doctor care anywhere.

FAQs



Service and appointments

What is the Doctor Care Anywhere service?

Doctor Care Anywhere gives you 24/7 access to GPs and Advanced Clinical Practitioners (ACPs), by video or phone call. On our web and with our app, you can see a clinician from wherever you are - at home, work, or on the go. Our doctors are available 7 days a week, every day of the year. Appointments with our ACPs are available Monday – Sunday, including bank holidays between 8am and 10pm. If you try and make an appointment outside of these hours, the next available GP appointment will be offered.

With up to 20-minute appointments, our clinicians can take the time to understand your concerns and ensure the care you receive is second to none. Doctor Care Anywhere also offers private prescriptions with medication delivered to your door or collect from a local pharmacy, as well as specialist referrals and fit notes.

When it comes to your health and wellbeing, we want to give you and your family the best possible medical advice and peace of mind, whenever and wherever.

Are you part of the NHS?

We are a private service and therefore not part of the NHS. However, you do not need to de-register from your regular NHS GP practice to make use of our service.

NHS exemptions and pre-paid cards are not vaild for the redemption of private prescriptions.

All of our doctors are GMC registered (the UK regulating body for doctors). Our ACPs are fully qualified, highly skilled, and trained clinicians, who've undertaken post graduate training and masters' qualifications in clinical practice.

This means you can feel reassured that your health is in safe hands when making an appointments with our clinicians.

We have a lot of love and respect for the NHS. As the system struggles to satisfy patient demand, our private services can help ease some of these pressures.

Can I get same day appointment?

Most of the time you can get an appointment on the same day, usually within four hours.

Subject to appointment availability. Appointments with Advanced Clinical Practitioners, Mental Health Practitioners and Physiotherapists are available Monday – Sunday, including bank holidays between 8am and 10pm. If attempting to make an appointment outside of these hours, the next available GP appointment will be offered. GP appointments are 24/7.

Service and appointments

Can I get an emergency appointment?

Firstly, it's important to say we are not an emergency service.

If you have a medical emergency and you're in the UK, you should **call 111 or 999** or go straight to your nearest A&E.

Here are examples of some of medical emergencies we don't treat:

- Difficulty in breathing or severe shortness of breath
- Chest pain/suspected heart attack
- Suspected stroke or seizures
- Severe pain especially of sudden onset
- Severe infections
- High fever in unwell infants
- Obstetric or pregnancy complications
- Severe bleeding
- Serious trauma to head, spine or limbs (e.g. broken bones or burns)
- Severe mental health concerns (e.g. self harm, suicidal thoughts or psychosis)
- Dental issues (if our clinicians identify that your symptoms are related to a dental issue they will sign post you to dental services for further assessment).
- If you are currently under specialist care and need an urgent appointment for something relating to that condition.

For non-emergencies, we can normally offer an appointment within 4 hours of booking, if not sooner. Most patients can get an appointment on the same day.

Can I sign up over the phone?

You'll find it easier to sign up using an internet connected computer, tablet, or mobile phone.

As a fully digital service, the registration process includes creating an online account, a secure password (that no one else is aware of), giving consent to our terms and conditions and uploading ID to verify your identity.

While our Patient Experience team is available to help, parts of this process will not be possible through a phone call alone. For more information about the sign up process, please call the team on **0330 088 4980**.

Can I book a consultation over the phone?

Yes, you can. Our Patient Experience Team can book appointments over the phone, but only if you're a registered and verified member.

If you don't have an account or you aren't yet verified, a member of the team can help guide you through the process. Please give the team a call on **0330 088 4980**.

Registration

How to register for the service?

Register and verify your account as soon as possible. The verification process can take up to 48 hours to verify your identity. Please note this process will need to be completed before you can login to the DCA application and book an appointment.

How do I register for the service?

1. You will receive an activation email from Doctor Care Anywhere
2. Once you receive that email. Click on "Activate" on the email
3. Complete your details add a password and choose contact preferences
4. Then click continue profile set up:

   Step 1 - you will then go through a set up and verification process.

   Step 2 – DOB, gender, country and address

   Step 3 – add your registered GP details

   Step 4 – add next of kin details

   Step 5 – verify ID (for issuing country – select United Kingdom of Great Britain and Northern Ireland). You will then need to attach either a photo of your passport, driver's licence or residence permit.

   Your identity will be verified within 48 hours and a confirmation email received. If you need the appointment more urgently than this, you are able to confirm that you need to book an appointment in the next 12 hours.
5. Once the verification email has been received you are then registered and you are able to book your appointment.

