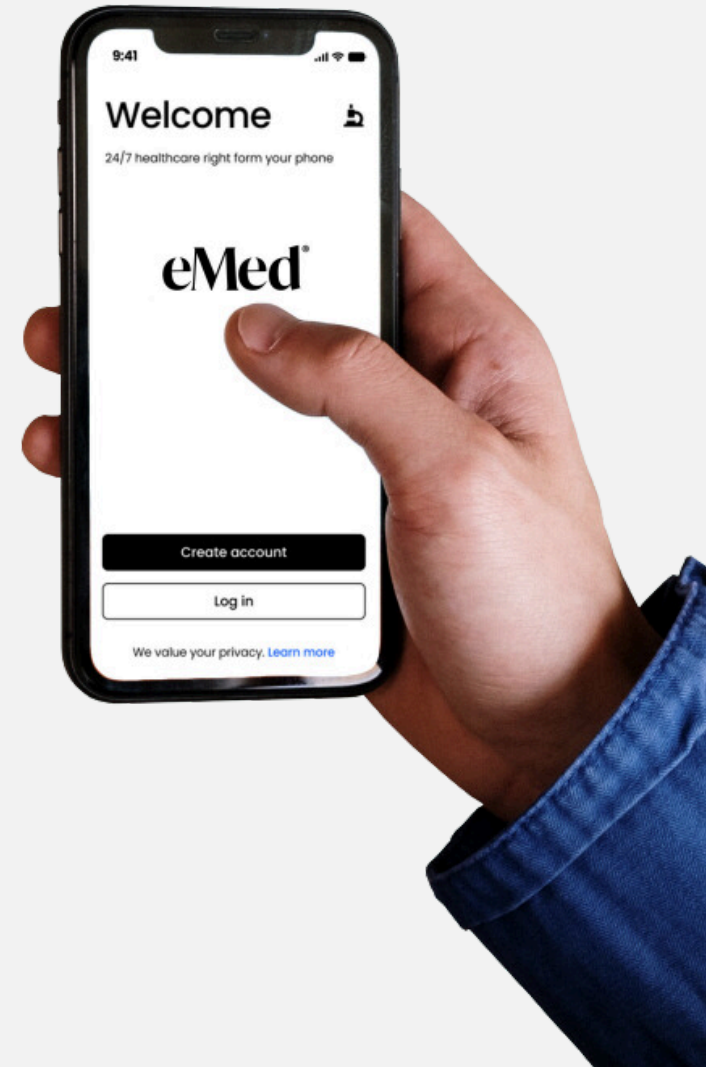


Launched 1st August 2024



Welcome to eMed[®]



User Guide

Empower your health with:



Prescription delivery

Have your prescription sent electronically to your chosen pharmacy for collection, or have your medication delivered to your door.



24/7, 365 virtual appointments

Talk to our GPs, physiotherapists, nurses, pharmacists and mental health practitioners from your device at any time.



Musculoskeletal Pathway

For Musculoskeletal (MSK) support, access physio appointments and tailored physio programmes for faster rehabilitation.



Secure clinical records

Store all your records on the app, with the option to share them with your NHS GP. View your consultation notes, prescriptions and referral information.



“My Health”

A digital self-care tool to give deeper insights into your wellness. My Health also identifies potential health risks and offers guidance to improve your health.



Mental Health Pathway

Get-in-moment consultations with qualified mental health practitioners for mental health concerns.

Freedom have partnered with eMed to offer you immediate access to the full breadth of the comprehensive clinical services they offer.

Getting Started eMed[®]

1

Search for 'eMed' in the App Store or Google Play. You can also sign up on a desktop via the [eMed website](#).

2

Register using the name that matches the details held by Freedom Health Insurance.*



Scan to download the eMed app & **get started today!**



*This will ensure that your registration matches with eligibility details provided by Freedom Health Insurance.

Using your membership code

You can find your membership code in your welcome letter.

There are **two ways** to enter your eMed membership code via the eMed app:

Enter your code when signing up:

Fill in the required details to set up your profile and, when eMed asks if you have a code, enter your membership code.

