

A member's guide to Santé by Simplyhealth group private medical insurance











Apple



Android







BlackBerry Windows phone

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1 Chapter Navigation





1. At the bottom of the screen, slide **tip** of finger **left**, to turn to chapters **7** to **12**.

Chapter Navigation





2. At the bottom of the screen, slide tip of finger right, to turn back to chapters 1 to 6.

Chapter Access (Level1)



1. Tap with the **tip** of your finger the chapter you want to view.

Summary (Level2)



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This guide is only a summary of the cover provided by Santé and does not contain the full details of the insurance terms, conditions and exclusions. Full detail given in the policy booklet.

09:35

2.1 Defined words

Words that are printed in bold throughout this document have a particular meaning. Some of those words are listed below. There is a full list of all defined words in part 3 of the policy booklet.

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2.2 The purpose of PMI

Private medical insurance covers the dost of private medical treatment that an insured person needs as a result of suffering an unexpected acute condition.

2.3 Chronic medical conditions

2. Slide the tip of your finger to scroll up and down the sections.





Detail (Level3)



This guide is only a summary of the cover provided by Santé and does not contain the full details of the insurance terms, conditions and exclusions. Full details are given in the policy booklet.

You can get a copy of the full picy booklet from the **policyholder**, from **ur** website at www.simplyhealth.co.uk/gfc or by phoning **our** membership helpline on 0333 633 9002.

3. Tap on **section name** to drill down to the detail view.

2 Bookmarking a Page





4. Tap the '+' icon to bookmark the current page, when prompted tap on 'OK'.

Bookmark List



Tap the 'Star' icon to bring back the list of bookmarks. Click on a 'Link' to view the page.

In App Phone Call Link



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2. Tap the 'Email' icon to send an email to 'healthclaims' directly from the app.



About





Tap the 'Info' icon to display the 'About' page. Click on 'Close' to return to the home page.



Help





Tap the 'Questionmark' icon to display the 'Help' page. Click on 'Home' to return to home page.







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Tap the 'Gear' button to display the 'Settings' page.



Check For Updates



1. Tap the '**Check For Updates**' button to display the progress page.

Update Available



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2. Tap the 'OK' button to download the new update. The new version will then be displayed

Current Version





3. Tap the **'OK'** button to acknowledge current update.



Clear Bookmarks





Tap the 'Clear Bookmarks' button, then then click 'Yes' to confirm.









Tap the 'Reset App To Factory Settings' button, then then click 'Yes' to confirm.





1. Tap on '**Settings**' to navigate to page and then tap on '**Advisor Login**' to display login dialog.





2. Tap on the 'Pin' text box to activate the on-screen keyboard in order to enter the code.





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3. Tap on 'Submit' to complete the login process and return to the settings screen.







4. Tap 'Home', to return to the main screen. The 'Advisor Assistance' icon is now not visible.

Advisor Assistance Response



When a chat request has been qued the 'Advisor Assistance' icon will flash green and red.

Advisor Assistance Request





1. Tap on the 'Advisor Assistance' icon to request an on-line consultation.

Advisor Assistance Request



2. A 'dialog box' will appear, if no advisors are available, simply tap 'OK' to return to home page.































7.1 Advisor Assistance, Attach a Photo





1. Tap the '**Camera**' icon and wait for the camera app to open.

Advisor Assistance, Attach a Photo





2. Tap the 'Camera' icon to take a photo, then press the 'Use' button to bring photo into App.

Advisor Assistance, Attach a Photo



3. Tap the '**Cloud**' icon to send the photo to Advisor, then wait for uploading to complete.

Advisor Assistance, Attach a Photo



7.2 Advisor Assistance, View a Photo



1. Tap the '**Eye**' icon to view the attached photo, then wait for downloading to complete.

Advisor Assistance, View a Photo



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2. Tap the '**Chat**' button to return to the previous screen.

8 Advisor Logout Process





1. Tap the 'Settings' button, then tap 'Logout'.

Advisor Logout Process



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2. When prompted tap 'OK'. On the next screen tap 'Home', to return to the main screen..





1. Tap on 'Geo Location Accelerometer' button and wait for the app to acquire current location





2. Tap on the '**Map**' icon to expand the geo location view.





3. Use the above 'slider' to zoom in (+) and out (-) of the current geo location.





4. Tap on the above 'map type button' in order to select the desired geo location view.





1. Tap on the 'Services Appointed Nearby' button to generate list.



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Distance: 0.1	8 (miles)		
Specsavers	3		0
Longitude: -0).227245		
Latitude: 51.9	978349		
Distance: 0.2	2 (miles)		
Visioncare	Opticians Ltd		0
Longitude: -0).227626		
Latitude: 51.9	979030		

2. Slide the tip of your finger to scroll up and down the list of appointed services.





3. Tap the name of the service to expand information



4. Tap on the '**Service**' type or '**Distance**' to change the search criteria.