

**sia**  
HEALTHCARE



# SIA HEALTHCARE YOUR DEDICATED HOME DELIVERY SERVICE



@SIAHealthcare



enquiries@siahealthcare.com

# WHY JOIN SIA HEALTHCARE...

SIA Healthcare is a dedicated Home Delivery Service that will provide spinal cord injured people with all of their urology and stoma appliances and prescription medication efficiently and discreetly to their door. It is innovative, and we have worked hard to develop a service that will be of real benefit to SIA members, their families and the wider SCI community throughout their lives.

## There are two options available

- You can either get both your appliances and medication delivered at the same time by SIA Healthcare.
- Or alternatively you can just get your appliances delivered by us and leave your medication with your local pharmacy.

## 7 GREAT REASONS TO JOIN

1. You will get your own dedicated personal advisor, champion, supporter, friend
2. Your advisor will call you every month for a stock and well-being "check-in" so you never forget to place your order and never run out of stock
3. There's a great range of complimentary items which are available with every order
4. We deliver all your appliances and medication prescriptions in one go for your convenience, every month
5. A Rapid Response Team for life's emergencies is on call 365 days per year
6. Free cutting, delivery, re-ordering and collection is part of your normal service
7. Information and support from our SIA Peer Support Team and nurse advocate programme



**SIA HEALTHCARE HELPS YOU FROM INJURY TO INDEPENDENCE BY TAKING THE STRESS OUT OF YOUR DAILY ROUTINE. BECOME A MEMBER BY CALLING 0800 023 8841**

# IT'S SO EASY TO JOIN...

As soon as you decide to join SIA Healthcare the rest of the process is simple and hassle free. We take care of everything, including dealing with your GP, and we keep you informed throughout. No need to worry anymore about running out of stock or arranging multiple deliveries – we do all of this for you in one easy phone call and your combined appliances and medication are then delivered efficiently and discreetly to your door.



## HOW THE SERVICE WORKS



**Step 1:** Your dedicated Personal Advisor will call or email you on a pre-arranged date to order your appliances and medication



**Step 2:** Your advisor will complete a stock check with you, place your order and arrange a convenient delivery date.



**Step 3:** Your appliances and medication parcel will be delivered by either our local driver or courier to your door, or chosen destination.

**SIA HEALTHCARE HELPS YOU FROM INJURY TO INDEPENDENCE BY TAKING THE STRESS OUT OF YOUR DAILY ROUTINE. BECOME A MEMBER BY CALLING 0800 023 8841**

## DON'T JUST TAKE OUR WORD FOR IT. HERE IS WHAT SOME OF OUR MEMBERS SAY ABOUT SIA HEALTHCARE:

"To make the switch across to SIA Healthcare for me was really easy. I didn't have to do anything at all. They dealt with everything for me, they even contacted my doctor. They ring me once a month and ask what I need and I tell them and they deal with the prescription side of it. No worries for me at all. This is the one thing in my life that I've been able to look after myself because the process is so easy."

**Gary Tudor**

"For me this service has provided a very, very easy and unstressful way to get my healthcare products delivered to me. The flexibility in having your own personal contact with SIA Healthcare, who you can contact either via phone, text or email creates a very simple understanding between me and the provider to get my products." **Ollie Thorn**

"Having the right home delivery service is absolutely vital for anyone with a spinal cord injury but especially someone with a high injury, because you don't want to be having to find stuff at the last minute, you don't want to be running out of supplies. I think the personal contact is very important, so to have a named contact if you like is really helpful. Making the switch across to SIA Healthcare was far quicker and smoother than I imagined it would be, and until you try switching you don't realise how much smoother it can be." **Owen Lowry**

**To watch these video testimonials and others in full, log onto our website [www.spinal.co.uk/how-we-help/sia-healthcare/testimonials](http://www.spinal.co.uk/how-we-help/sia-healthcare/testimonials)**

SIA Healthcare Freephone: **0800 023 8841**

SIA Advice Line Freephone: **0800 980 0501**

Email: **[enquiries@siahealthcare.com](mailto:enquiries@siahealthcare.com)**

Website: **[www.spinal.co.uk/how-we-help/sia-healthcare](http://www.spinal.co.uk/how-we-help/sia-healthcare)**



Bullen Healthcare Group have over 150 years delivering life-changing stoma, urology and wound care appliances and medication prescriptions to its customers.

SIA Healthcare is a service that has been set up by the Spinal Injuries Association and which is operated on their behalf by Bullen Healthcare Group Limited and Pharmore Plus.