

Coronavirus Outbreak

Remote telehealth services may provide the healthcare access you need in a convenient and safe environment.

The Coronavirus outbreak has impacted thousands of individuals and reports of confirmed cases worldwide are increasingly being identified.

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

According to the World Health Organization (WHO), common signs of infection include:

- Respiratory symptoms, fever, cough, shortness of breath and breathing difficulties
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

If you experience any of these symptoms, you should speak with a clinician as soon as possible.

To avoid the spread of infection, the WHO recommends:

- Regular hand washing
- Covering mouth and nose when coughing and sneezing
- Thoroughly cooking meat and eggs
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing



For more information on the novel coronavirus please follow the below links:

[World Health Organization](#)
[Centres for Disease Control and Prevention](#)

SERVICES AVAILABLE TO YOU

TELEMEDICINE SUPPORT:



A safe and convenient option for accessing healthcare services is our telemedicine service, **Global TeleMD™**, which you can download for free to your mobile device from the Apple App Store or Google Play. Once you download the app, you'll need to create a profile, which is quick and easy. Please have your member ID or Certificate Number available when creating your profile.

The Global TeleMD app provides remote access to licensed international doctors by telephone or video without needing to leave your home or office. All Global TeleMD doctors in the region are briefed on the World Health Organization's recommendations and are prepared to render remote consultations with patients who are in and outside the region. Remote consultations via Global TeleMD are free and can be used as many times as you need to for as long as you are an active enrolled member.



If you have any questions or concerns about your coverage and benefits, we're available 24/7/365; just call the number on the back of your ID card.