

OnDemand GP: Employee FAQs

Here are the answers to the questions on most people's minds. If you want to know something about us that's not covered here, just ask.

What is OnDemand GP?

OnDemand GP offers online doctor consultations for you from the comfort of your own home, at work or if you are on the go. Using a PC or mobile device you can have a video consultation with a doctor without the need to schedule an appointment.



Address 1
18 Main Street

Address 2

Postal town
Dublin 4

Country
Ireland

Next

09:41
See a Doctor

What is the reason for today's visit?
Cold and Flu

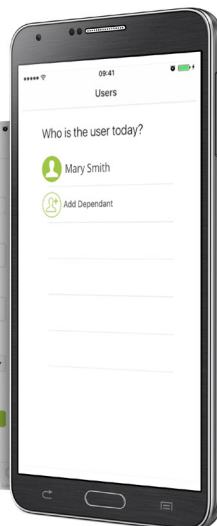
What medications are you taking?
Nexium

Do you have any allergies?
Penicillin

What country are you located?
Ireland

Personal fields

Next



What do I need to use the OnDemand GP service?

To access OnDemand GP, powered by videoDoc, you will need a mobile device or PC with an internet connection. We recommend downloading the videoDoc app.

When is OnDemand GP available?

The service is available from 8am to 10pm, 7 days a week, 365 days per year.

Who will see a my medical and health information?

Personal Group takes security and

privacy very seriously. Only you and the doctor completing your consultation can access your personal medical record.

Will OnDemand GP be able to provide a prescription?

If the doctor feels it appropriate they can prescribe medication.

How are prescriptions issued?

Prescriptions are sent directly to your preferred pharmacy. If you need your prescription straight away, the doctor will fax the prescription to them for immediate collection.



When to use OnDemand GP:

- For diagnosis and treatment of everyday illness
- If you need a prescription
- When worried about a personal health or medical issue
- When in need of a second opinion
- When considering A&E for a non-emergency situation
- When you are not comfortable talking to your own doctor about a health or wellness problem
- When your usual doctor is unavailable
- When travelling and in need of medical care



When not to use OnDemand GP:

- If you think you are having a life-threatening emergency, call 999 immediately!
- OnDemand GP doctors are not able to treat conditions such as severe chest pain, severe abdominal pain, difficulty breathing, or any stroke symptoms such as difficulty speaking, weakness or numbness.