



# NurseCare

Someone to help when  
you're not sure what to do

## LifeCare

Support when  
you need it most



# We all know that when it comes to protecting you and your family nothing but the best will do

If you've recently taken out a life insurance plan with us, you now have one less thing to worry about knowing you and your family are protected.

Financial protection is one of the most important things you can have but we also know you may need other types of support to help you throughout your life. For instance, wouldn't it be great if you could get a quick, professional medical opinion without having to make an appointment? Introducing **NurseCare** from the **LifeCare** range of support services:

**NurseCare** is a 24/7 helpline service for everything from day-to-day health queries to support throughout a medical event. The service is available at no additional cost when you start a new Mortgage Life Insurance, Term Life Insurance, Life Long Insurance, Pension Life Insurance, or Income Insurance plan with Irish Life. **NurseCare** is there to give you the information and practical help you need along the way.



## NurseCare

**NurseCare** is a service provided by Crisis24, a company with 400 employees based in Ireland and the UK. It gives you access to experienced nursing professionals with **NurseCare** 24/7 and a dedicated Women's Health Centre.

### NurseCare 24/7 - Service at a glance

- > a confidential helpline service.
- > available 24 hours a day, 365 days a year.
- > a team of experienced and professionally-trained nurses to help with your family health queries.
- > help with treating or assessing minor ailments or accidents.

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**Call NurseCare 24/7 on 0818 22 88 33**



If you feel you and your family have a query that may not require an urgent visit to the doctor. Remember there is no charge for this service, just the price of a local call.



## How **NurseCare 24/7** can help you



### 1. Medical Information & Triage

Before you even think about going online and self-diagnosing, call **NurseCare 24/7**. You will get professional advice from a nurse who will also be able to advise:

- > if you need to see a doctor;
- > if you need to go to accident and emergency;
- > how soon you need to be seen; or
- > if you can try something at home before calling your doctor.

### 2. Medical Information

The nurse will provide you with as much information as possible about any ailment or illness you or a family member may have.

- > Speaking to a professional nurse will help you feel more informed and less worried.
- > If it's late at night, if you're on your own, or if you don't know who else to call, **NurseCare 24/7** is there to answer any health questions.
- > Nurses can even advise you on how to help a teething baby or any other paediatric queries you may have.

Whatever the query, the nurse can talk you through the information, send you more details or recommend other information sources.

### 3. Information on Medicines and Drugs

The team of trained nurses can provide:

- > general information on drugs; their uses, their strength, and dosage;
- > information on possible side effects;
- > advice on which other medicines can be taken alongside those currently being taken or which medicines would react badly; and
- > details of your local daytime or late night pharmacies.

My child has  
a rash...

*how do I know if  
it's serious?*

I have a sore throat  
and fever...

*I'm worried it might  
be a virus?*

I've been feeling  
very anxious lately...  
*is there anyone I  
can speak to?*

Part of the **NurseCare** Helpline:



## Women's Health Centre

**NurseCare** also gives you access to a Women's Health Centre, part of the helpline service which specialises in queries relating to women's health issues including fertility, pregnancy and female specific illnesses.

### Service at a glance:

- > a confidential helpline service.
- > a team of experienced and professionally-trained nurses and midwives.
- > advice on any female specific health issues including:
  - fertility and menstruation;
  - pregnancy concerns;
  - osteoporosis and menopause.



How can I get checked out for *breast cancer*?

I'm pregnant with *twins* and I'm worried about the birth and whether I'll cope?

I think I may be going through the menopause...  
*Am I not too young?*

Is there a treatment for *premenstrual syndrome* (PMS)?



**Call**

**NurseCare 24/7 on  
0818 22 88 33**

if you would like to get specialist advice about any female health queries that may not require an urgent visit to the doctor. Remember there is no charge for this service, just the price of a local call.

Part of the **NurseCare** Helpline:



## Women's Health Centre

### How the Women's Health Centre can help you:

#### 1. Menstruation and Fertility

The nurses can answer any queries you have about your menstrual cycle and fertility such as:

- > what is a normal menstrual cycle?
- > how can I control PMS?
- > how do I know when I'm ovulating?
- > what are the treatments for infertility?

#### 2. Pregnancy

The midwives are available from 10am to 8pm every day. They can help you with all your pregnancy concerns such as:

- > what to expect from your hospital visits;
- > nutrition and exercise during pregnancy;
- > what to avoid in pregnancy;
- > how to prepare for a baby;
- > unplanned pregnancy - the nurses can listen to any worries you may have and let you know what options are available.

#### 3. Cancer Prevention Information

- > cancer screening;
- > breast checks; and
- > skin examinations.

#### 4. Osteoporosis and Menopause

As women get older their bodies change again and you may wish to speak to a medical professional about this. The nurses will sympathetically listen and provide you with helpful information on queries such as:

- > what is osteoporosis?
- how does it affect women and why?
- what are the prevention and/or treatment options?
- > what are the signs and symptoms of menopause?
- > what is Hormone Replacement Therapy?





## How to use NurseCare Services

If you think you or your family could benefit from

**NurseCare** services, follow these 2 steps:

1.

Call **0818 22 88 33**

anytime day or night, 365 days a year.

2.

Quote your Irish Life plan number.

A qualified nurse will confirm your details and help you with your query.

### Information about NurseCare

**NurseCare** gives you access to services provided by Crisis24. Irish Life do not provide this service and any contact you make with **NurseCare** services will be directly with Crisis24. These services are not designed to replace the advice provided by your doctor or your own health professional, but to give you information to help direct you toward the appropriate course of action.

In the future Irish Life may change the company providing these services. We may also withdraw access to the services listed.

Irish Life Assurance plc, trading as Irish Life, is regulated by the Central Bank of Ireland.

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**Irish Life**