

# Dermatology service

## Skin worries checked out quickly online

**Now you can quickly get an assessment online for help with those skin symptoms and concerns which can't be managed by your GP.**

If you are aged 18 and over and have a referral from your GP relating to a skin concern, you can now use our dermatology pathway to see a consultant. We can help you get fast access to online support and connect you with HBSUK's network of clinical consultants.

## Who is HBSUK?

This service is delivered by HBSUK, a specialist led online service that is part of the AXA Group, on their Virtual Lucy platform, so you'll see these names when you use the service. Please only book your appointment from your own HBSUK account. If you book on behalf of someone else, the specialist won't have the right details.

## From referral to consultant specialist

### No waiting for the answers you'll need

Instead of waiting to see a specialist face to face, a consultant dermatologist will advise on next steps or provide reassurance within 3 working days of an online clinical assessment.

You can get started with the service as soon as your GP refers you, no matter where you are in the UK. You'll complete the online clinical assessment and upload a photo, which is secure. Your case will then be reviewed by a consultant dermatologist.

If you do need any further tests or treatment, we'll help arrange those quickly too.

## Straight to a consultant

A consultant dermatologist will review your case and advise on the best next steps.

### Fast, convenient access to further tests and support

- If you need a further consultation, or have any further questions, you can have a phone or video call from the comfort and privacy of your home.
- If you need a face-to-face appointment, which for example could include a biopsy, you can book this online via the portal. If there's none available our specialist appointment booking team will be notified and will help arrange a consultation.
- Recommendations may include prescribing medication<sup>1</sup> or an onward management plan.
- If HBSUK believe this could be cancer, and where you are eligible, they will call, explain and seek consent to pass your details to our skin cancer diagnostic service.

## Right care at the right time

Care pathways are meticulously designed by panels of specialists who are experts in their field. Through this enhancement to your current benefit, we're able to offer you choice as well as manage referral to treatment.

Use of the service will impact any excess, outpatient and overall limits on the scheme.

<sup>1</sup> The cost of outpatient drugs isn't covered by your policy, you will have to pay the prescription charges yourself.

## Your journey

1. You are referred by a GP to see a consultant dermatologist as a result of skin concerns that can't be managed within primary care.
2. Contact us and you will be provided with an option to use the online dermatology service.
3. You then complete your online clinical assessment, including upload of images, to help the consultant assess your symptoms. A consultant dermatologist will aim to review and notify you within 3 working days to advise of the next steps.
4. When necessary, HBSUK arrange diagnostics tests and you can book an online consultation or face-to-face appointment. If there's none available our specialist appointment booking team will be notified and will help arrange a consultation.
5. You can additionally access your clinical outcome notes on the HBSUK patient portal.

## How to access

Call the PHC claims line on **0800 068 7111** or email **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. You'll need your PHC membership number (available on your Certificate of Cover) to access the system.