

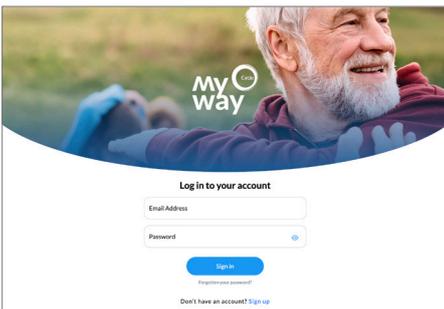
Welcome to MyWay

How to use the portal



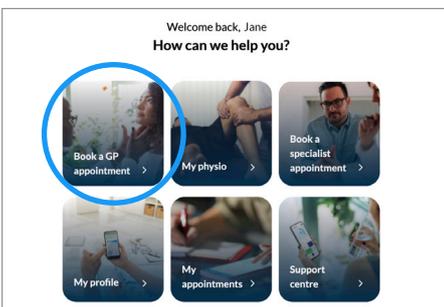
Welcome to MyWay

Here is a quick guide of how to use the MyWay portal to get the healthcare support and services you now have access to.



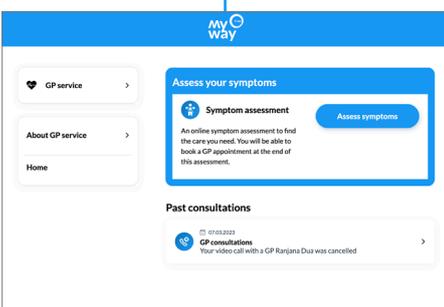
How to access the MyWay portal

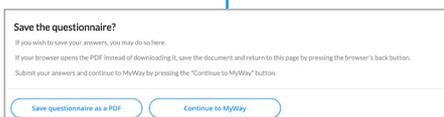
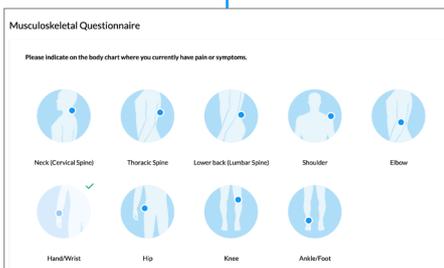
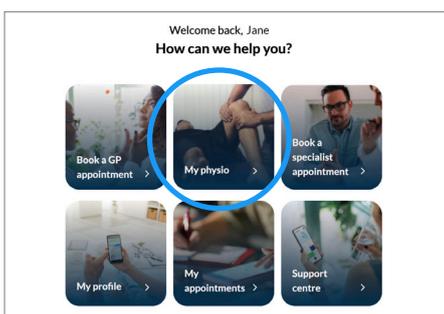
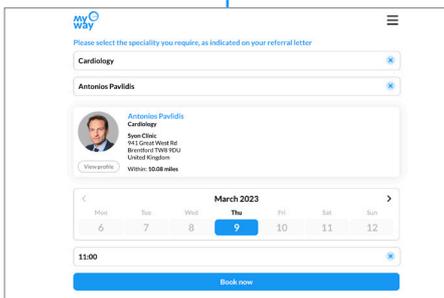
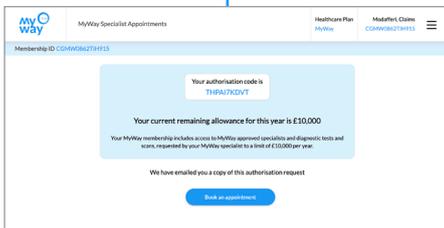
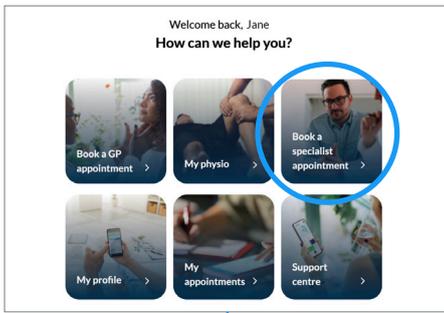
1. Visit <https://members.circlemyway.co.uk/login>
You may want to bookmark this for future reference.
2. Click on “**Sign up**” to create your account – you will need your membership number that you can find on your welcome email.
3. On your first visit, you will be asked to create a password.
4. Once you have created your account you can login with your email address and newly created password.