When should I upload my identity documents?

You can verify your identity at any stage, but it's best if you to do it as soon as you register. This ensures that your account is ready for when you need to see a clinician, and you can book an appointment without any delays. Your account will need to be verified before you're able to book an appointment for yourself or for your child if applicable.

What happens after I submit my identity documents?

Our verification checks use artificial intelligence to compare the photo in your ID against the facial biometrics in the selfie you provide. If the name on your documentation doesn't match, your documentation has expired or it's not readable then this can take a little longer. In the case where the name doesn't match, we might ask for additional documents.

What happens if I can't or don't provide relevant documentation?

This step can't be avoided, and you won't be able to book an appointment until you have submitted your identity documents.

Patient Identity Verification

How do I need to prove my identity?

Please make sure that you have your valid photo ID to hand. You'll then be prompted to take a photo of yourself (a selfie) to be used as a comparison against the photo on your ID. We can accept: Passports Photo Driving License National Identity Card We can't accept anything other than valid photo ID, which means we're unable to accept the older paper form of a driver's license.

Can I use a scan of the document, or does it need to be a photograph?

For safety reasons we can't accept electronic scans or photocopies of documents. This is because scans can be tampered with and it's very difficult for us to tell if these are forgeries or counterfeits. Instead, please use a photograph of the original identification documents, making sure you capture the whole document in a crisp, clear image with no cropping.

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Need help getting started with Doctor Care Anywhere?

Our How-To Hub has everything you need - from activating and verifying your account to booking appointments.

Discover the How-To Hub

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Patient Identity Verification

Why is identity verification important?

Identity verification is one of many ways we can protect the integrity and accuracy of your healthcare records. Our identity checking process follows the mandatory step outlined by the Care Quality Commission, the independent regulator of healthcare services in the UK. We work closely with regulatory bodies to ensure that we provide a safe, effective service.

Do I need to provide proof of identity for a child?

Yes, we ask you to provide proof of parental responsibility for any patient under the age of 18 whom you add to your Doctor Care Anywhere policy if applicable. Please be aware that you can only book an appointment for your child once this relationship has been established.

Which documents can you use as proof of guardianship?

We accept the following documentation as proof of guardianship:

- Birth certificate (parents are named on the certificate)
- Copy of your child's passport
- Adoption paperwork.

Please ensure that any scan or photo of the documentation is clear and legible.

What happens after I've submitted proof of guardianship?

Our Patient Experience team will verify your guardianship documents and contact you if there are any problems. We'll email you when the documents have been successfully processed.

How long will it take the team to verify the guardianship documents?

Our in-house team oversees the verification process for children, so please allow 72 hours for us to process the documents. We urge you to upload the documents as soon as possible so you avoid any delays the next time you need to book an appointment.





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Adding Dependants

How do I register my dependants?

Go to **'Manage my account'** section which is under your profile.

Click '**add family member'.**

Each person covered will need to have their identity verified.

- ✔ For children under 18 you need to add their details and upload a copy of their birth certificate. Again the verification process can take up to 48 hours to process.
- ✔ For those over 18 you complete some basic personal details, including email address. They will then be sent a link to create their own account. They will then need to go through the same activation process as outlined above.

Is there an age limit on who can be registered?

