by your pregnancy. Instead, they will refer you to your regular healthcare provider or maternity care team for appropriate care.

Digital Women's Health Appointments

You can access support specific to women's health needs through My HealthHero. This service connects you with GPs who have additional training in women's health to provide care and clear guidance on your treatment options.

Key Features

Unlimited Appointments: Book as many consultations as you need per year.

Flexible Consultations: Choose video or phone appointments available daily 24/7. Video consultations online or via the app can be scheduled between 8am and 10pm.

Digital-First Approach: Consultations are conducted online or via telephone. If a physical examination is necessary, you'll be referred to your own GP.

Longer Sessions: Each consultation lasts up to 15 minutes to address specific needs.

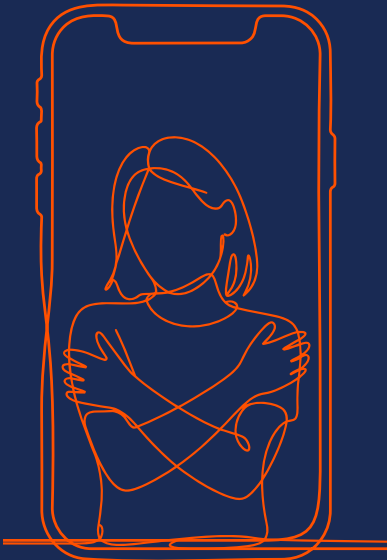
Comprehensive Support: Get expert advice on a range of concerns, including menopause, hormone replacement therapy (HRT), menstrual health, fertility, breast health, and osteoporosis.

Private Prescriptions: Collect prescriptions from most pharmacies or have medication delivered to your UK address.

Fit Notes: Fit notes can be issued at the clinician's discretion.

Family Access: Share this service with your partner, spouse, or children under 23 who are in full-time education and living at your address.

Service Availability: While primarily designed for adult members, this service is also available to teenage girls who require specialist support for hormonal or menstrual health.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential. Notes are only sent to your NHS GP when prescribing or with your permission.
- ✓ **Prescription Costs:** There is no charge to issue prescriptions but as these are private, there is a charge for medication. For prescription delivery, there is also a charge for postage and packaging.
- ✓ **Private Referral Letters:** GPs can provide a referral letter to a consultant or specialist, which will be sent via email, available to view in the app or web browser. This referral letter cannot be used to access NHS services in the UK.
- ✓ **Not for Emergencies:** This service is not suitable for urgent or life-threatening situations. In emergencies, please contact your local emergency services immediately.
- ✓ **Appointments for children under 16:** If the patient is under 16 years old, a parent or legal guardian must book the appointment and attend the consultation.

Digital Second Medical Opinions

If you're seeking confirmation of a diagnosis, you have access to specialists who can provide independent, expert advice for conditions like Alzheimer's disease, kidney failure, Parkinson's disease, life-threatening cancers, and Multiple Sclerosis.

Key Features

2 Consultations Per Year: Access up to two specialist consultations per year.

Convenient Appointments: Book video or phone consultations available from 9am to 5pm, Monday to Friday (excluding Bank Holidays).

Extended Support: A dedicated phone line is available for enquiries from 8am to 10pm, 7 days a week (excluding Bank Holidays).

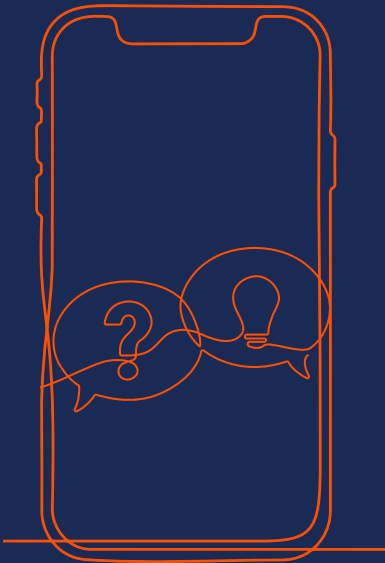
Digital-First Approach: The service will start with an initial digital GP consultation to assess your needs. The GP will send you a Request of Medical Information form to initiate the Second Medical Opinion process.

