

Sciensus is the **largest Life Sciences company** in Europe, providing healthcare solutions to patients with long term conditions, rare diseases, and cancer. We support over **240,000 patients** across the UK and Europe to access the life-changing treatments they need, in the comfort and convenience of their own homes.



How we will support you


The support you'll receive from us will be specific to you and your condition. Depending on what's been agreed with the clinical team at your hospital, it could be some or all of the following:

- Delivering medicine to you at home at regular intervals
- Comprehensive training from a clinician
- Clinician care and support from highly-qualified professionals
- Clinical waste collection and disposal

Sciensus Intouch app

With our Sciensus Intouch app, you'll have more flexibility and control over your deliveries, plus a range of great features:

- Confirm or amend your delivery date
- Confirm or amend your chosen delivery address
- Add and order the supplies you need
- Check your prescription status
- Easily track your delivery
- Medication reminders

 **Please note** - some services are not yet supported by the app. If your service is not eligible, please contact patient services to arrange or amend your deliveries.



Download the Sciensus Intouch app using the QR code below



How our service works

Step 1 – Getting you registered

- We will contact you as soon as we receive your details and prescription from your hospital.
- Please note it can take a few weeks for your hospital to process your prescription.
- In the meantime, you can look at the Sciensus website for further information about your service. <https://www.sciensus.com/about-us>

Step 2 – Getting your prescription ready

- Your hospital sends us your prescription, which our pharmacists will check before preparing your medication for delivery.

Step 3 – Getting you started

- Our friendly Patient Services Team will contact you to discuss your treatment and/or clinician visit.
- They'll discuss your treatment and arrange your first delivery and/or clinician visit.
- They will also help you register with our Sciensus Intouch app, as this is the best way to communicate with us.

Step 4 – Your delivery

- We deliver between 8am and 8pm Monday to Friday.
- We may only deliver in your area on certain days of the week, however we will do our best to arrange a convenient day and location.
- It is recommended that you nominate an alternative delivery address, and make sure that you or an authorised person are available to receive your delivery, for example this could be a neighbour.
- Two days before your delivery, we will let you know what time to expect us.

Step 5 – On the day of your delivery or clinical visit

- You will be able to track your delivery via the Sciensus Intouch app.
- If you're having medication delivered, our driver will ask you or your nominated person to accept it. Our drivers wear a Sciensus uniform and carry ID.
- If you have a clinical visit, the Sciensus clinician will talk you through the treatment, answer your questions and ask for your consent before they begin.

Step 6 – Help and support

- You can contact Sciensus via the Sciensus Intouch app.
- We also have a designated Patient Hub with lots of useful information. This is where you will find our Sciensus Patient Welcome Booklet

<https://www.sciensus.com/patients>

Ongoing treatment

The clinical team at your hospital will continue to prescribe your medicines according to your individual needs.

They will raise your prescription at the hospital and it will be sent to Sciensus. As soon as we have a valid prescription, Sciensus will then confirm your next delivery date, or your next clinician visit will be scheduled. Each time you arrange a delivery you will need to let us know the quantity of medication and supplies you have at home. This ensures our deliveries are accurately timed and that you have a sufficient supply.

If your clinical team has advised you need regular blood tests, it is important that you get these done as directed by your hospital, as blood results are required before they can write a new prescription for you.

We look forward to welcoming you onto our service.

Save our number in your phone **0333 103 9499**

More information

A full welcome guide is available on our Sciensus Patient Hub. If you would like more details beforehand visit www.sciensus.com and view our Patient Hub, call us at **0333 103 9499** or scan this QR code below:

