



# Health

EMPLOYEE ASSISTANCE PROGRAMME

# Health at Hand

When you've got a health question, it's good to know there's someone you can speak to. That's where **Health at Hand**, part of your **Employee Assistance Programme**, comes in. If you've got a concern about your health, we're here for you. Simply give us a call.



## We're here day and night

Even if an issue doesn't seem urgent, the worry can grow if you don't get the information you need. And if your concern is more pressing, that's all the more reason to get support from someone you trust. Health at Hand gives you fast, confidential telephone access to professional health support 24 hours a day, 365 days a year.



## Expert support and guidance

Ask us anything you like about your health. Discuss your symptoms with a nurse. Check your medication with a pharmacist. Speak to a midwife about your pregnancy. Whatever you need, our medical professionals are here to put your mind at ease – so you're not worrying a minute more than you have to.



## Some of the ways we can help

- If it's the middle of the night and your child's temperature is going through the roof, we'll help you work out whether you need to rush to A&E or not.
- If your chesty cough is getting worse, we'll help you work out whether you need a doctor or a dose of honey and lemon.
- If you've received some medical test results you don't understand, we'll help you understand what they mean.



## Just a phone call away

Whatever shape or size your worry, whether you need reassurance, urgent support, or help with living well every day, just pick up the phone to us at Health at Hand. Our nurses and counsellors are available any time. Or you can speak to a midwife or pharmacist between these hours:

- 8am to 8pm, Monday to Friday
- 8am to 4pm, Saturday and bank holidays
- 8am to 12pm, Sunday

## Whatever your worry, we can help you through it

### For support and guidance from your Employee Assistance Programme

Phone

Go to

Lines are open 24 hours a day, every day of the year. The LifeManagement™ team are available between 8am to 11pm, Monday to Thursday, and 8am to 8pm, Friday. Our pharmacists and midwives are here 8am to 8pm, Monday to Friday, until 4pm on Saturday, and until 12pm on Sunday.

Username:

Password: