

Access to Irish Life Health Virtual Health Services is provided on the understanding that terms and conditions of use have been read as per below.

### **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 its own discretion without further notice to You.

Irish Life Health will use reasonable endeavours to keep the information and the resources contained on or accessible through this site and mobile application timely and accurate, but can make no guarantees, and disclaims any implied warranty or representation, about its accuracy, relevance, timeliness, completeness, or appropriateness for a particular purpose.

Irish Life Health may change or modify the information, the Services and any other resources contained on or accessible through this site and mobile application, or discontinue this site or mobile application altogether, at any time without further notice to You.

Irish Life Health may modify these Terms and Conditions of Use (the "Terms") at any time, and such modifications shall be effective immediately upon posting of the modified Terms. Accordingly, You agree to review the Terms periodically, and Your continued use of this site and mobile application shall be deemed Your acceptance of the modified Terms.

### **Virtual Physiotherapy**

This virtual physiotherapy service gives You access to book an unlimited number of remote video consultations with a physiotherapist provided by HealthHero Ireland Ltd.. You can book an appointment to speak to a physiotherapist via the online video service from 08:00am to 20.00PMGMT, Monday to Friday (excluding Christmas Day and 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.

Physiotherapists cannot provide the service to members who:

have neurological symptoms needing a neuro assessment, possible joint instability or history of significant trauma

have rehabilitation needs that would require in-person input of more than one therapist such as those patients requiring complex transfers or at high falls risk.

How to claim: Login to the Irish Life Health member portal and access [MyClinic](#).

### **Virtual Dietician**

This virtual dietician service gives You access to book an unlimited number of remote video consultations with a dietician provided by HealthHero. You can book an appointment to speak to a dietician via the online video service from 08:00am to 20.00pm GMT, Monday to Friday (excluding Christmas Day and 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.

Dietitians cannot provide the service to patients who:

- have had bariatric surgery with complications post operation
- require enteral / parenteral or intravenous nutrition management
- are malnourished and at risk of refeeding syndrome- severe eating disorders
- have chronic kidney disease above stage 1 or with abnormal blood Potassium, Sodium, Phosphorus and Magnesium.
- have advanced complicated diabetes with amputations/ wound healing management.
- have advanced neurodegenerative conditions e.g Advanced Dementia or Alzheimer's with feeding difficulties
- have advanced stage cancer with cachexia
- have complicated Inflammatory bowel disorders with intestinal obstructions, stricture and adhesions.
- have congestive heart failure
- have had major surgery and are at high risk of complications
- require stoma Management
- require stroke rehabilitation

How to claim: Login to the Irish Life Health member portal and access [MyClinic](#).

### **Virtual Speech and Language**

This virtual speech and language service gives you access to book remote video consultations with a speech & language therapist provided by HealthHero. You can book an appointment to speak to a speech & language therapist via the online video service 08:00am to 20:00pm GMT, Monday to Friday (excluding Christmas Day and bank holidays). The booking is subject always to availability and may be cancelled or rescheduled at any time. This service is not intended to be or replace medical advice and any medical advice needed must always be sought by you in the first instance. Upon their assessment, the clinical judgement of the speech & language therapist will inform the appropriateness of this service for your situation. A Member is entitled to a maximum of 6 consultations for this service per calendar year. All minors must attend with a Member parent/guardian present for the entire duration of the video consultation. Patients need to be able to sit down and complete around 20-30- minutes of activities during the video consultation. Patients may be referred on to further services as usual depending on their requirements. This service is available to all Members aged from 2 years and over. Advice can also be provided to Parents for children of >1 and <2. Benefit available to members only. Suitability for online Speech and Language Therapy is made on a case-by-case basis.

How to claim: Login to the Irish Life Health member portal and access [MyClinic](#).

In addition to the general service limitations laid out in these terms, we are unable to provide allied health services in the following specific circumstances where the patient:

- Requires assessments involving physical examination or treatment by the allied health professional.
- Requires clinical triage of any presented symptoms or conditions disclosed electronically or via teleconsultation prior to consultation.
- Is deemed to be 'at risk' if not receiving face-to-face service delivery.
- Presents with significant cognitive dysfunction, mental health or alcohol and other drug issues who may be difficult to assess/treat remotely, or where face-to-face observation of their physical appearance, behaviour or level of function is indicated as part of their management.
- Has severe visual deficits.

- Has a language barrier where interpreter would be required.
- Has cognitive impairments limiting ability to use video software or follow instructions.
- Has complex communicative needs e.g. aphasia, deafness.
- Requires standardised assessments that are not validated for use via a telehealth service delivery model.