



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 to a specialist.

AXA Doctor at Hand



Appointments
by video or
phone, 24/7



The GPs and Advanced Clinical
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 a seamless onward journey for your workforce.

As part of the healthcare cover with AXA Health, if an employee needs to be referred to a specialist or need some diagnostic tests, there are two ways that they can choose to access care:

- 1** The GP or Advanced Clinical Practitioner will share a referral letter directly with our specialist appointment booking team. We'll check the benefits to make sure that they have the right cover in place for onward treatment to be paid for. Once confirmed we can book an appointment for them or give them a choice of up to three specialists to get in touch with when they're ready.
- 2** There are some conditions for which we have an online assessment service. Therefore, if eligible, your employees can complete a clinical needs assessment. This will be reviewed by an experienced clinician who can quickly advise on the next steps for care within just three working days. If a further consultation is needed, or they have any questions, they can have a phone or video call with the specialist clinician from the comfort of home

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 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 Clinical Practitioners are unable to refer to the NHS. The right cover needs to be in place for onward treatment to be eligible.

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 Clinical 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 Clinical Practitioner appointments



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



Join the consultation

Via video or phone from wherever you are.

Advice

Medication prescribed

Delivered to your employee or a pharmacy within the UK.

Specialist referral

The right cover needs to be in place for onward treatment to be paid for.