Book a GP appointment

1. Select the “**Book a GP appointment**” tile. You’ll be asked to complete some information to assess your symptoms to ensure a GP is the right healthcare professional to help you.
2. The first time you use the service you’ll be asked to read and accept the terms and conditions.
3. Next complete the short symptom assessment.
4. Based on your symptoms you will be signposted to the appropriate medical professional.
5. If a GP is recommended you will be able to select an appointment type – telephone or online, the gender of your GP and appointment date and time to suit you.
6. You will receive an email confirmation with details of your appointment.





Book a specialist appointment

1. Select the **"Book a specialist appointment"** tile and follow the steps to get your digital authorisation to book your appointment.

Please note you will only be able to access this service after you have been a MyWay member for 30 days.

2. You will be asked to confirm that you have a referral from a GP or other medical professional and the date of this referral.

You will not be able to see a specialist without a referral letter which must be dated at least 30 days after you become a MyWay member.

3. Please read the policy terms and conditions carefully and by ticking the boxes, you are accepting the terms and conditions of the insurance* - you can confirm this by clicking **"Agree"** - this will provide you with your digital authorisation, allowing you to select your consultant and book your appointment.

4. You will be provided with an authorisation code which you should make a note of. You will also receive an email confirmation of the authorisation.

5. Click **"Book an appointment"**. Enter the speciality and sub-speciality, if applicable, that is on your referral letter e.g. if you are suffering from knee pain, you would select Orthopaedics as your speciality and "knee" as your sub-speciality. You can use the free text box or select from the list provided. You can change the option selected by clicking the 'x' on the right-hand side.

6. Click **'Search'** to show you a list of MyWay specialist consultants, by location. You may change the postcode if you want to have your consultation near a different location. You can also search by selecting **'Name'** if you already know the Consultant you would like to book with.

7. Select the specialist you would like to see by clicking **"Select"**.

8. Pick a date and then click **'Select a time slot'** to choose a time that suits you. Click **"Book now"**. If you would prefer to see a different consultant, click on the **"x"** next to the specialist's name and you will see the full specialist list.

9. Check the details of the appointment confirmation and click **"Confirm"** to proceed.

10. Confirmation of your appointment will be sent by email within 48 hours.

Accessing your Virtual Physio

1. Select the **"My physio"** tile and click **"Start a new assessment"**.

2. Read and accept the terms and conditions.

3. Follow the on-screen instructions to identify where your pain or symptoms are located and follow the online symptom questionnaire. Please note that this is not a Medical Device.

4. Preview the answers you have provided by downloading the PDF and once you're happy with the information submit by clicking **"Continue to MyWay"**.

5. Follow the online instructions of either self-prescribed exercises or signposting to a healthcare professional.

6. If self-management is advised you will be able to follow some recommended exercises, follow the on-screen instructions and agree to the terms of service.

7. Click on the videos and follow the verbal or written instructions along with the number of repetitions and sets recommended. When you mark the exercise as complete, you'll be asked to provide feedback on the pain level you felt during the exercise before moving on to the next exercise.

8. You will have daily exercises to follow which should help you to manage and improve your symptoms and/or pain.



*Your MyWay membership includes insurance cover for eligible consultations, diagnostic tests and investigations, as described in Part 2 of your membership handbook. Please note the terms of Part 2.4 'Policy procedure for making a claim'.

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MyWay is offered as a services and insurance plan.

For membership commencing on or before 31st December 2023:

The insurance is underwritten by Novus Underwriting Limited on behalf of Helvetia Global Solutions Limited. Registered Office: Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein.

For membership commencing on or after 1st January 2024:

The insurance is underwritten by Novus Underwriting Limited on behalf of Millennium Insurance Company Limited. Principal Office: PO Box 1314, 13 Ragged Staff Wharf, Queensway Quay, Gibraltar, GX11 1AA. Novus Underwriting Limited is registered in England and Wales under Company No. 10844265, with its Registered Office address at 4th Floor, 34 Lime Street, London EC3M 7AT. Novus Underwriting Limited is an appointed representative of Consilium Insurance Brokers Ltd, which is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 306080.