

StayWell



StayWell for employees **Instructions for requesting professional support**

Information about professional support

Once you have received your StayWell results in the form of a personal health report and tailored measures recommended for you, professional support will be available to you for 90 days following the completion of StayWell.

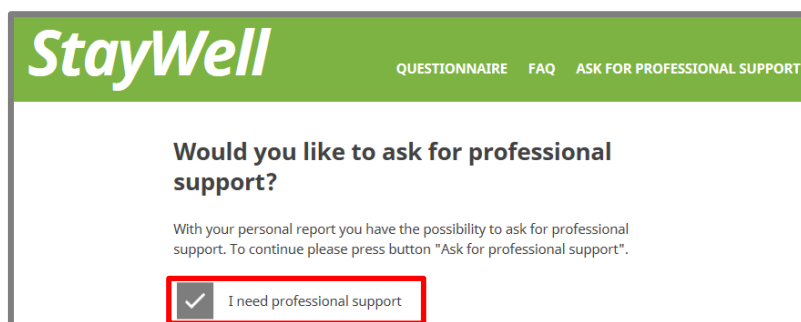
The professional support team can offer you a free, one-time feedback discussion if you have questions about the report and the recommended measures or if you would like further assistance. This requires the generation of an expert report, which will be created automatically by the responsible support member once you have requested professional support.

Professional support can be requested either directly at the end of the questionnaire, or at a later time after you have logged in again. The following explains in greater detail these two methods of requesting professional support.

This professional support is available to employees whose employer has contractually agreed this with Helsana.

1 Requesting professional support directly at the end of the questionnaire

After you have obtained the report and the recommended measures, at the end of the questionnaire before logging out, you have the option of requesting professional support. To do this, tick the box "I need professional support" (see image below).



You can then access, read and confirm the StayWell terms of use by ticking the box and selecting CONTINUE (see image below). Please note that you will no longer be anonymous.

StayWell QUESTIONNAIRE FAQ ASK FOR PROFESSIONAL SUPPORT

Ask for professional support [X]

You have answered all the questions in StayWell and received a download of your personalised report and recommended measures. Now you have decided that you need personalised expert support as set out in your licensing agreement.

What happens next?

Once you have confirmed in this window that you no longer wish to be anonymous and have entered additional individual information on the next page, the expert assigned to you will receive the expert report. This expert report provides a detailed description of your personal report and is needed by the expert so that she/he can give you qualified advice. Your assigned expert will also receive an overview of your measures as well as your personally generated report. You will be contacted by your assigned expert by telephone so that you can discuss the next steps. Your assigned expert is required to maintain

I hereby confirm that I have read, understood, and agree to the [Conditions of Use](#).

CONTINUE

 **By accepting the terms of use, you confirm that you waive your right to anonymity.**

Now the following form appears. Please complete the form in full and confirm by selecting CONTINUE. The expert report will be sent to the professional support team in encrypted form and you will then be contacted.

Ask for professional support

First name

Last name

Date of birth

E-mail

Tel.

KTG insurance

OKP insurance

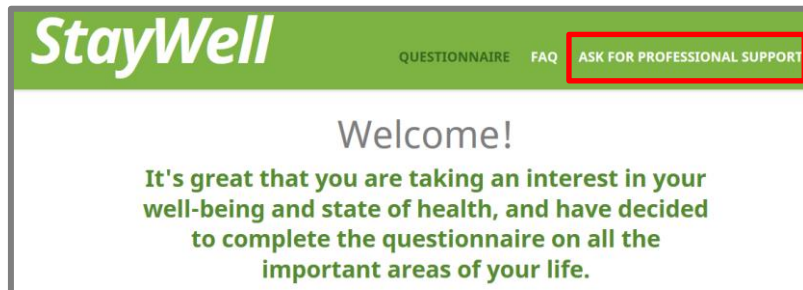
Supplementary insurance (if any)

