



# Health

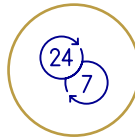


## A fast, easy way to see a GP

**AXA Doctor at Hand is a private online GP service that puts better health in easy reach for everyone.**

See a healthcare professional whenever you want, wherever you are. Your employees will have fast access to medical advice, prescriptions delivered to their door. And even the option of referrals for diagnostic tests or specialist consultations.

### AXA Doctor at Hand



Appointments up to 20 minutes by video or phone, 24/7



The GPs and Advanced Nurse Practitioners will liaise directly with AXA Health when a specialist referral is needed



Bespoke reporting including usage and appointment types



Client toolkits to help everyone make the most of this service

**“What an incredible service. I feel very lucky to have access to such knowledgeable, helpful, caring individuals. Thank you very much. ”**

AXA Doctor at Hand service user

## Seamless onward journey

AXA Doctor at Hand integrates with your Advance corporate healthcare cover to bring seamless onward diagnostics, where clinically appropriate, to your workforce.

- ✓ GPs and Advanced Nurse Practitioners can recommend some diagnostic tests and scans – often without an initial consultation with a specialist.
- ✓ Access to a selected network of diagnostic specialists.
- ✓ No need for employees to contact us – GPs and Advanced Nurse Practitioners can liaise with us directly to pre-authorise diagnostics.
- ✓ Diagnostics are in line with clinical referral guidelines (NICE) and best practice.
- ✓ Results are reviewed remotely by a specialist before the GP and Advanced Nurse Practitioners goes through them with your employee.
- ✓ Results are relayed over phone or video call, saving precious time.

“The system is working extremely well for me. Same day consultations from an excellent doctor, rapid referral to an MRI and rapid follow up results. I’m very impressed with this service.”

AXA Doctor at Hand service user – CBRE Limited (PMI)

### Important information

**Availability** – Subject to appointment availability.

**Prescriptions** – Available in most circumstances. Outpatient prescriptions and delivery are not covered by the scheme and may cost more than on the NHS. Prescriptions are only available in the UK.

**Referrals to diagnostics** – If included in your AXA Health scheme, where clinically and geographically appropriate (centres in England, Scotland and Wales). Diagnostic tests are subject to your scheme terms and conditions. Any outpatient limits or employee contribution normally made towards any treatment, will apply. Dependants must be aged 18+ for GP to organise diagnostics.

**Referrals to specialists** – Any outpatient limits or employee contributions normally made towards treatment will apply. All referrals and treatment recommended are on a private basis. The GPs and Advanced Nurse Practitioners are unable to refer to the NHS.

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## AXA Doctor at Hand

### How it works

The convenient route to a healthcare professional at the touch of a button

Register for the service or sign in to your existing account.

Answer a few questions about your health concern. The next available appointment will be offered to see a GP or an Advanced Nurse Practitioner where appropriate. The option to see a GP will always be available. Appointments are usually available within a day.

#### GP appointments



Choose a GP by gender or by name. Appointments available 24/7, 365 days a year.

#### Advanced Nurse Practitioner appointments



Choose an Advanced Nurse Practitioner by gender or by name. Appointments available 8am-10pm, 365 days a year.



#### Join the consultation

Via video or phone from wherever you are. Appointments last up to 20 minutes.

Advice

**Medication prescribed**  
Delivered to your employee or a pharmacy within the UK

**Referral**  
For diagnostic tests and scans.

**Specialist referral**