



Welcome to a fast easy way to see a GP

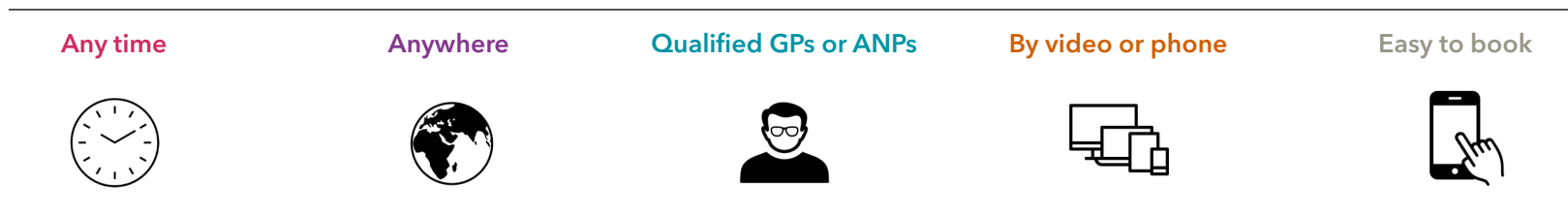
AXA Doctor at Hand is a 24/7 service, available wherever and whenever you need it. From a choice of appointments with GPs or Advanced Nurse Practitioners (ANPs) for advice, prescriptions, tests or eligible referrals, AXA Doctor at Hand takes care of things seamlessly.¹

AXA Doctor at Hand, powered by Doctor Care Anywhere



¹Appointments are subject to availability and the Doctor Care Anywhere fair-usage policy applies. For details, see doctorcareanywhere.com/terms-and-conditions/

At PHC, our priority is to be here for you. That's why we're giving you unlimited access to video and phone appointments available 24/7 through our online GP service, AXA Doctor at Hand (subject to fair use).¹



About this service and how to access

Convenient video or phone appointments

There's no need to fit in with fixed opening hours or be left hanging on the phone to make an appointment or to get the support you need.

24/7 access anytime, anywhere

- 24/7 access anytime, anywhere¹
- 20-minute consultations as standard
- Choice of experienced GPs all trained in video consultations
- Access at home or abroad
- AXA Doctor at Hand takes care of things seamlessly. Prescriptions will be uploaded to your account right after your consultation – simply log in to choose whether to have your medication sent to your local pharmacy or right to your door²
- Review your notes any time. You can even choose whether you would like to share them with your NHS GP.

How to claim your unlimited access

1. Visit member.doctorcareanywhere.com/signup/doctorathand and enter your PHC membership number. You can find this in your welcome communications.
2. When prompted, enter the details for everyone on your plan. Please enter the information exactly as it appears on your membership certificate. Don't shorten names and use the same address.
3. Follow the instructions to set up your account with Doctor Care Anywhere. You're ready to book your first appointment.

Important information about the service

Some conditions can't be assessed online, so you may need to make an appointment with your NHS or private GP instead. The service cannot help in an emergency. You should call an NHS ambulance or go to an NHS A&E department.



¹ Subject to appointment availability. ² Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Medicine may not be available worldwide. Prescriptions are restricted in USA and sanctioned countries.

The Permanent Health Company Limited

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Calls may be recorded and/or monitored for quality assurance, training and as a record of our conversation.

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