

# Health 2GO

Be worry-free at any time, when sick or unwell. Just utilize the online doctor consultation service



## Online doctor consultation Health2GO

Health2GO online doctor consultation service by Tune Protect. Eliminates the complicated steps of visiting a doctor. You will feel like you have a personal doctor on standby 24hours a day. Therefore, it is a new health option for our valued customers. Consult with a specialist doctor through chat, call or a video call. Save time with technology that allows immediate access to our medical professionals at any time and anywhere.

### Why should you choose Health2GO?



Available 24 hours at anytime and anywhere



Home delivery service for medication is available



**Infection Prevention**  
Reduce your chance of getting an infection by reducing the amount of time you go to a hospital or coming into contact with another person.



Consult doctors according to your schedule or by appointment



All patient information will be strictly confidential and all personal data is encrypted and secured

### Service procedures



**Click**

Online Doctor Consultation



**Fill out**

the information to start the consultation



**Answer questions**

regarding your symptoms and choose an available time frame



**Start your consultation**

Start the online consultation via Chat, Phone call, or video call.

### Terms of Service

- Users under the age of 18 should be accompanied by a parent or legal guardian when utilizing this service.
- Professional doctor consultation service (Tele-Consultation) has a maximum period of 15 minutes per session.
- Customers who will be eligible for Health2GO are Tune Protect Thailand policyholders who have opted for the specific insurance plan with Health2GO service.
- User is entitled to one session per policy period (In accordance with company policy). The program will be effective according to the policy effective date.
- Health2GO (Tele-Consultation) specialist consultation service costs are subject to the terms and conditions of Europe Assistance Co., Ltd.
- The insurance policy and Health2GO service are non-transferable and cannot be exchanged for cash or other things.
- Terms and conditions are specified by the company, and the company reserves the right to change or alter promotional details without prior consent or notice. This service is not meant to be used as an emergency service. If your condition requires urgent treatment, the doctor will advise you to be hospitalized immediately or you should call a hospital emergency department directly.
- Not including the doctor's consultation service, if there are other expenses such as medicine or delivery fees, the user will be responsible for these costs.

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