

Digestive Health pathway

Get your digestive health worries checked out quickly by a specialist

One million people in the UK are currently living with a serious bowel condition¹ or experiencing other digestive health concerns. With PHC's digestive health pathway, we can help you get fast access to online support and connect you with HBSUK's network of clinical specialists. The service can help you with **problems to do with the whole digestive tract**, from the oesophagus, to the stomach, to the bowel.

As part of your healthcare cover, we offer an enhanced route to care for digestive health problems. You can take control of how, when and with who you access advice. A simple to use, clinically designed online assessment directs you to the right clinician and the online portal, available 24/7, enables you to book your own appointments with a suitable practitioner at a time that's convenient for you. It also holds your medical notes and any imaging you've had during follow-up appointments, and you can download your medical notes and referrals for your records.

Following a GP referral to a gastroenterologist, or general surgeon for digestive health symptoms, you will have the option to complete an online assessment via the HBSUK platform.

¹ Bowel Research UK, [bowelresearchuk.org](https://www.bowelresearchuk.org)
[accessed November 2024]

From referral to specialist

Expert assessment from a specialist consultant

You can choose to get your digestive health symptoms assessed online by a specialist gastroenterologist, following a GP referral.

Once you've been set up on HBSUK's online platform, you'll complete an online clinical assessment. A specialist consultant will then aim to review the details and offer their guidance within three working days. They will be able to let you know if any further steps are needed, such as a consultation or any tests, or provide reassurance that no further action is required.

Right care at the right time

Through this enhancement to your current benefits, we're able to offer you choice as well as support you with your treatment - delivering greater value whilst giving you access to the care that's right for you, at a time that's convenient too.

Use of the service will impact any excess and outpatient limits applicable to your policy.

Access to the service is available to members aged 18 and over.

Appointments from the convenience of home

If a conversation with a HBSUK specialist is required, you can talk to them by phone or video call from the privacy of your home, at a time that suits you best.

Fast, convenient access to further tests and support:

- If you need a diagnostic stool test (FIT) or blood test, the tests can be sent to your home.
- If you need a camera test, such as a colonoscopy, or if you need an online consultation or a face-to-face appointment, you'll be able to book these. If there are no suitable appointments available, PHC's specialist appointment booking team will be notified and will help to arrange a consultation for you.



Your journey

1. Once referred by your GP to either a gastroenterologist or a general surgeon for digestive health symptoms, you can call PHC, where you will be offered the option to use the online digestive health service.
2. Complete the online clinical assessment. A specialist consultant will aim to review and contact you, either by email, phone or video call, within three working days to advise of next steps.
3. When necessary, HBSUK can arrange any diagnostics tests you need, or, if appropriate, you can use the portal to book an online consultation or face-to-face appointment. If there's no suitable appointments available, PHC's specialist appointment booking team will be notified and will help to arrange a consultation for you.
4. You can access your clinical outcome notes on the HBSUK patient portal.

How to access

Call the PHC claims line on **0800 068 7111** or email us at **claims@thephc.co.uk**. They'll check you're covered and provide you with a link to the service where you can be assessed, make appointments and get the treatment you need. Please have your membership number ready - you can find this on your certificate of cover.