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Irish Life

NURSECARE

24/7 ACCESS TO PROFESSIONAL NURSES
AND A WOMEN'S HEALTH CENTRE



LIFECARE

SUPPORT FOR WHEN YOU NEED IT MOST

WE ALL KNOW THAT WHEN IT COMES TO PROTECTING YOU AND YOUR FAMILY NOTHING BUT THE BEST WILL DO.

If you've recently taken out a life insurance plan with us you now have one less thing to worry about knowing you and your family are protected.

Financial protection is one of the most important things you can have but we also know you may need other types of support to help you throughout your life. For instance wouldn't it be great if you could get a quick, professional medical opinion without having to make an appointment? Introducing **NurseCare** from the **LifeCare** range of support services.

NurseCare is a 24/7 helpline service for everything from day-to-day health queries to support throughout a medical event. The service is available at no additional cost when you start a new Mortgage Life Insurance, Term Life Insurance, Life Long Insurance, Pension Life Insurance, or Income Insurance plan with Irish Life. **NurseCare** is there to give you the information and practical help you need along the way.

NURSECARE

NurseCare is a service provided by Intana Assist, a company with 400 employees based in Ireland and the UK. It gives you access to experienced nursing professionals with NurseAssist 24/7 and a dedicated Women's Health Centre.

NURSEASSIST 24/7 - SERVICE AT A GLANCE:

- a confidential helpline service.
- available 24 hours a day, 365 days a year.
- a team of experienced and professionally-trained nurses to help with your family health queries.
- help with treating or assessing minor ailments or accidents.
- can provide information to help you with practical matters following a bereavement including how to obtain a grant of probate and how to execute a will.



Call NurseAssist 24/7 on 1850 22 88 33

if you feel you and your family have a query that may not require an urgent visit to the doctor. Remember there is no charge for this service, just the price of a local call.

HOW NURSEASSIST 24/7 CAN HELP YOU

Some of the ways NurseAssist 24/7 can help you:

1. SYMPTOM SCREENING

Before you even think about going online and self-diagnosing, call NurseAssist 24/7. You will get professional advice from a nurse who will also be able to advise:

- if you need to see a doctor;
- if you need to go to accident and emergency;
- how soon you need to be seen; or
- if you can try something at home before calling your doctor.

2. MEDICAL INFORMATION

The nurse will provide you with as much information as possible about any ailment or illness you or a family member may have.

- Speaking to a professional nurse will help you feel more informed and less worried.
- If it's late at night, if you're on your own, or if you don't know who else to call, NurseAssist 24/7 is there to answer any health questions.
- Nurses can even advise you on how to help a teething baby or any other paediatric queries you may have.

Whatever the query, the nurse can talk you through the information, send you more details or recommend other information sources.

3. INFORMATION ON MEDICINES AND DRUGS

The team of trained nurses can provide:

- general information on drugs; their uses, their strength, and dosage;
- information on possible side effects;
- advice on which other medicines can be taken alongside those currently being taken or which medicines would react badly; and
- details of your local daytime or late night pharmacies.

4. COUNSELLING

If you are having difficulty with anything from bereavement to serious illness the nurses will:

- sympathetically listen to your problems;
- provide a list of appropriate counselling services if required; or
- suggest a number of support groups.

5. BEREAVEMENT SERVICE

Bereavement can take a severe emotional toll on people. Often what makes it more difficult is the confusion over the amount of legal and other paper work required.

The bereavement service aims to help you with some of the practical details at this difficult time by providing you with information such as:

- how to register a death and the documents required to do so;
- local funeral directors; and
- locating wills, obtaining a grant of probate and consulting a solicitor.



WOMEN'S HEALTH CENTRE HELPLINE

NurseCare also gives you access to a Women's Health Centre, part of the helpline service which specialises in queries relating to women's health issues including fertility, pregnancy and female specific illnesses.

SERVICE AT A GLANCE:

- a confidential helpline service.
- a team of experienced and professionally-trained nurses and midwives.
- advice on any female specific health issues including:
 - fertility and menstruation;
 - pregnancy concerns;
 - osteoporosis and menopause.

I'm pregnant with *twins* and I'm worried about the birth and whether I'll cope?

How can I get checked out for *breast cancer*?

Is there a treatment for *premenstrual syndrome (PMS)*?

I think I may be going through the menopause? *Am I not too young?*



Call the Women's Health Centre Helpline
on 1850 22 88 33

if you would like to get specialist advice about any female health queries that may not require an urgent visit to the doctor. Remember there is no charge for this service, just the price of a local call.

HOW THE WOMEN'S HEALTH CENTRE HELPLINE CAN HELP YOU

1. MENSTRUATION AND FERTILITY

The nurses can answer any queries you have about your menstrual cycle and fertility such as:

- what is a normal menstrual cycle?
- how can I control PMS?
- how do I know when I'm ovulating?
- what are the treatments for infertility?

2. PREGNANCY

The midwives are available from 10am to 8pm every day. They can help you with all your pregnancy concerns such as:

- what to expect from your hospital visits;
- nutrition and exercise during pregnancy;
- what to avoid in pregnancy;
- how to prepare for a baby;
- unplanned pregnancy - the nurses can listen to any worries you may have and let you know what options are available.

3. CANCER PREVENTION INFORMATION

The nurses can provide you with information on:

- cancer screening;
- breast checks; and
- skin examinations.

4. OSTEOPOROSIS AND MENOPAUSE

As women get older their bodies change again and you may wish to speak to a medical professional about this. The nurses will sympathetically listen and provide you with helpful information on queries such as:

- what is osteoporosis?
 - how does it affect women and why?
 - what are the prevention and/or treatment options?
- what are the signs and symptoms of menopause?
- what is Hormone Replacement Therapy?



HOW TO USE NURSECARE SERVICES

If you think you or your family could benefit from either of our **NurseCare** services – NurseAssist 24/7 or the Women's Health Centre Helpline, follow these 2 steps:

1 Call **1850 22 88 33** anytime day or night, 365 days a year.

2 Quote your Irish Life plan number.

A qualified nurse will confirm your details and help you with your query.

INFORMATION ABOUT NURSECARE

NurseCare gives you access to services provided by Intana Assist. Irish Life do not provide this service and any contact you make with **NurseCare** services will be directly with Intana Assist. These services are not designed to replace the advice provided by your doctor or your own health professional, but to give you information to help direct you toward the appropriate course of action.

In the future Irish Life may change the company providing these services. We may also withdraw access to the services listed.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.

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