



Dermatology service

Skin worries checked out quickly, online

1 in 4 people in England and Wales see their GP about a dermatological condition every year.¹

If you're over 18 and have a referral from your GP, you can get your health concerns checked out quickly by a consultant dermatologist, from the convenience of your own home. The consultant dermatologist will review your online assessment and advise on next steps within three working days.

This is a specialist-led service delivered by HBSUK, who are part of the AXA Group. You'll see the name HBSUK when you use the service.

Key benefits of this service

✓ **Fast access to assessments and support**

A specialist will get back to you within three working days of you completing your online assessment.

✓ **Specialist care**

From the specialists who designed the service, to the specialist supporting you, there's always a real human on the other side of the screen. A specialist will review your online assessment and advise on next steps. You can have a phone or video appointment after your assessment, if you'd like to talk things through.

✓ **Fast reassurance**

Hearing back on the next steps for you within days can mean less time spent feeling uncertain about your health.

✓ **Convenience**

With online assessments and appointments, you can be connected to a specialist, from anywhere in the country. With less-time and expense spent travelling to in-person appointments.

✓ **Easy symptom sharing**

To make it easy for you to explain what is worrying you, you can complete an online clinical assessment. This can help if you find it tricky talking about certain symptoms. You can also upload documents such as photos to help explain your symptoms.

✓ **Considered recommendations**

The detailed online assessment covers everything the specialist will need to know, so there is no time pressure to explain everything. All this information means the specialist can make considered recommendations for your care.

¹ Dermatology - NHS England

Using the service will count as a consultation, and affect any out-patient limit, specialist consultation limit, or any contribution you normally make towards treatment each year. We can check your plan and let you know what is or isn't covered.

From referral 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 medication² 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.

Additional information

Key exclusions: This service cannot be used if you have a current skin cancer diagnosis.

What follow-up tests you might need: A blood test, or other investigations. We'll let you know whether you have the appropriate benefits, and 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. You'll need your PHC membership number (available on your Certificate of Cover) to access the system.

² The cost of out-patient drugs isn't covered by your policy, you will have to pay the prescription charges yourself.

Your journey

1. **Speak to a GP.** If you've got skin concerns that won't go away, the first step is to speak to a GP. If they refer you to a consultant dermatologist, you can get started. Contact us and you will be provided with an option to use the online Dermatology service.
2. **Set up or log in to your HBSUK online account.** If you're setting up a new account you'll need your email address and membership number, which you can find on your membership documents.
3. **Complete your assessment.** Answer some questions to help the dermatologist understand your symptoms. You may have already provided some of these details to us, but this step is important to help HBSUK give you the best care and support.
4. **Get support, fast.** The consultant dermatologist will review your online assessment and send a personalised report within three working days. If you'd like to discuss the findings, you can have a phone or video call afterwards. If you need further tests or treatment, you'll get advice on what to do next.



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