

# YOUR DEDICATED HOME DELIVERY SERVICE



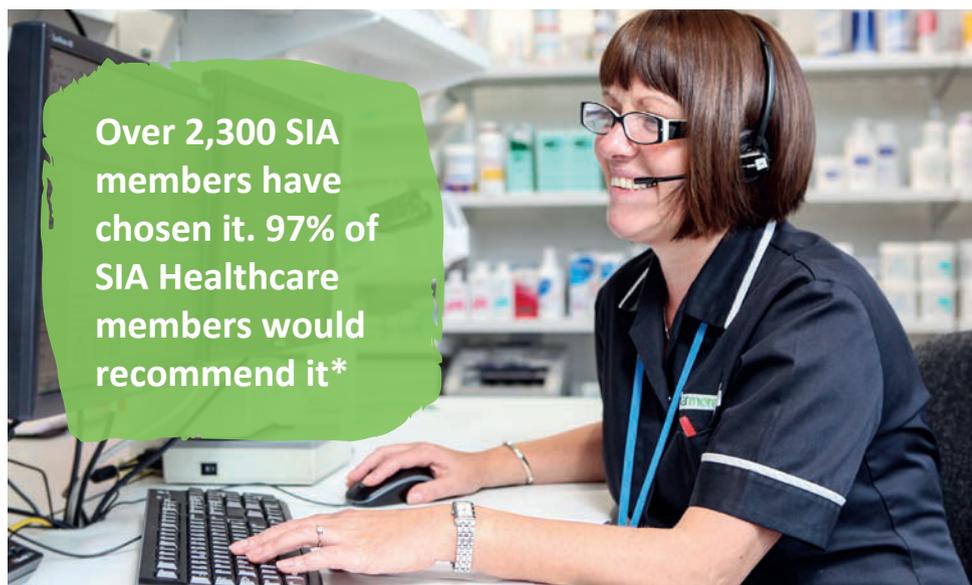
# WHY JOIN SIA HEALTHCARE

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

There are two options available. You can either get 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.

Those SIA members who have joined SIA Healthcare tell us that there are six great reasons why they are so happy to be using this service:

- 1. You will get your own dedicated Personal Advisor**
- 2. Your advisor will call each month for a stock and wellbeing check-in so you never forget to place an order**
- 3. There's an array of complimentary items which are available each time you order**
- 4. We deliver all appliances and medication together for convenience**
- 5. We have a Rapid Response team for life's emergencies who are on call 365 days a year**
- 6. Information and support from our SIA Peer Support Team and Nurse Specialists**



\*Based on SIAH survey - 149 members April 2020.

# JOIN US TODAY!

The process of signing up to SIA Healthcare is simple and easy. All you have to do is tell us what you need and we will do the rest, including contacting your GP. You will no longer have to worry about running out of stock or arranging multiple deliveries – we do all this within one phone call and your combined appliances and medication is then delivered to your door effectively and discreetly.

## How the service works

- 1. Your dedicated Personal Advisor will call or email you on a pre-arranged date to order your appliances and medication**
- 2. Your advisor will complete a stock check with you, place your order and arrange a convenient delivery date**
- 3. Your appliances and medication will be delivered by local driver, or courier, to your home or a chosen destination**

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## To find out more about SIA Healthcare you can

Visit our website [www.spinal.co.uk/sia-healthcare](http://www.spinal.co.uk/sia-healthcare)

Call us on **0800 023 8841**

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



# 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.bit.ly/SIAHTestimonials](http://www.bit.ly/SIAHTestimonials)



# COMPLIMENTARY ITEMS CATALOGUE

SIA Healthcare offers its members complimentary items. These items are available with every appliance order placed with SIA Healthcare.

SIA Healthcare was launched in April 2014 and is now the largest dedicated service for spinal cord injured people

## Wet wipes

Moist skin cleansing wipe. They contain no lanolin or alcohol and at PH5.0 are balanced to the natural acidity of the skin. They have a pleasant cleansing and moisturising effect. Pack size of 50 or smaller wipes in pack size of 40.



## Dry wipes

Dry wipes, available in a pack of 30.



## Sealaway Disposable bags

Disposable bags available in a pack of 30.



## Scentees

Scented disposable bags have been designed for the hygienic and convenient method of ostomy appliance waste disposal. Available in a pack of 30.



## Procedure Pads

Super absorbent comfort weave absorbent core. Waterproof moisture barrier. Core absorbs and locks away any leakage. Compact, light and discreet.



## Hand Sanitiser

Discreet pocket size pump spray, ideal when on the go. Kills 99.99% of germs in the first 30 seconds. No alcohol formula and kind to hands. 30 mls.



## Mirror

A high quality mirror, which can be used in hand, on its stand or to hang. Available on request.



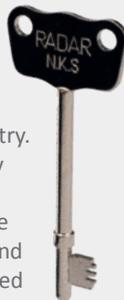
## Gloves

Latex and vinyl gloves powder free, non sterile. Available in packs of 100.



## Radar Key

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can be now found in most parts of the country. In fact there are around 9,000 toilets across the UK fitted with NKS locks. Available with your first order if required.



## Mattress Protector

100% waterproof, rustle free. Supersoft cotton with a terry towelling surfaced mattress protector. Fully fitted, Machine washable. Available in three different sizes. Available on request.



# GET IN TOUCH WITH US TODAY

SIA Healthcare Telephone:  
**0800 023 8841**

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

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

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

We are the Spinal Injuries Association (SIA), the expert voice and leading source of support and information to people with spinal cord injury. We help people with spinal cord injuries lead fulfilled lives.

SIA Healthcare is a service set up by Spinal Injuries Association in collaboration with Bullen Healthcare. Bullen Healthcare has 160 years' experience in delivering life-changing stoma, urology and wound care products and medication prescriptions to its customers. SIA Healthcare is operated by Bullen Healthcare Group Limited and Pharmore Plus.