

# AXA Doctor at Hand

## Welcome to a fast, easy way to see a GP

AXA Doctor at Hand is a 24/7 service, available wherever and whenever you need it. With a choice of appointments with GPs or Advanced Clinical Practitioners (ACPs) for advice, prescriptions, or eligible referrals, AXA Doctor at Hand takes care of things seamlessly.<sup>1</sup>

At PHC, our priority is to be here for you. That's why we're giving you access to video and phone appointments available 24/7 through AXA Doctor at Hand.<sup>2</sup>

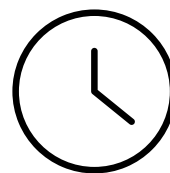
### AXA Doctor at Hand, powered by Doctor Care Anywhere



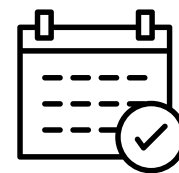
Qualified GPs or ACPs



Anywhere



Any time



Easy to book



By video or phone

# About this service and how to access

## Convenient video or phone appointments

There's no need to fit in with fixed opening hours or be left hanging on the phone to make an appointment or to get the support you need.

## 24/7 access anytime, anywhere

- 20-minute consultations as standard.
- Choice of experienced GPs or Advanced Clinical Practitioners (ACPs) all trained in video consultations.
- Access at home or abroad.
- AXA Doctor at Hand takes care of things seamlessly. Prescriptions will be uploaded to your account right after your consultation - simply log in to choose whether to have your medication sent to your local pharmacy or right to your door.<sup>3</sup>
- Review your notes any time. You can even choose whether you would like to share them with your NHS GP.

## How to claim your 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.

## 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.

<sup>1</sup> Appointments are subject to availability and the Doctor Care Anywhere fair-usage policy applies. For details, see [doctorcareanywhere.com/terms-and-conditions/](https://doctorcareanywhere.com/terms-and-conditions/)

<sup>2</sup> Subject to appointment availability

<sup>3</sup> Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Medicine may not be available worldwide. Prescriptions are restricted in USA and sanctioned countries.