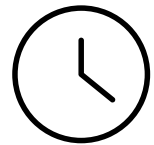


AXA Doctor at Hand

Imagine seeing a GP when it suits you

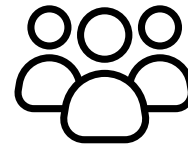
With access to AXA Doctor at Hand, powered by Doctor Care Anywhere, you can speak to a GP by video or over the phone 24/7, 365 days a year or an Advanced Clinical Practitioner (ACP), between 8am – 10pm.



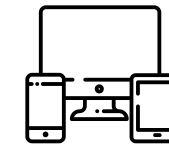
Any time



Anywhere



Qualified clinicians



By video or phone



Easy to book

Convenient video or phone appointments

With AXA Doctor at Hand, you can have 20 minute video or phone consultations, 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, simply select your health concern. The next available appointments will be offered to see a GP or an ACP. You will always have the option to see a GP if you prefer. GPs are available 24/7. ACPs are available from 8am to 10pm.

Hand-picked clinicians

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

Diagnosis and treatment

If you need to be referred to a specialist, the GP or ACP will advise you to call PHC to discuss your referral. We'll check your benefits to make sure that you have the right cover in place for onward treatment to be paid for. Once confirmed we will give you a choice of up to three specialists to get in touch with when you're ready.

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.

Availability – Subject to appointment availability. Access at home or abroad. Access to AXA Doctor at Hand is not available to under 18s covered on the policy.

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

Referral for specialist consultations – Any out-patient limits or excess will apply. All referrals and treatment recommended are on a private basis. The GPs and ACPs are unable to refer to the NHS.

About this service and how to access

How to claim your access

1. Visit axahealth.co.uk/onlinegp/service/register and enter your PHC certificate number. You can find this in your membership documentation.
2. When prompted, enter the details for everyone on your plan. Please enter the information exactly as it appears on your membership certificate. Use the same address for everyone and don't shorten names.
3. Follow the instructions to set up your account with Doctor Care Anywhere. You're ready to book your first appointment.

Important information

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. If the medical practitioner at the AXA Doctor at Hand service refers you for further treatment or a referral to a specialist, you must contact us to check if you will be covered under your plan.