

Help@hand

from unum

Help@hand provides a quick, simple and effective way to show employees you care about their physical and mental wellbeing, while receiving real business benefits.

Providing five key employee support services accessed through one easy-to-use app, helping you to stand out from the competition.



Remote GP



Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed*. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP within 2 hours – 24/7, 365 days a year. Also available to an employee’s partner and children**.

Mental health support



Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules. If, during a video consultation assessment, the therapist identifies that in person treatment would be the most appropriate route, then this will be offered.

*illustrative purposes only

*There is no charge for prescriptions. Medication and delivery costs are chargeable to the individual.

**Children are eligible up to their 18th birthday, or 24th birthday if in full-time education



Physiotherapy

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation. If during the video consultation assessment, the physio identifies that in person treatment would be the most appropriate route, then this will be offered.



Medical second opinions

Available either in person or via video consultation with a UK-based private consultant, following a final diagnosis. Employees, their partner and children** have access to 2 consultations per year between them.



Employee Assistance Programme

Life, financial and wellbeing support. Providing guidance and practical resources including a 24/7 helpline, as well as tools and information to support health and wellbeing.

Employees and their partner have access to EAP services, and children over 18 can access the EAP's confidential helpline and online resources.



Help@hand is available to insured employees at no additional cost as part of a Unum Group Income Protection policy.

Visit unum.co.uk/help-at-hand-registration to get started.

The Help@hand app technology is provided by Square Health Limited

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unum.co.uk/help-at-hand

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Remote GP, second opinion, mental health support and physiotherapy provided through Square Health Limited, registered in England and Wales Number 07054181, whose registered office is Crown House, William Street, Windsor SL4 1AT.

Employee Assistance Programme provided through Lifeworks by Morneau Shepell, a trading name of Work Angel Technology Limited whose registered office is 5th floor, The Glassmill, 1 Battersea Bridge Rd, London, SW11 3BZ. Registered in England company number 8223675.