OR

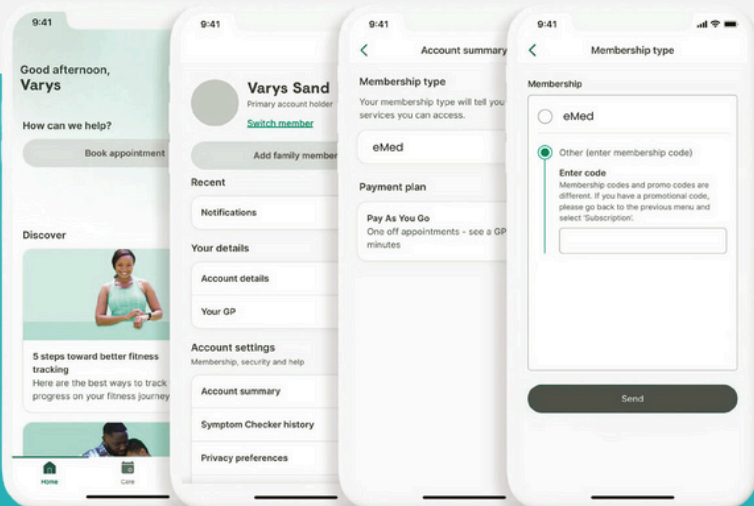
Enter your code after you've signed up:

If you have already signed up with eMed, make sure the name you signed up with matches Freedom Health's registered name (e.g. Thomas not Tom)*. Then open the eMed app and follow these steps:

- 1 Click the person icon at the top right of the home screen
- 2 Click membership information under account summary
- 3 View your current membership type
- 4 Add new membership code at the bottom

To check that your code has successfully been applied, repeat steps 1-2, and your membership plan should appear. If it doesn't please repeat steps 1-4. **If your code has been applied successfully, you won't be asked to pay for appointments.**

*You must register using the same name as it appears on the Freedom Health policy certificate (e.g., Thomas instead of Tom). If you have registered with a name that does not match our records, please contact eMed support for assistance.



1

2

3

4

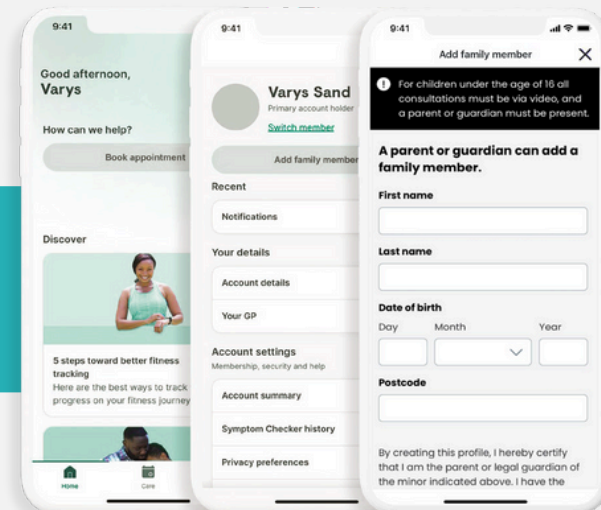
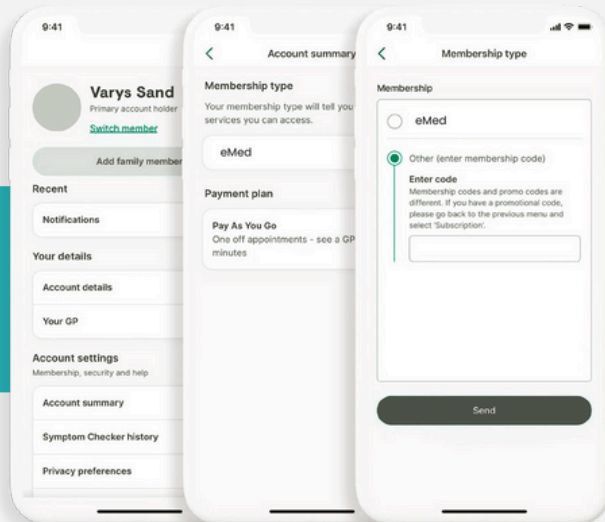
Adding family members

Adding an adult family member

- 1 Family members aged 16 or over need to download the app themselves and sign up
- 2 Set up a profile and follow steps 1-4 on page 4 of this document
- 3 Enter the family membership code

Adding a child family member

- 1 To add someone under 16, click the profile button on the top right of the app home screen
- 2 Select 'Add family member' and complete the required fields
- 3 Click 'Done'



How to book an appointment

Remote digital appointments are available 24/7 and you can choose a time that suits you. To book an appointment, select Book Appointment on the home screen.

You'll be able to choose:

Who the appointment is for

An appointment topic or
the type of clinician

Details of your symptoms

Choose a phone or video
call

The date and time of your
appointment

Appointments can be cancelled at any time without charge. However, if a member fails to cancel and misses an appointment, they will be responsible for the cost.



Freedom
Health Insurance

X

eMed[®]

Empower your health

If you need any help setting up your account,
please get in touch with our Support Team.

Email: support@emed.com

Phone: 0330 303 8000