



Contacting Healthcare at Home

It is important to Healthcare at Home our patients, customers, consultants, clinicians, clients and members of the public can contact us.

During these unprecedented times, Corona Virus, (COVID-19) has resulted in an increase of communication requests and contacts to Healthcare at Home. This information helps you keep in contact with us, share important information and also keep informed on what we are doing and how we are supporting the NHS in responding to the Coronavirus, (COVID-19).

Using our COVID-19 Information Service

When you log onto our website you will find useful information if you click this button here it will take you to our most up to date information and our response to COVID-19. Our services are adapting to meet these needs and our patients will receive and be supported by Healthcare at Home.

Using our 'Live Chat Helper'

When you log onto our website you will find a small icon at the bottom on the hand side.



This service will be operating between 09:00am and 18:00pm Monday to Friday, this services will operate on bank Holidays but on reduced hours and it will not operate at the weekend. When you do not see the icon that means the service is not operating and you can contact us by calling our helpline or by emailing us.

There may be a que and you will be told which number you are in the que. Do not give up, hang on and we will get to you as quickly as we can.

This service is to help people contact us and ask a question. We will ask you for your name only and then you can ask a question. Our trained call operator will introduce themselves and then start the conversation. This is a useful service; it is the same as making a telephone call. You will be **talking to a real person in Healthcare at Home and not a computer.**

When you here a bleep it means you are now entering the Live Chat Helper service. You can ask any question, however, if you are requesting information about yourself as a patient, we will have to ask you a set of questions to verify you are the patient before sharing any information.

You can use this service to share important information which you want us to know and also supply details of any changes to your information, place a medication order and/or make changes to any arranged deliveries.

We will keep an electronic record of this chat and it will be held either on your patient record, our live chat helper document storage vault if you are not a patient but a member of the public and/or if you are a Consultant or Clinician it maybe also be attached to your communication files we hold on you.

Calling our helpline

When you call our main helpline 0333 103 9499, you will be put through to a call operator to assist you. When contacting us through this method we will collect Calling line Identification (CLI) information. This is the phone or mobile number you are calling from; however, you can withhold this information before contacting us and therefore we will not collect this information. If you do not withhold this information, we will collect this information and we may use this to update your patient record. We also hold a record of the date, time and duration of the call. A recording of the call will be held for as long as is necessary for training, quality, auditing and complaints purposes.

Calling our private Consultant helpline

When you call our Consultant helpline 01283 501 359, you will be put through to a call operator to assist you and direct your call to the correct person. When contacting us through this method we will collect Calling line Identification (CLI) information. This is the phone or mobile number you are calling from; however, you can withhold this information before contacting us and therefore we will not collect this information. If you do not withhold this information, we will collect this information and we may use this to update our records. We also hold a record of the date, time and duration of the call. A recording of the call will be held for as long as is necessary for training, quality, auditing and complaints purposes. Where the call identifies a patient, we may keep a copy of the call on the patient record only.

Emailing our enquiry team

You can email our enquiry team and when using this service, you will be asked to pick from a list what you are enquiring about. You will be asked for your name, email address, telephone number and your post code. You will also be asked to review our data protection policy and indicate you have read and understood this. All of this information is kept for a long as it is necessary to respond to your enquiry. If you are our patient, we will attach this enquiry information on your patient record and may forward this onto the correct person to respond to you directly. If you are not a patient but a member of the public and/or if you are a Consultant or Clinician, it maybe also be attached to your communication files we hold on you.

These are all examples of you and others can contact Healthcare at Home. All information is safe and secure. You will be contacting, and Healthcare at Home and our staff will be responding to your needs.

We have a full data protection privacy notice and terms of use for our website and website services you can read more just click on the name and you will see more information.

Your privacy is important to Healthcare at Home and we do everything we can to ensure your information remains confidential. If you want to contact our Data Protection Officer, Paula Tighe you can email DPO@hah.co.uk or telephone 0800 917 4980. If you want to find out more on how we use your information and your rights please refer to our [Privacy Notice](#).

We do use information when you visit our website and use these contact methods and in doing so we also keep a record of you IP identifier. This identifier is known as your unique IP, (Internet Protocol) address and every machine using the internet has one. It is made up of a string of numbers. We will not use you IP address for any other purpose during the COVID-19 period. If we change the use of this information, we will update this notice. Examples of how we may use this information in the future are:

- Statistical and Monitoring by creating an anonymised reporting showing by region and area the use of this service;
- Statistical and Monitoring by creating an anonymised reporting showing the types of device's used to contact this service

If you want to know more about our [Terms of Use](#) policy you can find it here.