

Urology service

Get your kidney and bladder worries checked out quickly online by a urologist

If you have a urological worry that can't be managed by your GP or with over-the-counter medication, and you have a referral from your GP, you can access our online urology service.

After completing a quick, online assessment, a urologist will review your case and you'll hear back from them within three working days.

Don't wait to get the answers you need

- Once you've completed the online assessment, a urologist will aim to review this within three working days. You'll receive a letter in your Virtual Lucy portal advising you on the next steps for your care.
- No need to wait and worry – if you don't need further tests or treatment, you can get reassurance fast.
- If you do need any further tests or treatment, we can help arrange those quickly for you too.

From referral straight to a specialist

- You can get started as soon as your GP refers you to a urologist as a result of a urology concern.
- After you've completed your assessment, a urologist will review your case and guide you to the best next steps for you – including if you need a face-to-face consultation or any tests.

From the comfort and privacy of home

- If you need to speak to someone once you've received your assessment results, you can have a phone or video call from the privacy of your home, at a time that suits you.
- The urologist will have reviewed your case already, which can help ease the conversation, and help with any questions you might have.

What you need to use the service

- You need to be 18 or over to use the urology service, and a GP referral to a urologist.
- If you use this service, this will count as a consultation, and may affect any out-patient limit, specialist consultations limit, or excess you may have. You'll need the appropriate cover available under your policy, for any onward treatment or tests recommended by your specialist.

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.

What's included with your service

The urology service can include the following, as needed:

- An online assessment reviewed by a urologist, with a letter advising you on next steps for your care within 3 working days.
- A video or phone consultation with your urologist, if needed.

How to access your service

Get care quickly if you've got a urological worry that won't go away. Getting started with our urology service is quick and straightforward.

1. See your GP. If they say you need to see a urologist as a result of an eligible urological concern, you can get started with our service.
2. Contact us and you will be provided with an option to use the online urology service.
3. You'll then complete an online clinical assessment, to help the urologist understand and assess your symptoms.
4. Your urologist will review everything and then aim to get back to you within three working days. If you don't need further tests or treatment, you can get reassurance fast. If you do need further tests or treatment, you'll receive advice on what to do next.

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. Please have your membership number ready when you call - this can be found on your Certificate of Cover.

This service is available to members aged 18 and over only.

Eligibility to use the service, as well as the need for a GP referral, is subject to the terms, conditions and underwriting terms applied to your cover. For example, if you are covered on moratorium underwriting, we may require some further information from your registered GP in order to assess whether your claim is eligible.

Things to note

- You'll need a GP referral to use the urology service.
- Using the service will count as a consultation, and affect any out-patient limit, specialist consultations limit, or excess you may have. We can check your plan and let you know what is or isn't covered.
- 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.
- You need to be 18 or over to use this service.
- If you need a face-to-face specialist consultation, we can check what your plan covers and source a specialist for you.
- You may be prescribed medication with a private prescription. Your plan doesn't cover the cost of prescriptions. You can pay for these privately, but you may be charged more than the NHS charge.

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