

TELEMEDICINE PROGRAM



HEXAGON CLUB
Family

Activation Notice: This complimentary telemedicine service is automatically available to Privilege and Priority Hexagon Club Members and their supplementary members **one (1) banking day after** successful subscription to the Hexagon Club Family program.

HOW TO BOOK YOUR CONSULTATION

1. Initiate Request

Contact the 24/7 Sun Life Grepa Health Hotline or Email. Identify yourself or your dependent as an active Hexagon Club Member client.

Hotline: PLDT 888-75434

Email 1: slgfi-contactcenter@grepa.sunlife.com

Email 2: slgfcontactcenter@sunlifegrepa.com

2. Provide Required Case Details

The processing coordinator will verify your membership and document your medical concern. Please have the following ready:

- Full Name
- Gender
- Birthdate
- Home Address
- Mobile / Telephone No.
- Chief Medical Complaint
- Preferred Schedule
- Email Address (to receive secure Zoom link)

3. Setup Zoom & Await Confirmation

Download the free ZOOM Cloud Meetings App on your smartphone or computer. A representative will contact you shortly to confirm your final medical appointment details.

4. Connect with Your Doctor

Click the link in your email at the scheduled time. Consultations operate on a first-come, first-served basis with a maximum duration of 20 minutes per patient.

MEDICAL SCOPE

✓ Covered Primary Care Cases

- Acute cough, colds, and flu symptoms
- Fever and minor temperature spikes
- Mild blood pressure elevations
- General non-emergency medical inquiries
- COVID-related initial triage/assistance

✗ Excluded Emergency Cases

- Severe difficulty of breathing
- Severe trauma or heavy bleeding
- Diabetic emergencies / poisoning
- Hypertensive urgency and emergency
- Cancer pains requiring specialty care

IMPORTANT GUIDELINES

- 5-Min Grace Period: Must log on promptly or session is cancelled to preserve the queue.
- Rescheduling: Missed links require repeating the whole queuing process.
- Consent: Required via signed form or over the phone prior to consulting.
- Privacy: Recording or sharing conversation is strictly prohibited.
- Transparency: Patients must practice full honesty regarding medical history.

**Sun Life Grepa Financial reserves the right to suspend platform access for terms violations.*