



AXA Doctor at Hand

phc

See a GP or registered medical practitioner when it suits you

The AXA Doctor at Hand service offers you cover for video or phone consultations and can refer you for private specialist treatment.

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. 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 another registered medical practitioner. You will always have the option to see a GP if you prefer. Appointments available 24 hours a day, seven days a week, 365 days a year (subject to appointment availability).

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.

Diagnosis and treatment

If you need to be referred to a specialist, the GP or registered medical practitioner 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.

Hand-picked clinicians

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

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.

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 registered medical practitioners are unable to refer to the NHS.

Emergency or urgent treatment

The service cannot help you in an emergency. In an emergency, please visit your NHS A&E department, or call 999.

Good to know

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. 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.

How to access:

1. Visit [**axahealth.co.uk/onlinegp/service/register**](https://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.



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