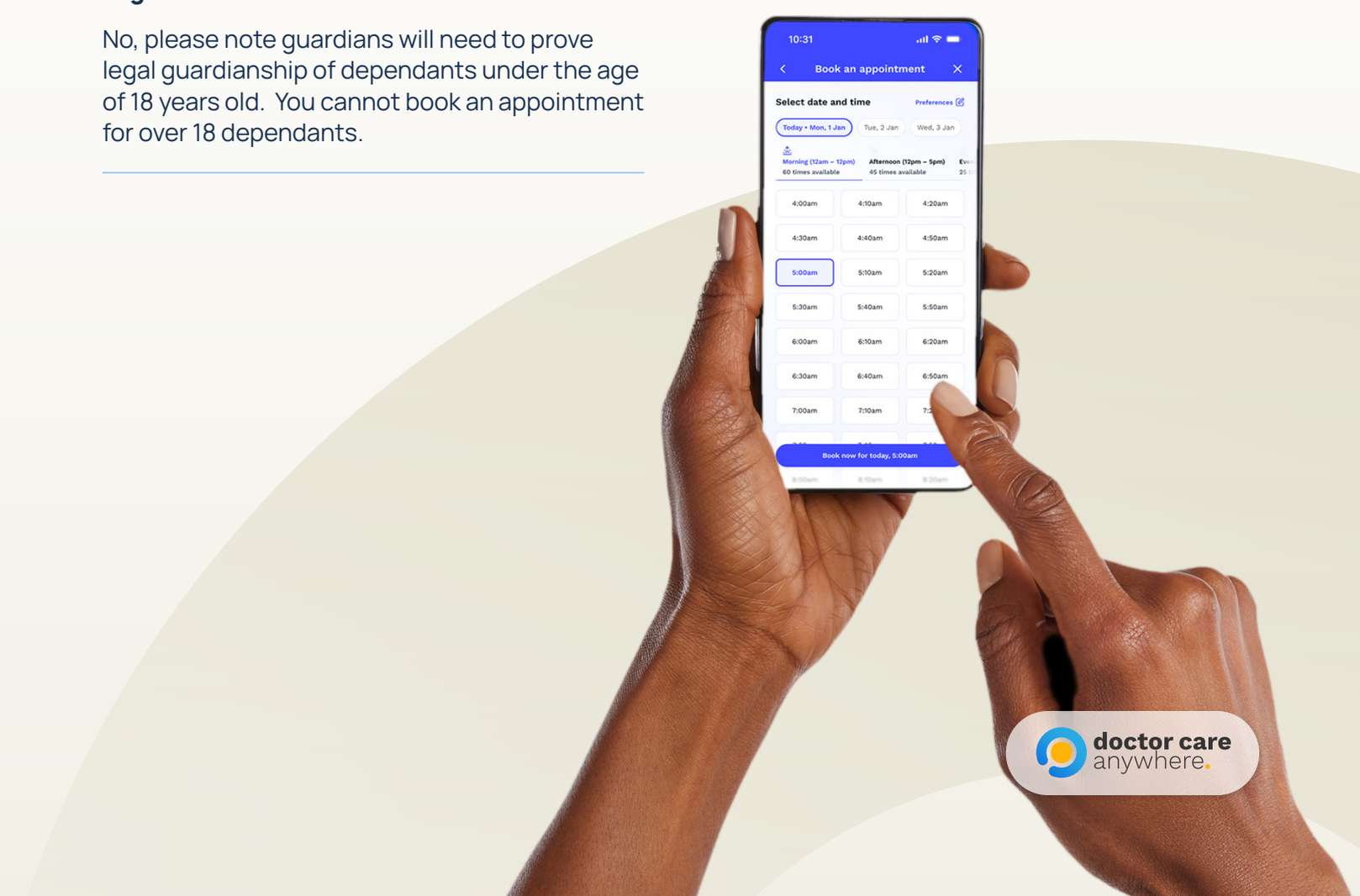
No, please note guardians will need to prove legal guardianship of dependants under the age of 18 years old. You cannot book an appointment for over 18 dependants.

Booking Appointments

How do I book an appointment?

Once you've activated and verified your account you can book an appointment with one of the GPs or ACPs.

- Login to account and select '**Book an appointment'** at the home screen.
- Read and accept the terms and conditions for booking an appointment.
- Select your account.
- Choose the health category that aligns with your health concern.
- Select how you would like your appointment to take place – by video or phone.
- Confirm your appointment by clicking **'Book appointment'**.



Prescriptions

Can I get a prescription?

Yes, all of our GPs and ACPs can write you a private prescription (if appropriate).

Can I get a prescription on the NHS?

No. We are only able to offer private prescriptions as we aren't part of the NHS.

Can I get a repeat prescription on the NHS?

As we're not part of the NHS, we don't provide one-off or repeat NHS prescriptions. We can, however, provide oneoff private prescriptions.

Can you send my prescription to my local pharmacy?

Yes we can. You'll receive a notification when your clinician has published your prescription. Once you receive this message, you can log into your account to choose how you'd like to collect your medication.

Can I get my prescription medication delivered?

Yes, you can get your medication delivered to your door.

Once your doctor has published your prescription, simply log into your account and select the delivery option you want.

Can I get my prescription medication on the same day?

Yes, you should be able to get your medication on the same working day as your consultation depending on the pharmacy opening hours and stock availability.

Show your ePrescription receipt to the pharmacy and ask if they are able to dispense. The pharmacist will need your unique authorisation code and DOB to access the ePrescription.*

Are there any restrictions on booking appointments or situations where a GP or ACP cannot assist?

Certain medications can't be prescribed through remote clinical services. This includes controlled drugs (such as diazepam), strong opiates (such as morphine and tramadol), and medication that requires close monitoring (such as methotrexate).

