

# Your guide to Clinic in a Pocket™

Fast access to healthcare services for you and your family helping you feel healthy and well every day.



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It feels good to be covered

# What is Clinic in a Pocket?

At British Friendly, we offer more than just Income Protection – we provide access to support for you and your family every day through our discretionary Mutual Benefits programme. The Clinic in a Pocket app, powered by Square Health, is one of our Mutual Benefits available to both new and existing members at no extra cost.

Clinic in a Pocket gives you and your family fast access to clinicians, physiotherapists, counsellors and specialist consultants to help you and your family better detect or prevent health issues and manage your health and wellbeing.



These services are allocated on an annual basis per policy year and are a discretionary benefit which means services can be withdrawn at any time. To access these services, British Friendly members must be age 18 or older, UK resident and up-to-date on premium payments. Please refer to our Mutual Benefits Terms and Conditions [here](#) and our Mutual Benefits Privacy Policy [here](#) for more details. Full Terms and Conditions and the Privacy Policy for Clinic in a Pocket can be found within the app.

## Who are Square Health?

Square Health are a private medical company who provide the Clinic in a Pocket services. Square Health are rated as "good" by the Care Quality Commission (CQC) and noted as "outstanding" with regard to patient safety. For more information about the CQC visit [www.cqc.org.uk](http://www.cqc.org.uk).

# How it works?

## Digital GP Consultations

You and your immediate family, including children, can access unlimited Digital GP consultations 24 hours a day, 7 days a week, 365 days a year helping you and your loved ones feel healthy and well every day.



### Sharing services

**You can share this service with your partner/spouse or child under age 23 who are in full time education and living with you (the policyholder).** To share this service, simply choose the sharing option and enter your family member's e-mail address. Your family member will then receive an e-mail prompting them to download the app and book their appointment.

### Key Features:

- Unlimited consultations per policy year (subject to Square Health's fair use policy)
- Available 24/7, 365 days a year and appointments are usually offered within 4 hours of initial engagement
- Consultations are digital first and can be accessed worldwide for coverage while abroad on holiday (UK resident eligibility still applies)
- Ability to select from a range of UK General Medical Council registered GPs
- Consultations last for a maximum of 20 minutes
- Consultation notes are available and can be securely forwarded to your NHS GP or private consultants
- Free private prescription note (ability to issue prescription electronically may vary)
- Ability to request an electronic sick note, a referral letter or purchase prescribed medication online at an additional cost
- This service is not suitable for emergencies or life threatening situations.

# How it works?

## Physiotherapy

Accessing NHS physiotherapy could mean waiting up to 4 months for routine treatment\*. Plus, private physiotherapy could cost over £250 for just 6 sessions\*\*. That's why we're helping you jump the queue and save money by getting fast free access to a private physiotherapist, plus tailored in-app exercises giving you every day support to help you recover quicker.

This service is commonly used for restoring physical mobility, function and wellbeing after an injury, illness or disability such as fractures, sprains, arthritis, neck and back pain.



## Sharing services

**You can share this service with your partner/spouse only.** To share this service, simply choose the sharing option and enter your family member's e-mail address. Your family member will then receive an e-mail prompting them to download the app and book their appointment. The services your family member uses are linked to your account and will be deducted from your annual allowance.

## Key Features:

- 6 consultations per policy year
- Consultations are digital first with face to face appointments only provided when recommended by the physiotherapist (travel expenses are not covered)
- Digital appointments can be accessed worldwide for coverage while abroad on holiday (UK resident eligibility still applies)
- Consultations last around 30 minutes
- Appointments are usually available within 5 working days of initial engagement and are offered Monday to Friday between 8am-7pm (excluding bank holidays in England) and Saturdays between 9am-1pm
- Ability to select from a range of qualified physiotherapists
- Physiotherapists will recommend treatments such as exercises, massage, heat treatment and where support tools such as cold/heat packs or exercise bands are recommended, the physiotherapist will send these to you or your partner/spouse at no additional cost
- Once the physiotherapist has designed a treatment programme for you or your partner/spouse, exercises would be provided to follow from within the mobile app which are also monitored by the physiotherapist
- Physiotherapists may provide referrals if other therapies are needed
- If medication is recommended as part of treatment, the physiotherapist would refer you or your partner/spouse to use the Digital GP service or to speak to your own GP to get a prescription
- If further treatment is recommended beyond the 6 session allowance, more sessions can be accessed at an additional cost

