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**Irish Life** | 75 Years of Experience

# NURSECARE

- NURSEASSIST 24/7 HELPLINE
- WOMEN'S HEALTH CENTRE HELPLINE



**LIFECARE** WITH YOU ALL THE WAY

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

At Irish Life, we've been taking care of families in Ireland for generations. With the **LifeCare** range of services, we can now give you access to new ways to help protect you and your family.

We all have little, and not so little emergencies, and there are times where you would value quick access to a professional opinion. That's why we include **NurseCare** within the **LifeCare** range of services. For everything from day-to-day health queries to support throughout a medical event, **NurseCare** will be there to give you all the information, support and practical help you need along the way.

## NURSECARE

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**NurseCare** gives you access to two confidential helpline services provided by Intana Assist, a company with 400 employees based in Ireland and the UK. **NurseCare** provides help and advice from experienced nursing professionals on two helplines – NurseAssist 24/7 and Women's Health Centre.

## NURSEASSIST 24/7

- a confidential helpline service, provided by Intana Assist.
- available 24 hours a day, 365 days a year.
- a team of experienced and professionally-trained nurses to help with your family health queries.
- services ranging from help with how you can treat or assess minor family ailments or injuries to advice on dealing with more serious events.



*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, call NurseAssist 24/7 today. Remember there is no charge for this service, just the price of a local call.

# HOW NURSEASSIST 24/7 CAN HELP YOU

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Some of the key health queries NurseAssist 24/7 can respond to include:

## 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; or
- 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?
- how to help a teething baby.

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 for example:

- general information on drugs; their uses, their strength, and dosage;
- information on possible side effects;
- which other medicines can be taken alongside those currently being taken or which medicines would react badly; or
- 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 for example on:

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



# WOMEN'S HEALTH CENTRE HELPLINE

NurseCare also gives you access to the Women's Health Centre.

## SERVICE AT A GLANCE:

- a confidential helpline service, provided by Intana Assist.
- speak to a team of experienced and professionally-trained nurses and midwives about any female health queries:
  - includes fertility and menstruation queries;
  - pregnancy concerns;
  - osteoporosis and menopause-related questions.

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

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

PMS is ruining my life every month.  
*What can I do?*

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'd like to speak about any of the areas shown here that may not require an urgent visit to the doctor, call today. 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

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## 1. MENSTRUATION AND FERTILITY

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

- what is normal in these areas?
- tips to control PMS;
- age and fertility; and
- 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;
- preparing for a baby; and
- unplanned pregnancy - what are your worries, what are the options?

## 3. CANCER PREVENTION INFORMATION

The nurses aim to provide you with information on:

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

## 4. OSTEOPOROSIS AND MENOPAUSE

As women get older our bodies change again. It can be awkward and embarrassing, and you may like to chat to a nurse over the phone. 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; and
- signs, symptoms and HRT.



# 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 3 steps:

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

**2** Remember you'll need to quote your Irish Life plan number.

**3** 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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