Before we prescribe certain medication, we may need some more information to make sure it's safe to do so. Please upload the extra information when prompted before your appointment, as this could affect the outcome of your appointment.

Prescriptions are only available in the UK.

Clinicians and clinical governance

Are Doctor Care Anywhere clinicians fully trained?

All our doctors are General Practitioners (GPs) who are registered and hold a current licence to practice with the General Medical Council (GMC).

They have at least 3 years' post-graduation experience and all undergo the regulatory monitoring of their medical practice through the annual appraisal system.

Our Advanced Clinical Practitioners (ACPs) are highly skilled healthcare professionals with extensive experience and advanced training. They are equipped to address a wide range of health concerns, including allergies, cold and flu, minor ailments, indigestion, skin infections, and many more. ACPs possess the expertise to diagnose your condition, offer comprehensive treatment plans, prescribe medications, and refer you for further specialized care if necessary.

Our Mental Health Practitioners provide expert assessment, diagnosis, treatment and management in a primary care setting.

By providing a primary care triage, skilled in screening for red flags and undifferentiated diagnosis, our Mental Health practitioners ensure that a safe and comprehensive psychiatric assessment is undertaken.

Can issue specialist onward referrals according to clinical assessment and need.

Can assess ongoing mental health complaints and issue fit-notes.

Our Physiotherapists provide expert assessment, diagnosis, treatment and management in a primary care setting.

By providing a primary care triage, skilled in screening for red flags and undifferentiated diagnosis, our Physiotherapists ensure that a safe and comprehensive assessment is undertaken.

Can issue specialist onward referrals to consultation led services within the remit of MSK practice

Can issue Fit Notes.

All our clinicians receive bespoke video consultation skills training, and we have rigorous recruitment, training and continuous performance management processes in place to ensure our clinicians are top of their game at all times.

Treatment and diagnosing

Can I get a referral letter?

Yes, after a thorough consultation, our GPs and ACPs can provide you with a private open referral letter if they think you need to be referred for further treatment. There is no additional charge for providing the referral letter.

What happens if I need to have additional tests?

We can advise you on the type of investigation options and help point you in the right direction of the best onward care.

Certain policies allow our clinicians to arrange some diagnostics tests such as blood work, ultrasounds, and MRI scans.

If you don't have private medical insurance you have the option to self pay for tests and scans. We've partnered with market leading providers to help guide you in the next stage of your healthcare journey. Visit doctorcareanywhere.com/our-services to find out more about our additional services.

What do I do with my Private Open Referral?

Your private open referral can be taken to any private hospital in the UK or an NHS provider offering private self-pay care. If you have private medical insurance, your insurer can assist you in next steps.

For more details, review our open referrals page or contact our patient experience team who can assist with providing gudiance on what to do with your referral letter if you are unsure.

contactus@doctorcareanywhere.com

+44 (0)330 088 4980

Data, privacy, and medical record

Is my data safe?

We take your privacy very seriously and ensure that all patient data held by us is protected and stored on secure servers.

What type of security is enabled on the Doctor Care Anywhere platform?

Our platform operates in secure HTTPS mode and all audio/video/text is encrypted. The platform and data are hosted on Azure which is UK accredited and one of the first G-Cloud providers to achieve Pan Government Accreditation up to IL3 which is suitable for ensuring that your data remains secure and accessible only to you and with those you want to share it with.

Do you sell patient data?

Absolutely not. Your data is completely private, and we do not sell any of it.

Will Doctor Care Anywhere keep a record of my conversation with the clinician?

All of your interactions on Doctor Care Anywhere are accessible to you at any time. From your consultation notes, bookings, referrals, fit notes, and anything else you may have uploaded will be stored on your secure and confidential record. You can also download your consultation notes, referral letters and fit notes as a PDF and share with your NHS GP, insurer, employer, and other healthcare professionals.

Where is my medical data stored?

All our patient data is hosted on Azure which is UK accredited and one of the first G-Cloud providers to achieve Pan Government Accreditation up to IL3.

Do I have access to my medical record?

As a Doctor Care Anywhere patient you have 24/7 access to your DCA patient record. Not only can you read the clinicians notes and recommendations from your consultations, but you can also add to the notes and upload documents and files to keep your medical history up to date.

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For every part of your health
- there's Doctor Care Anywhere.

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ISO 27001 INFORMATION SECURITY MANAGEMENT

ISO 9001 QUALITY MANAGEMENT

Regulated by Care Quality Commission

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