



PPP HEALTHCARE

Doctor@Hand Member FAQs

April 2019

FAQs

Doctor@Hand



Q: How do I access the Doctor@Hand service?

A: Your benefit covers you for unlimited video or telephone consultations with our online, private GP service, Doctor@Hand (provided by Doctor Care Anywhere). First you'll need to register to use the service. You'll need your AXA PPP healthcare membership number to hand, plus some photo ID to validate your identity. For information on the full terms and conditions, registering and how to use this service:

Go to: the Doctor@Hand link on your Wellbeing Hub

www.axapphealthcare.co.uk/wellbeinghub

If you are unsure on your Wellbeing Hub login details please contact your company's HR department.

Alternatively go to

www.axapphealthcare.co.uk/dahadvance for more details.



Q: Can I add family members to my account, and if so, how do I do this?

A: If family members are included as part of your company's private medical benefit scheme then they will have access to Doctor@Hand too. If you are in doubt, check with your HR department.

Please note, for family members under 18 you'll have to provide proof of guardianship before they are able to use the service for the first time. Over 18 dependants will be required to verify their own identities once their activation instructions have been sent to them, using a valid form of photo ID.



Q: Is there a limit on how many Doctor@Hand sessions I can have?

A: No, the number of online GP sessions available is unlimited*.



Q: How do I book a Doctor@Hand appointment?

A: Once you've registered you will be able to log in to your Doctor Care Anywhere account and book an appointment. You can also book an appointment via the Doctor Care Anywhere App.



Q: How do I get the App?

A: Search for 'Doctor Care Anywhere' on the App Store or Play Store and download to your device.



Q: How does an online GP consultation work?

A: Video consultations are available via your normal web browser, or using IOS and Android devices (via the App). Alternatively you can choose to have a telephone consultation.



Q: Can I get a prescription with Doctor@Hand?

A: Yes the online GP will be able to provide you with a prescription**. Furthermore you won't have to visit a chemist, you can have it delivered straight to your door.

*Subject to the Doctor Care Anywhere fair usage policy.

** Out-patient drugs may not be covered on your private healthcare with AXA PPP healthcare and may cost more than they would on the NHS. Prescriptions are restricted in the USA and sanctioned countries.

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Q: Do I need to be at home to use the service?

A: Doctor@Hand allows you to see a doctor from any location, whether you are working away from home, in the UK or internationally. You will still remain registered with your NHS GP even when using Doctor@Hand, meaning that if you are working abroad or from another location, you can have access to a qualified online GP wherever you are.

Doctor@Hand also offers an international prescription advice service, giving you the peace of mind that you can have access to the medication you might need wherever you may be, whether you are on holiday or travelling with work.**



Q: How confidential and secure is Doctor@Hand?

A: The confidentiality and security of your consultations is an absolute priority to AXA PPP healthcare and Doctor Care Anywhere. All consultations are completely confidential and bound by the same levels of patient confidentiality you'd expect from your own doctor. They won't share details of any consultations unless you ask them to.

Rest assured whichever doctor you speak to will be highly experienced and registered with the General Medical Council. They'll look to diagnose your condition and recommend treatment.

The Doctor Care Anywhere site and apps use the latest security technologies and all voice and video data is fully encrypted.



Q: Do I have to de-register from my NHS GP to use the Doctor@Hand service?

A: No, the Doctor@Hand service works alongside your standard NHS GP. If you provide permission, medical notes from your Doctor@Hand appointment can be provided to your NHS GP to make sure that everyone has a full picture.



Q: What happens if my Doctor@Hand GP refers me to a consultant?

A: As you have private healthcare with AXA PPP healthcare the GP, with your consent, can email your referral letter directly to our Fast Track Appointments team, who will do the rest for you. They'll check the eligibility of your claim and where this is authorised they can then source appointments with a specialist at the right time and place for you.



Q: Can I get an emergency appointment?

A: It is important to know that Doctor@Hand is not an emergency service. If you are in the UK and have a medical emergency, you'll need to call 111 or 999, or go to your nearest A&E.



Q: If I am having problems registering who should I contact?

A: Contact the Doctor Care Anywhere patient experience team on +44 (0)3330 088 4980 or email contactus@doctorcareanywhere.com
For information on the full terms and conditions, registering and how to use this service go to the Doctor@Hand link on your Wellbeing Hub:
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**If you have any further queries please don't
hesitate to contact your HR department**