



Healthcare at Home Haemophilia Service

A Summary of the HaH Service

- HaH always call on a private number
- HaH will always ask you to confirm your date of birth and home address before disclosing any details about the reason for our call – this happens when you call them and when they call you
- If HAH leave voicemail they reference a delivery arrangement, not where they are calling from to maintain your privacy
- Telephone lines are open Monday to Friday 8am – 8pm & Weekends and bank holidays 8am– 4.30pm
- The contact number is 0333 103 9831

Healthcare at Home Delivery Service

- Healthcare at Home drivers are experienced in delivering many types of medication to patients all over the UK and offer a very high quality service with over 95% of deliveries being on time.
- HaH use temperature controlled, plain white delivery vehicles. This means that your medication is guaranteed to be stored at the correct temperature and that your privacy is maintained at all times
- You will receive a two hour delivery window by text message and can track your delivery on the day it's due via the HaH website www.hah.co.uk/patients/patient-treatment-tracker
- HaH will only deliver your medication to the address on the label. All drivers carry ID and all items are packaged under plain cover to respect individual privacy. The packaging has your name and the return address on it, but does not state that it contains medication