

# Welcome to My HealthHero

Book a telephone or video  
consultations with clinicians  
based in the UK

- **Video consultations** 8am - 10pm, 7 days a week, 365 days a year
- **Phone consultations** 8am - 10pm, 7 days a week, 365 days a year
- **Private prescriptions** Delivered to your door or collect from a pharmacy If further investigation or treatment is necessary
- **Open referrals**



To book your consultation via the WebApp, visit:

**<https://my.healthhero.com>**

Or Scan this QR code:



To book your consultation via the MyHealthHero App:

**Scan to download:**



**Create your account**

You can then use this to login to the WebApp or the App

**Enter your activation code:**

**Then enter registration code:**

## Possible outcomes:

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### Private prescriptions

Should the clinician feel you would benefit from prescription medication during your consultation they will issue a private prescription. You can then collect from most pharmacies or arrange delivery to a nominated address.

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### Open referrals

If the clinician believes your condition requires further investigation or treatment, they can issue you with an open referral letter. This will be emailed to you. You will need to seek claims authorisation prior to treatment.

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### Fit notes

If it is clinically appropriate and if the service is available to you, the clinician can issue a private fit note.