



Introducing Doctor Please!

Cultural Insurance Services International (CISI), along with our Travel Assistance partner, AXA Assistance, are proud to launch Doctor Please, a global teleconsultation service!

Doctor Please is with you anytime, anywhere!

- 24/7 virtual medical care via app or phone
- Prescriptions managed globally
- Trained, licensed and experienced doctors
- Multi-language capabilities

How to access Doctor Please

- Contact AXA Assistance by phone
- AXA will verify eligibility and provide you with an activation code
- Download the app via Google Play or App Store
- Register and enter the access code
- Enter personal details, request a video or call back
- Access to an MD via video or phone
- Coverage is based off your policy benefits and limits

When can a customer use the teleconsultation service? Doctor Please can be useful for customers when:

- They are seeking medical advice
- They have forgotten medicine and need a prescription for a chronic condition
- They have a non-emergency ailment and don't want to waste time in a hospital waiting room

Our doctors diagnose and treat minor illnesses, injuries, infections, colds and allergies. For life-threatening or major incidents, seek care right away.



Key features for patients

- Secure connect patients traveling globally with expert providers accustomed to international cases
- App is available in English, Spanish, Portuguese & French
- Convenience of arranging an appointment within time zone and patient's own schedule
- Option to connect via phone if patients don't have a smart phone, prefer not to download an app or have low bandwidth while traveling
- Access to doctor's notes, referral recommendations, prescriptions