Flexible Sessions: The initial session will last between 15-30 minutes, giving you time to discuss your concerns.

Specialist Review: After an initial GP consultation, you'll be matched with a relevant specialist to review your case.

Quick Response: Once your medical information form is submitted, and your full medical history has been gathered you will be contacted within 3 business days to arrange your specialist review.

Family Access: Share this service with your partner, spouse, or children under 23 who are in full-time education and living at your address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential.
- ✓ **Ideal Use Cases:** Suitable for members with a confirmed diagnosis or those who have completed all necessary tests without a clear explanation of their condition.
- ✓ **Not for Emergencies:** This service is designed for reviewing existing diagnoses and treatment plans, not for new diagnoses or urgent medical situations.

Examples of Conditions for a Second Medical Opinion:

- Alzheimer's disease
- Aortic surgery
- Bacterial meningitis
- Blindness
- Cancer (life-threatening)
- Coma
- Deafness
- Heart attack
- Heart valve replacement
- Kidney failure
- Loss of limbs
- Loss of speech
- Major organ transplant
- Motor neurone disease
- Multiple sclerosis
- Occupational HIV infection
- Paralysis
- Parkinson's disease
- Severe burns
- Stroke (Cerebrovascular accident)

Digital Physiotherapy

You have access to expert physiotherapy consultations through My HealthHero. This service can help you restore movement following injury or illness, offer advice on problems affecting the bones, joints and soft tissue, and design exercise plans to be completed from your home.

Key Features

6 Sessions Per Year: Access up to six physiotherapy sessions available per year.

Convenient Appointments: Video consultations are available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

Digital-First Approach: An objective examination will assess functional movements, range of movement and strength where needed via a video consultation.

Flexible Sessions: Each consultation lasts up to 30 minutes to address specific needs.

Choice of therapist: Following your assessment, you will have the option to book with the same clinician for continuity of care.

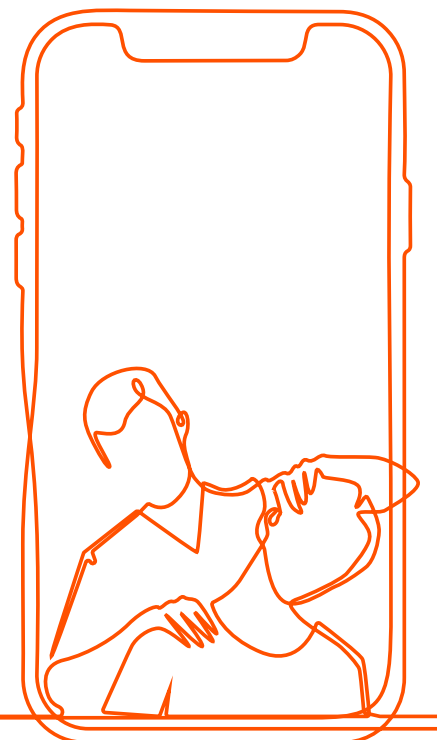
Personalised Home Treatment Plan: Receive a custom exercise plan designed to support recovery.

Advanced Booking: Schedule appointments up to 6 weeks in advance for added flexibility.

Family Access: Share this service with your partner, spouse, or children aged 5 and above, who are in full-time education and living at your address.

Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential.
- ✓ **Not for Emergencies:** This service is designed for reviewing existing diagnoses and treatment plans, not for new diagnoses or urgent medical situations.



Digital Mental Health Support

Counselling can be helpful for a range of life experiences and issues, whether it's for stress, grief, or to improve or influence change in a relationship. Sometimes talking to friends or family can be difficult, so counselling through My HealthHero is here to help and support in the moment.

Key Features

6 Sessions Per Year: Access up to six structured counselling sessions available per year.

Convenient Appointments: Book video or phone consultations available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

Digital-First Approach: All sessions are conducted online or via telephone.

Flexible Sessions: Start with a 30-minute initial assessment to identify specific needs. If appropriate, you will be referred for 50-minute structured counselling sessions.

