

# Health support



# Giving you direct access to medical professionals

When there's a health concern or question there's little more reassuring than speaking to somebody in the know. So, we make sure you always have access to our healthcare professionals.

## Benefit from:

### Health at Hand



#### Call with health queries at any time

Available 24 hours a day, 365 days a year.

#### Who are the medical team?

Nurses | Counsellors | Midwives\* | Pharmacists\*

\* Nurse helpline open 24/7.

Midwives and pharmacists available: 8am to 8pm – Monday to Friday,  
8am to 4pm – Saturday, 8am to 12pm – Sunday.

Years of experience

A listening ear

A kind word

A big heart

A helping hand

Ongoing support

### Online health hub



#### Convenient online health information

- Access helpful online health centres bringing together the latest information from our own experts, specialist organisations and NHS resources.
- Topics cover a broad spectrum from ageing well, fitness and exercise, through to specific conditions and illnesses such as cancer, mental health, and diabetes.
- Put your questions to our medical team.

### Dedicated Heart and Cancer Nurse service



#### Ongoing reassurance and support from day one.

- If you're diagnosed with cancer or a heart condition we can put you in touch with our Dedicated Nurse service, to answer any questions you have.
- Access genuine help, support and understanding from friendly, qualified nurses.
- Available 24 hours a day, 365 days a year. Speak to our specialist cancer and heart nurses 9am-5pm Monday – Friday. Outside these hours our experienced nurses, counsellors and pharmacists provide round the clock support by phone.

### How to access

#### Health at Hand

Call **0800 027 1393**

#### Online health hub

Visit [axahealth.co.uk/health-information](https://axahealth.co.uk/health-information)

#### Dedicated Heart and Cancer Nurse service

Call our claims line on **0800 068 7111**

(9am – 5pm Monday to Friday) and a member of the team will put you in touch with a nurse on diagnosis. Outside of these hours our experienced nurses provide round the clock support by phone on 0800 027 1393.

#### 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.

