

# Terms and Conditions

## General:

1. If you have already registered, your access to these services will be free of charge until the 31st December 2021. If you are from a Denplan Plus practice you will be able to access these services until your practice's agreement with Denplan ends.
2. Denplan/Simplyhealth reserve the right to withdraw these services at any time. Should we decide to withdraw these services, you will be notified one month prior.
3. GP Service Times: 24 hours a day, 365 days a year.
4. Physiotherapy Triage Service times: Mon – Fri: 08:00 - 19:00 hrs, Sat: 10:00 – 13:00 hrs, Sunday / Bank holidays: Closed.
5. EAP Service times: 24 hours a day, 365 days a year.
6. Free GP, EAP and Physiotherapy triage is only available to staff members of Denplan dental practices.
7. Family members are not covered by any of the services offered.
8. Consultations are provided by Square Health Limited - [www.squarehealth.com](http://www.squarehealth.com). By booking a consultation you are agreeing to Square Health's [terms and conditions](#) and consenting to data being collected and shared for legitimate purposes as detailed in Square Health's [privacy policy](#).
9. Denplan/Simplyhealth reserve the right to refuse access to these services.

## GP 24/7

1. Simplyhealth will not be held responsible if you experience any delay or failure in the provision of this helpline that is beyond our control, or that of the service providers.
2. Controlled medication cannot be prescribed. The GPs comply with the General Medical Council code for remote prescribing. If you cannot satisfactorily answer the GP's questions, they may not be able to raise a private prescription.
3. The issuing and postage of privately prescribed medication incurs an additional cost to you. It is not included as part of the GP/EAP service.

## EAP 24/7

1. Simplyhealth will not be held responsible if you experience any delay or failure in the provision of this helpline that is beyond our, or the service provider's, control.