

HSF Assist is included within your HSF health plan policy

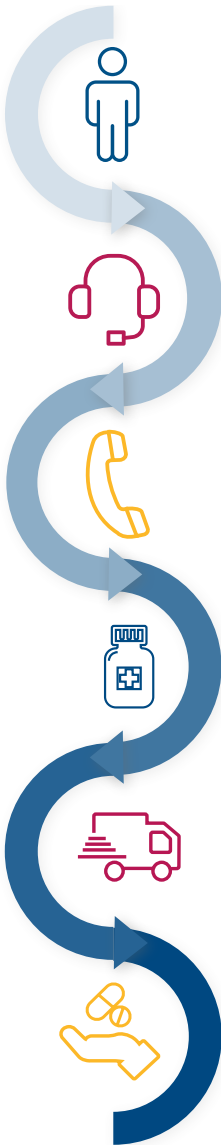


Let the operator know you are with HSF Assist

This provides you with a variety of assistance helplines and services:
GP Advice Line, Virtual Doctor, Counselling/Emotional Wellbeing Support and Legal Helpline.

GP Advice Line - step by step guide

HSF Assist Services are provided by HealthHero



1 Service User

Calls HSF Assist GP Advice Line.

Please note: Tell the operator you are with HSF health plan and have HSF Assist.

2 HSF Assist operator

Our team of experienced call operators will receive your call and take your details. The operator will arrange a time for the GP to call or, if it is a virtual consultation via webcam, will send a link to access the service at the appropriate time.

3 GP Consultation

The GP will call and consult over the phone or via the web. If required, they will prescribe a course of medication which is sent to the pharmacy.

Please note, the GP may call from a **withheld number**.

4 Pharmacy Service

The pharmacy service will call the Service User to confirm the medication and the cost. If the Service User is happy, then payment is made and the medication is despatched to the preferred address.

5 Delivery

The medication is sent via 'Signed For' delivery.

6 Medication

Service User receives medication.



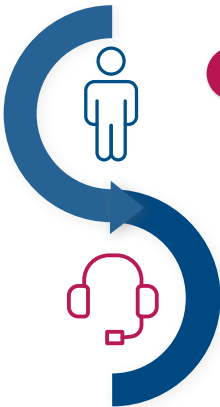
A Legal Helpline

is also included within your HSF Assist services
More details on www.hsfassist.com.



Counselling service - step by step guide

HSF Assist Services are provided by HealthHero



1 Service User

Call HSF Assist and select **option 2** for the Counselling Service.

Please note: Tell the operator you are with HSF health plan and have HSF Assist.

The call will be answered by a counsellor. They will provide immediate emotional support and/or pass the call to our legal, life management or debt team for specialist information and advice.

Where the counsellor believes you would benefit from more structured support, they will conduct a brief clinical assessment and discuss the best options for you.



Structured Counselling:

The counsellor will contact you within **two days** and the first session will be offered within **5 days** thereafter.

Up to **6 sessions**, delivered locally, face to face, or, if preferred, via the telephone or video conference via your phone or tablet.



Guided Self-Help:

Computerised modules specific to your needs (e.g. sleep/ depression/anxiety).

Up to **6 telephone sessions** with your assigned Mental Health therapist.

Access to the App for **12 months**.



Support Sessions with signposting to alternative services:

Where it is diagnosed you would benefit from longer-term support –

Signposting to own GP, local Mental Health Services with state and private options, outlining assessment and recommendations.

Support sessions ahead of commencement of therapy.

Please note, although the aim is for counsellors to always pick up the call, during unexpected high call volumes, the call will be forwarded to our service centre and arrangements will be made for a counsellor to call you back.



Call charges

Call charges may vary, depending on your telephone service provider and your call plan. Please check with your provider.

Calls made from outside the UK.

To access the service from outside the UK, please use the international dialling number.

+44 203 858 9087

Charges will be the standard international rate.

**For further details on HSF Assist,
please visit the website**

www.hsfassist.com

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