\*<https://www.equipsme.com/blog/up-to-four-months-to-see-a-physiotherapist/>

\*\*[https://www.bupa.co.uk/health/payg/physiotherapy?pdg\\_channel=ppc&pdg\\_account=m-sk&pdg\\_network=GOOGLE&pdg\\_campaign=Brand+%7C+Physio&pdg\\_adgroup=Bupa+%7C+Physio&pdg\\_keyword=bupa+physiotherapy&gclid=Cj0KCQiAi9mPBhCJARIsAHch-Ily2Rs5wVAsnVwmu7XjMeXel9CVwrokoz\\_1XWXI8JKolqd48wLDbMv0aAix7EALw\\_wcB&gclid=aw.ds](https://www.bupa.co.uk/health/payg/physiotherapy?pdg_channel=ppc&pdg_account=m-sk&pdg_network=GOOGLE&pdg_campaign=Brand+%7C+Physio&pdg_adgroup=Bupa+%7C+Physio&pdg_keyword=bupa+physiotherapy&gclid=Cj0KCQiAi9mPBhCJARIsAHch-Ily2Rs5wVAsnVwmu7XjMeXel9CVwrokoz_1XWXI8JKolqd48wLDbMv0aAix7EALw_wcB&gclid=aw.ds) (Based on 2021 BUPA pricing for outside Greater London)

## How it works?

### Mental Health Support

25% of adults and 10% of children across the UK experience mental illness disorders\*, that's why we're giving you, your partner/spouse or child fast free access to Mental Health Support, plus tailored in-app self-help modules so you can focus on getting the support you need every day.



### Sharing services

**You can share this service with your partner/spouse or child between ages 18-22 (inclusive) who are also in full time education and living with you (the policyholder).** To share this service, simply choose the sharing option and enter your family member's e-mail address. Your family member will then receive an e-mail prompting them to download the app and book their appointment. The services your family member uses are linked to your account and will be deducted from your annual allowance.

### Key Features:

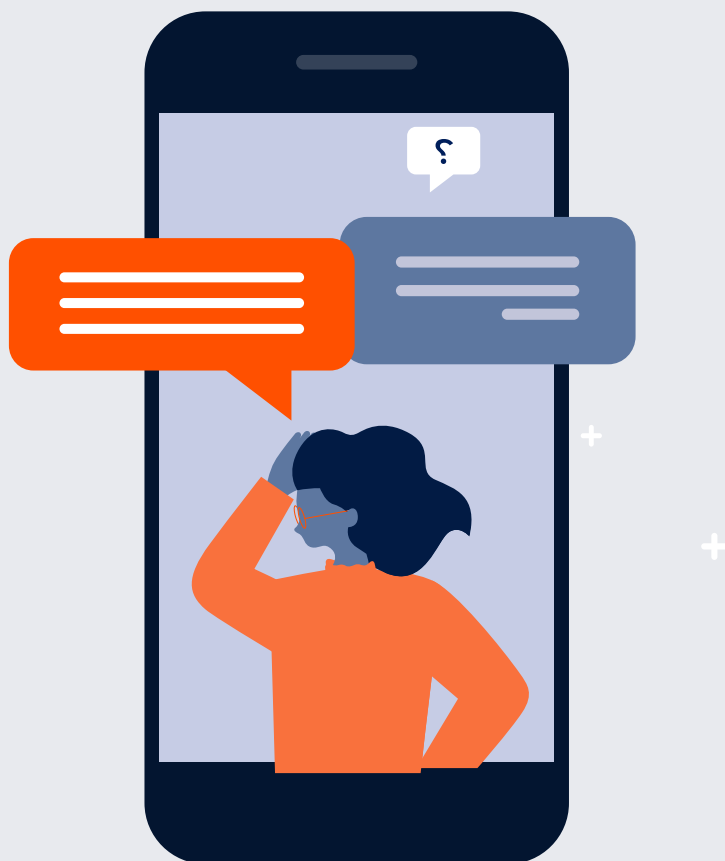
- 6 consultations per policy year
- Consultations are digital first with face to face appointments only provided when recommended by the practitioner (travel expenses are not covered)
- Digital appointments can be accessed worldwide for coverage while abroad on holiday (UK resident eligibility still applies)
- Consultations last around 30 minutes
- Appointments are usually available within 5 working days of initial engagement and are offered Monday to Friday between 8am-7pm (excluding bank holidays in England) and Saturdays between 9am-1pm
- Ability to select from a range of BACP accredited counsellors, cognitive behaviour therapists or psychologists with specialism in a number of mental health conditions
- Access to online self-help modules to complement and assist recovery for topics such as mindfulness, positive body image, resilience, sleep, money worries, COVID-19 and more
- Therapists may provide referrals if other therapies are needed
- If supplementary treatment is recommended, the therapist may refer you or your family member to use the Digital GP service or to speak to your own GP
- If further sessions are recommended beyond the 6 session allowance, more sessions can be accessed at an additional cost

## How it works?

### Second Medical Opinion

We recognise that receiving a diagnosis for a life-changing illness or even a less serious condition can place incredible emotional and financial strain on you and your family. Sometimes it's also difficult to know what support is available if you have concerns about the diagnosis or recommended treatment. The Second Medical Opinion service through Clinic in a Pocket gives you and your family that support to validate an initial diagnosis.

Commonly used following the diagnosis of a serious or life-changing illness, but also covers all medical conditions including mental health and other less critical illnesses or injuries.



### Sharing services

**You can share this service with your partner/spouse or child under age 23 who are in full time education and living with you (the policyholder).** To share this service, simply choose the sharing option and enter your family member's e-mail address. Your family member will then receive an e-mail prompting them to download the app and book their appointment. The services your family member uses are linked to your account and will be deducted from your annual allowance.

### Key Features:

- 2 consultations per policy year
- Consultation length and method may vary depending on the initial diagnosis – for example, some consultations may be held via the mobile app, phone or face to face (travel expenses are not covered)
- Appointments are usually available within 10 working days of Square Health receiving all medical records and relevant information about the initial diagnosis – some of this information can be provided or uploaded through Square Health's in-app questionnaire and any additional information will need to be sent via e-mail or post
- Appointments are offered Monday to Friday between 8am-7pm (excluding bank holidays in England) and Saturdays between 9am-1pm
- Square Health has a consultant network of 5,000 across the UK and their clinical team will select consultants based on the location you or your family and based on the specialism required following the initial diagnosis – in most cases, a choice of consultants will be provided
- A written report (second opinion post-consultation summary) is made available within the app within 10 working days of the appointment

# How it works?

## Health Check

How healthy are you? Through Clinic in a Pocket's free Health Check, you can better manage your health and wellbeing by checking your current health status across a number of key areas so you can take action to improve or maintain your health every day.

Commonly used to check current health status across a number of areas including kidney, liver and bone health, gout risk, diabetes risk and cholesterol status.



## Sharing services

**This service cannot be shared with family members and is for the British Friendly policyholder only.**

## Key Features:

- 1 self-administered Health Check per policy year
- Tests cover current health status with around 20 markers across 7 key areas (occasionally the number of markers included may vary)
- Ordered via the mobile app, a self-administered kit will be sent to you by post and once completed will need to be sent to Square Health's nominated laboratory for processing via the pre-paid packaging provided
- Kits include a single tube for a 'pin-prick' capillary blood sample alongside detailed instructions including a demonstration video which can also be viewed [here](#) (blood tests are non-fasting)
- Health Check kits are administered via post Monday to Friday between 8am-7pm (excluding bank holidays in England) and Saturdays between 9am-1pm
- A notification and Health Check results will be generated within the app with the option to have the results e-mailed as well
- If the Health Check flags up any serious concerns, Square Health will contact you to recommend next steps for treatment or follow up
- Regardless of the outcome of your results, you will also have the option to book a follow up appointment via the Digital GP service to discuss your results at no additional cost
- Additional Health Checks can be ordered at an additional cost

## How to access Clinic in a Pocket?

Download the Clinic in a Pocket app below for free on your smartphone or tablet from the App Store or Google Play. Once downloaded, simply select 'register' and enter the pin code sent to you by British Friendly via the Activation Invite e-mail or the Activation Guide.



### Need help?

If you have any issues downloading the app or accessing the services, please contact British Friendly's Mutual Benefits Team on **mutualbenefits@britishfriendly.com** or call us on **01234 358 344** Monday to Friday between 9am-5pm.

For more information about Mutual Benefits, visit [members.britishfriendly.com](https://members.britishfriendly.com).

Powered by:



## Feel healthy and well every day

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