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Terms and Conditions of Use

Irish Life Health provide a number of 'Virtual Health Services' ("the Services") as an additional complimentary service to all Irish Life Health Members ("Members, You or Your"). These Services are not covered by Your health insurance contract and therefore not governed by Your health insurance contract terms and conditions. Access to these Services is provided for all registered Members and accessed via the Irish Life Health Member Portal.

Irish Life Health will endeavour to provide access to the Services at the agreed times, but no warranty is given.

Irish Life Health may at any time terminate or suspend these Services and/or Your access to these Services in it's own discretion without further notice to You.

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Virtual Physiotherapy

This virtual physiotherapy service gives You access to book an unlimited number of remote video consultations with a physiotherapist provided by Spectrum Health Limited. You can book an appointment to speak to a physiotherapist via the online video service from 08:00am to 19:00pm GMT, Monday to Friday (excluding bank holidays). The booking is subject always to availability and may be cancelled or rescheduled at any time. This service should not be used for emergencies or urgent conditions as this may delay necessary treatment and medical advice should always be sought by You in the first instance. This service is not intended to replace Your usual physiotherapist, nor is it in any way intended to be or replace medical advice. It is designed for episodic, once-off conditions and not for on-going care. Upon their assessment, the clinical judgement of the physiotherapist will inform the appropriateness of this service for Your condition. This service is available to those Members aged 18 and over only.

How to claim: Login to the Irish Life Health member portal and access 'My Clinic'.

Virtual Dietician

This virtual dietician service gives You access to book an unlimited number of remote video consultations with a dietician provided by Spectrum Health Limited. You can book an appointment to speak to a dietician via the online video service from 08:00am to 19:00pm GMT, Monday to Friday (excluding bank holidays). The booking is subject always to availability and may be cancelled or rescheduled at any time. This service should not be used for emergencies or urgent conditions as this may delay necessary treatment and medical advice should always be sought by You in the first instance. This service is not intended to be or replace medical advice. Upon their assessment, the clinical judgement of the dietician will inform the appropriateness of this service for Your condition. This service is available to those Members aged 18 and over only.

How to claim: Login to the Irish Life Health member portal and access 'My Clinic'.