



Nurse On Call

Someone to help when
you're not sure what to do

LifeCare

Support 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 **Nurse On Call** from the **LifeCare** range of support services:

Nurse On Call is a non-emergency 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. **Nurse On Call** is there to give you the information and practical help you need along the way.



Nurse On Call

Nurse On Call is a non-emergency medical advice service provided by Healix Medical Services. Healix Medical Services gives you access to qualified nurses for non-emergency medical advice 24 hours a day, 365 days a year.

Nurse On Call - Service at a glance

- > The opportunity to discuss symptoms and worries confidentially.
- > General medical advice.
- > Travel health information pre and post travel.
- > Pre and post-operative treatment advice.
- > Advice and information on a range of lifestyle issues such as dietary information, sports injuries, and sexual health.
- > Medication information.

Call Nurse On Call on 01 2654949



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 Nurse On Call can help you



1. Medical Information & Triage

Before you even think about going online and self-diagnosing, call **Nurse On Call**. 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 confidentially 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, **Nurse On Call** is there to answer any health questions.

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 qualified 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.

My child has
a rash...

*how do I know if
it's serious?*

I have a sore throat
and fever...

*I'm worried it might
be a virus?*

I've been feeling
very anxious lately...
*is there anyone I
can speak to?*



How to use **Nurse On Call Services**

If you think you or your family could benefit from

Nurse On Call services, follow these 2 steps:

1.

Call **01 2654949**

anytime day or night, 365 days a year.

2.

Let them know that you have a
protection plan with **Irish Life**.

A qualified nurse will help you with your query.

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

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Information about Nurse On Call

Nurse On Call is a non-emergency medical helpline service provided by Healix Medical Services. Irish Life does not provide this service and any contact you make with **Nurse On Call** will be direct with Healix. This service is 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 this service. We may also withdraw access to the services.



Irish Life