



Health

Imagine seeing a GP when it suits you

With access to AXA Doctor at Hand, powered by Doctor Care Anywhere, you can speak to a GP by video or over the phone 24/7, 365 days a year or an Advanced Nurse Practitioner between 8am – 10pm.

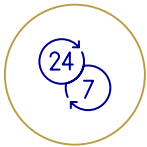
Just book an appointment online, whenever you need one.



As part of your healthcare benefits with AXA Health, you have access to video or telephone appointments with AXA Doctor at Hand.

To start using this service, head to the Health Support page on your online account at axahealth.co.uk/memberlogin. Registration takes a couple of minutes. You'll need your membership number, which you can find on your online account. You'll also need some photo ID to validate your identity.

Any time



Anywhere



Qualified clinicians



By video or phone



Easy to book



Convenient video or phone appointments

With AXA Doctor at Hand, you can have an up to 20-minute video or phone consultation, whenever you want and wherever you are: before work, in your lunch break or when the children are in bed. There's no need to take time out of your day to visit the surgery. Booking is quick and easy online or through the AXA Doctor at Hand app. When making your appointment, you'll answer a few questions about your health concern. The next available appointment will be offered to see a GP or an Advanced Nurse Practitioner where appropriate. The option to see a GP instead will always be available. GPs are available 24/7. Advanced Nurse Practitioners are available from 8am to 10pm.

Hand-picked clinicians

Video or phone appointments are with fully qualified, experienced doctors or Advanced Nurse Practitioners, hand-picked by Doctor Care Anywhere. You can choose the clinician you want to see, just like at your local practice.

Diagnosis and treatment

They'll be able to discuss your condition and recommend treatment.

If you have cover for outpatient specialist consultations and diagnostic tests, and need to be referred to a specialist, the clinician will pass details of your referral directly to us. We'll confirm your cover and source an appointment with an appropriate specialist, at a time and place that suits you.

The clinician may also be able to refer you directly for diagnostic tests for some conditions. This means getting a test or scan, without having to see a consultant first.

Prescriptions made easy

No one has to spend precious time away from work visiting a pharmacy either.

If your Doctor Care Anywhere clinician needs to prescribe something for you, they can arrange for this to be delivered to your home or a local pharmacy.

Medical records at a touch

If you need a reminder of the conversation you've had with the Doctor Care Anywhere clinician, you can check your patient record. You'll find a copy of your notes there, and full medical notes can be sent to your NHS GP if you like, so everything's up to date. Doctor-patient confidentiality is paramount at all times and your medical details won't be shared with your employer.

Important information

Availability – Subject to appointment availability

Prescriptions – Available in most circumstances. Outpatient prescriptions and deliveries are not covered by the plan and may cost more than on the NHS. Prescriptions are only available in the UK.

Referrals for diagnostic tests – Available when you have an outpatient option or the Diagnostics Only option on your plan. Where clinically and geographically appropriate. For members aged 18 and over. Any outpatient limits or excess will apply.

Referral for specialist consultations – Available when you have an outpatient option or the Diagnostics Only option with your plan. Any outpatient limits or excess will apply. All referrals and treatment recommended are on a private basis. The GPs and Advanced Nurse Practitioners are unable to refer to the NHS.