CONTINUE

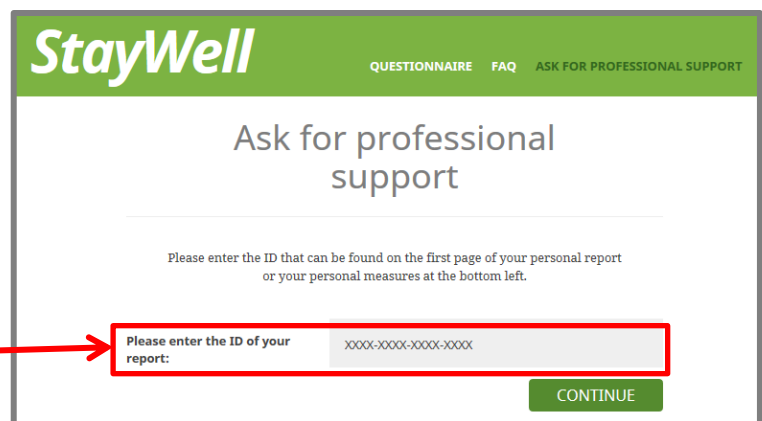
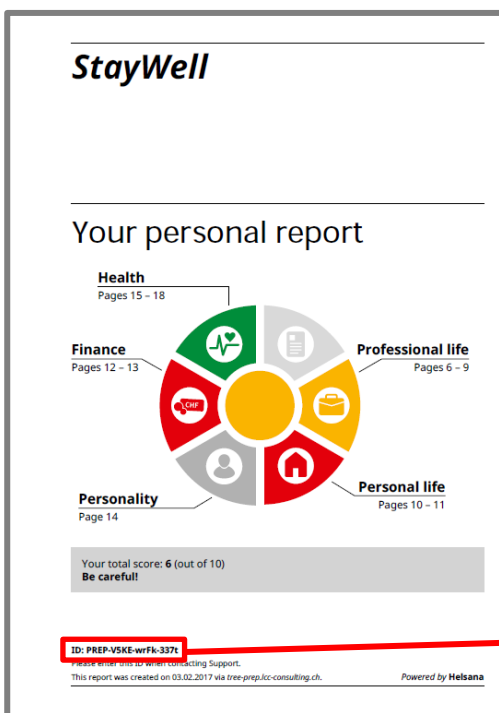
You can then log out of StayWell.

2 Requesting professional support at a later time

Once you have the report and the recommended measures, you may also request professional support at a later time, i.e. up to 90 days after completing StayWell. To do this, log in again using the anonymous login data that you received from your employer in order to complete StayWell. On the top right of the home page, select ASK FOR PROFESSIONAL SUPPORT (see image below).



You will then be requested to enter an ID (as in the image below). You can find this ID at the bottom left of your report or your recommended measures.



You can then access, read and confirm the StayWell terms of use by ticking the box and selecting CONTINUE (see following image). Please note that you will no longer be anonymous.

StayWell QUESTIONNAIRE FAQ ASK FOR PROFESSIONAL SUPPORT

Ask for professional support [X]

You have answered all the questions in StayWell and received a download of your personalised report and recommended measures. Now you have decided that you need personalised expert support as set out in your licensing agreement.

What happens next?

Once you have confirmed in this window that you no longer wish to be anonymous and have entered additional individual information on the next page, the expert assigned to you will receive the expert report. This expert report provides a detailed description of your personal report and is needed by the expert so that she/he can give you qualified advice. Your assigned expert will also receive an overview of your measures as well as your personally generated report. You will be contacted by your assigned expert by telephone so that you can discuss the next steps. Your assigned expert is required to maintain

I hereby confirm that I have read, understood, and agree to the [Conditions of Use](#).

CONTINUE

 **By accepting the terms of use, you confirm that you waive your right to anonymity.**

You will then receive the form below. Please complete the form in full and confirm by selecting CONTINUE. The expert report will be sent to the professional support team in encrypted form and you will then be contacted.

Ask for professional support

First name

Last name

Date of birth

E-mail

Tel.

KTG insurance

OKP insurance

Supplementary insurance (if any)

CONTINUE

You can then log out of StayWell.