Personalised Support: During your session, a counsellor will listen, explore your concerns, and recommend helpful resources or coping strategies tailored to your needs. If appropriate, you can arrange a series of follow-up sessions with the same dedicated counsellor.

Qualified Professionals: Speak with professionally registered and qualified counsellors.

Family Access: Share this service with your partner, spouse, or children aged between 16 - 23 who are in full-time education and living at your address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential.
- ✓ **Tailored Approach:** Counsellors provide personalised guidance, avoiding a one-size-fits-all approach, and focus on your specific goals and concerns.
- ✓ **Additional Resources:** For further support, access useful phone numbers within My HealthHero, including emergency contacts, NHS 111, and the Samaritans, if you need additional help outside of scheduled appointments.

Digital Dietitian Appointments

You can access personalised nutrition and lifestyle advice through My HealthHero. Whether you are looking to improve your energy, manage a medical condition, or reach specific health goals, you will have access to experienced dietitians to provide practical guidance.

Key Features

6 Sessions Per Year: Access up to six dietitian appointments available per year.

Convenient Appointments: Video consultations are available from 8am to 8pm, Monday to Friday (excluding Bank Holidays).

Flexible Sessions: Each consultation lasts up to 30 minutes to address specific needs.

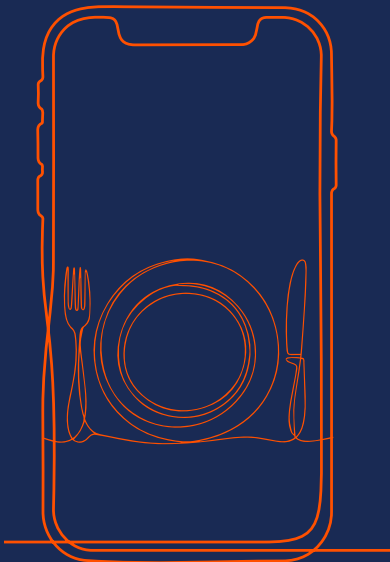
Qualified Specialists: Access experienced dietitians who assess your diet, medical history, and lifestyle to provide tailored advice.

Follow-up Support: Further sessions are offered as appropriate to help you stay on track with your goals.

Personalised Care Plans: Receive a nutrition care plan including dietary advice, supplement recommendations if needed, and sample healthy eating recipes.

Paediatric Care: Specialised support for children, covering fussy eating, digestive issues, and general healthy eating.

Family Access: Share this service with your partner, spouse, or children aged 5 and above who are in full-time education and living at your address.



Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential.
- ✓ **Tailored Approach:** Dietitians provide personalised guidance, avoiding a one-size-fits-all approach, and focus on your specific goals and concerns.
- ✓ **Not for Emergencies:** This service is for nutritional and lifestyle guidance and is not suitable for urgent or life-threatening situations.

Health Check

You have access to one, optional annual Health Check through My HealthHero, at a cost of £75. The Health Check kit will be delivered right to you by post, and your results by email.

Key Features

Annual Health Check: Access one health check per year.

Family Access: Health Check kits can also be ordered for your partner, spouse, or children aged between 18-23 living at the policyholder's address.

Home Testing: Receive your Health Check kit with easy-to-follow instructions.

Simple Process: Collect a finger-prick blood sample (no fasting required), send it back in the provided freepost envelope, and receive your results via email within 5 working days.

Comprehensive Insights: The check provides a full picture of your health, including assessments of liver, kidney, and immune system performance.

Additional Features

- ✓ **Confidential Service:** All appointments are private and secure, ensuring your information remains confidential.
- ✓ **Comprehensive Testing:** Your health check includes a full lipid profile, HbA1c, Vitamin B12, Vitamin D, Thyroid Function, Liver Function, Urea, Creatinine, Iron Levels, and eGFR.*
- ✓ **Follow-Up Support:** If you'd like to discuss any anomalies from your results, you can schedule a GP appointment in My HealthHero.

* Please note some of the tests included within the Health Check may vary from time to time.

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