

A man with a grey beard and hair, wearing a blue button-down shirt and blue jeans, is walking across a room with a wooden parquet floor. He is holding a black smartphone to his ear with his right hand and has his left hand in his pocket. In the background, there is a large window with horizontal blinds and a white radiator. A large, bright red diagonal graphic element, resembling a stylized 'X' or a large arrow, cuts across the middle of the image, serving as a background for the text.

AXA Doctor at Hand Member FAQs

FAQs

AXA Doctor at Hand



Q: How do I access the AXA Doctor at Hand service?

A: Your benefit covers you for unlimited¹ video or telephone appointments with our online, private GP service, AXA Doctor at Hand, powered by Doctor Care Anywhere. You'll need to register for the service, using your AXA Health membership number and some photo ID to validate your identity.

[Click here to register](#)

You can find out more about the service here:

<https://doctorcareanywhere.com/axa-membership/>

For information on the full terms and conditions go to <https://doctorcareanywhere.com/terms-conditions-axa>



Q: Can I add family members to my account, and 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 AXA Doctor at Hand too. If you're unsure, check with your HR department. You can add eligible family members in the 'Manage my Account' section of your account.

Please note, family members over 18 will need to activate their own account and validate their identity using appropriate ID once their activation instructions have been sent to them. For family members under 18, you'll need to provide proof of guardianship before they're able to use the service for the first time.

If your child is under the age of 16 then an adult has to be present during their consultation with the GP, as would be the case with your NHS GP.



Q: How do I book an AXA Doctor at Hand appointment?

A: Once you've registered you will be able to log in to your account and book an appointment. You can also book an appointment via the AXA Doctor at Hand app.



Q: How do I get the app?

A: Search for 'AXA Doctor at Hand' on the App Store or Play Store and download to your device.



Q: How does an online GP appointment work?

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

All the GPs are trained in video consultations. You're also able to share photos and comments with your GP before your appointment, if you feel there is any information that would be useful for them to know.



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

A: No, the AXA Doctor at Hand service is complementary to your NHS GP. If you provide permission, medical notes from your AXA Doctor at Hand appointment can be provided to your NHS GP to make sure that everyone has a full picture - or you can share notes yourself if you prefer.

FAQs

AXA Doctor at Hand



Q: When are appointments available?

A: You can arrange to speak with a GP 24/7, 365 days a year, from anywhere in the world¹. Appointments are usually available within a few hours.



Q: How long is my appointment with the GP?

A: Each consultation with a GP can last up to 20 minutes – giving you time to speak with the GP, to raise any concerns or ask any questions that you have.



Q: Can I get a prescription with AXA Doctor at Hand?

A: Yes - the online GP will be able to provide you with a private prescription². The cost of your medication can vary from the fixed-rate NHS. There are some countries that are subject to strict regulatory rules and you may need a prescription from a local doctor instead. These include the USA, Canada, Australia, Singapore, Hong Kong and other sanctioned countries.



Q: How will I receive my private medication?

A: You can choose to collect your medication from a local pharmacy or for it to be delivered to your door.

If you choose for your medication to be delivered, Doctor Care Anywhere's partner pharmacy will advise you of the cost of your medication and send you a payment link by email.



Q: Does AXA Doctor at Hand offer repeat prescriptions?

A: AXA Doctor at Hand is not able to offer repeat prescriptions. If a GP service, including the NHS, has previously prescribed you a repeat prescription, please get in touch with them directly.



Q: Can I access AXA Doctor at Hand when I am abroad?

A: AXA Doctor at Hand is a truly global service – providing you have access to either a telephone or an internet connection you can access GPs from your home, your office, your hotel or when you are on the move.

AXA Doctor at 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 work².



Q: Do I get a choice of GP to talk to?

A: Yes – when you are booking your appointment you can choose whether you wish to speak with either a male or female GP. Equally, if there is a GP you have spoken with before, and you wish to speak with them again, then you can check their availability online.

FAQs

AXA Doctor at Hand



Q: Can my GP order diagnostic tests or scans?

A: If your GP feels that something needs looking into, where clinically appropriate they can arrange some tests or scans directly - you might not need to see a consultant first. They will agree this with you during your appointment and liaise with us directly to confirm pre-authorisation; you won't have to call us.

This service is available in England, Scotland and Wales, and we will agree a suitable location with you. Please note, GPs can't arrange diagnostic tests and scans for anyone under the age of 18.



Q: How do I get my results following the GP-ordered diagnostics tests?

A: Once your results are in, a relevant specialist will review them remotely. The GP will then go through the results with you over the phone or by video call in a follow-up appointment.

AXA Doctor at Hand will notify you throughout the journey of where you are and next steps. You can also view details of your appointments, notes and results through your account.



Q: What happens if I need to see a specialist after having my tests?

A: If you need further treatment your GP will liaise with our Fast Track Appointments team directly to confirm pre-authorisation and source a specialist for you in line with your cover. You won't have to call us. This is the same process as if the GP refers you without diagnostics taking place first.



Q: Can my GP refer me to a specialist directly?

A: Yes -your GP can refer you to a specialist through our Fast Track Appointments team, to arrange further treatment where needed. Where GP-ordered diagnostics are available, your GP will talk you through your options but you can opt to see a specialist first, if you prefer.

The GPs can also provide referrals for family members included in your company's private medical benefit scheme.



Q: Are my medical records stored securely? Can I access them and share them with my NHS GP?

A: Yes – your medical records are stored securely using the most contemporary IT platform and security systems. Only you can access them via the AXA Doctor at Hand app or website – thus enabling you to share them with your NHS or other GP if you wish to. Equally, you can safely and securely upload other medical notes and reports you may wish to share with the GP.

FAQs

AXA Doctor at Hand



Q: Can AXA Doctor at Hand issue fit notes?

A: Yes – your GP can issue you with a fit note if deemed appropriate.



Q: Is AXA Doctor at Hand confidential from my employer?

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

The Doctor Care Anywhere site and AXA Doctor at Hand app use the latest security technologies and all voice and video data is fully encrypted.



Q: I am a non-UK national who is resident in the UK, am I eligible to use AXA Doctor at Hand when resident in the UK? Can I use AXA Doctor at Hand when travelling around the world?

A: Yes, UK residents of any nationality are eligible to use AXA Doctor at Hand. We define a UK resident as one spending six months or more in the UK in any one calendar year. When travelling overseas, you may use AXA Doctor at Hand except in your home country (i.e. a US national resident in the UK may use AXA Doctor at Hand anywhere around the globe apart from when in the US).



Q: Can I get an emergency appointment?

A: It is important to know that AXA Doctor at 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.



Health

**If you have any further queries please don't
hesitate to contact your HR department**

AXA Health is a trading name of AXA PPP healthcare Limited. Registered Office: 5 Old Broad Street, London EC2N 1AD until 31 March 2021, and thereafter 20 Gracechurch Street, London EC3V 0BG. Registered in England and Wales No. 3148119.

AXA PPP healthcare Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Write to us at: AXA Health, Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.PB90919/10.20