



Irish Life

# HEALTH LINES



*A nurse's advice  
at the end of  
the line!*

1850 22 88 33



# NurseAssist **24/7**

NurseAssist 24/7 is a confidential helpline that you can call 24 hours a day, 365 days a year and speak directly to a team of experienced and professionally trained nurses about your family health queries like:

1. Symptom screening
2. Medical information
3. Information on medicines and drugs
4. Counselling
5. Bereavement information

## 1. Symptom screening

After answering some questions the nurse will let you know:

- If you need to see a doctor.
- If you need to go to accident and emergency.
- How soon you need to be seen.
- If you can try something at home before calling your doctor.



## 2. Medical information

The nurse will aim to answer questions you may have on any ailment or illness:

- Perhaps a family member has been diagnosed as having an illness?
- Maybe you have been suffering from skin problems, stress, or a bad back?

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 contra indications; which other medicines can be taken alongside those currently being taken or which medicines would react badly.
- Details of your local daytime or late night pharmacies.

*There is no charge for this service; just the price of a local call.*

## 4. Counselling

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

- Sympathetically listen to your problems.
- Provide list of appropriate counselling services if required.
- 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 on:

- How to register a death and the documents required to do so.
- Local funeral directors.
- Procedures for notifying insurance companies.
- Locating wills, obtaining grant of probate and consulting a solicitor.
- State benefits available.
- The issues that can only be dealt with by your solicitor.

### Step 1

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

### Step 2

You'll need your Irish Life plan number.

### Step 3

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



*If it doesn't suit you to phone us you can also email your query to our confidential mailbox [nurseassist@aria-assistance.com](mailto:nurseassist@aria-assistance.com) and one of our nurses will respond to you.*



# Women's Health Centre

The Women's Health Centre is a confidential helpline so you can speak directly to a team of experienced and professionally trained nurses about any number of female health queries like:

1. Menstruation and fertility
2. Pregnancy
3. Cancer prevention
4. STI's
5. Osteoporosis and menopause

## 1. Menstruation and fertility

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

- What is normal?
- Tips to control PMS
- Seeking Help
- Age & fertility
- What are the treatments for infertility?

*There is no charge for this service, just the price of a local call.*



## 2. Pregnancy

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

- What to expect from your hospital visits
- Multiple pregnancy
- Nutrition, flying and exercise during pregnancy
- What to avoid in pregnancy
- Preparing for baby
- Or if it's an unplanned pregnancy what are your worries, what are the options?

## 3. Cancer prevention information

The nurses aim to provide you with information on:

- Cervical screening
- Breast checks
- Skin examinations



## 4. STIs

If you are unsure of your symptoms just call the trained nurses who will help you determine whether or not you should go to the doctor and provide you with information:

- What are STI's and how to prevent STI's
- How do you know if you have one?
- Your treatment options



## 5. Osteoporosis and Menopause

As women get older our bodies change again. It can be awkward and embarrassing, and you may prefer to chat to a nurse over the phone than visit your doctor. The nurses will sympathetically listen and provide you with helpful information for example:

- What is osteoporosis
- How does it affect women and why?
- Preventing and treating osteoporosis
- Find out more about Menopause
- Signs, symptoms and HRT



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## **Our Aim**

The aim of these services is not to replace the care or advice provided by your doctor, but to give you information to help direct you toward the appropriate course of action.



## **Our promise of confidentiality**

Any questions you ask the trained nurses or midwives is kept totally confidential. Calls are recorded for training only. Absolutely none of this information will be passed on to Irish Life or any other third party. Likewise the team of nurses will not have access to any of your Irish Life details.