



## Easy and convenient!

Remote consultations with family doctors for all health insurance clients.

Health is the most important aspect of a high-quality life. Which is why we **offer a unique way to access top-quality healthcare services even faster and more easily.**

A lot of everyday health concerns and light illnesses can be addressed **remotely just as effectively** and with the same quality as an in-person visit to the doctor.

### Benefits of remote consultations with family doctors:



- ✓ Urgent assistance from a family doctor;
- ✓ Save your time – avoid long queues;
- ✓ Convenient – no need to travel to the doctor's office;
- ✓ Personalised attention – consultations with professional and experienced doctors;
- ✓ Prescription of medications, issuance, and extension of e-prescriptions;
- ✓ Consultations available 7 days per week from 8:00 AM to 8:00 PM.
- ✓ Expenses for remote consultations and for issuing or renewing an e-prescription are reimbursed 100%.

### You can register for a remote consultation with a family doctor if:

- You have health-related issues, complaints, or acute illnesses;
- You have non-urgent medical problems that do not require a physical examination;
- You fall ill while traveling (including abroad);
- You need prescription of medications, issuance, or extension of e-prescriptions;
- You want to avoid potential exposure to additional viruses or infectious diseases;
- Your condition makes it difficult to physically visit a healthcare facility.

[Register](#)



Expenses incurred for remote consultations, as well as for issuing or renewing an e-prescription, when you seek care for a health issue or complaint, will be reimbursed 100% from the limit of the „Telesante Remote Consultation / Other Services“ benefit group.

You can also find the link to register for remote consultations at:

- [„Lietuvos draudimas“ mobile app](#)
- [self-service portal](#)
- [www.ld.lt](http://www.ld.lt)

### IMPORTANT!

When ordering services, **pay out-of-pocket**, and after consultation, fill out the **request for expense reimbursement**.

It is simple and convenient to do this using the “Lietuvos draudimas” [mobile app](#) or by logging into your account on the [self-service portal](#).

Once you log in to your self-service account, you can find the expense reimbursement form under the section *My Claims -> Claim Registration -> Health service expenses (Health insurance)*.

[More information](#)

**Feel free to contact us:**

Lietuvos draudimas, AB  
Customer Service Phone: 1828  
To send documents e-mail: [ldsveikata@ld.lt](mailto:ldsveikata@ld.lt)