

Duality
Healthcare

Your Path To Premium Health



With you
for the whole
journey.

Membership

dualityhealthcare.com



Why Choose Duality Healthcare?

Duality Healthcare is a Private Primary Care service offering professional patient care, treatment & advice to individuals, families & businesses. Our service, whilst similar to the NHS GP has notable differences in terms of our unprecedented level of access, hours of opening and range of services. We believe that our patients' health & wellbeing is paramount.

In treating an illness or condition, time is one of the most important factors. The more time that is wasted before being assessed by a clinician, the longer an illness has the opportunity to develop. For acute illness this means you may take longer to recover & require more time off work or to get back to normal function; for chronic conditions such as hypertension and diabetes this can impact on your longevity & your general health, capability & fitness.

Time is also money. The more time away from your workplace not knowing when you will be spoken to adds a layer of uncertainty you could do without.

At Duality Healthcare we offer appointments at times convenient to you - we are very much a patient-focused organisation. We want to minimise the complexity of booking appointments; have short lead-times to being seen; and aim to minimise time to definitive diagnose, treatment & recovery.

Our priority is you – our patient – and we provide the face-to-face time you need with our clinicians. Seven minutes has traditionally been the average length of a NHS consultation, at Duality Healthcare we make time available, dependent on your needs. We offer GP appointments in a range of 15 minute blocks up to 60 minutes giving you protected time to have your concerns addressed.

We want to see you. Preferably face to face. We do not wish to 'triage' your concerns or make you wait for appointments. Our clinics are based on a model of giving you better access & care than what you have become accustomed to.

Due to our intrinsic knowledge of the interface between the

Private Sector & the NHS, should you need referral or further diagnostic testing not available with Duality Healthcare, we can ensure you are seen quickly and can advise on how to minimise costs.

We provide a relaxed & more comfortable environment, geared towards providing you & your family with a more personal level of service amongst our network.

Although the NHS & Duality Healthcare are separate, we work closely together. By registering with our Service you do not need to end your registration with your NHS GP and we can collaborate with them as much or as little as you may desire.

Although you do not need to be a member to use our services, by subscribing to our membership you are making significant savings on Private Health Services as well as being prioritised in our network of clinics.

Via our memberships, you have: (i) greater flexibility in accessing routine & urgent healthcare; (ii) extended hours of access; (iii) additional services, many of which are usually only available via the hospital; (iv) reduced costs; and (v) regular health checks & screening for the early detection & treatment of illness.

Duality Healthcare membership enables you & your family to get access to the right clinical advice when you need it and with the minimum of delay or stress as a priority patient.

We aim to provide all of this and more to you in an affordable, accessible manner.

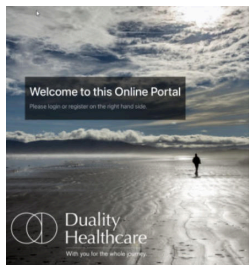
We are here to help you with any health concern you may have or direct you to the most appropriate help to facilitate your needs. Our responsibility is to you, and you alone.



Access:

Our clinics operate an extended access system. All localities will aim to offer:

- A 7-day service
- Late night appointments – until 9pm
- Saturday & Sunday operating
- Same day access to Urgent Care
- Drop-in & pre-bookable Urgent Care
- GP appointments within 48 Hours
- Virtual Clinical Solutions



Online Portal

Sign in:

Please log in with your email address and password:

Email:

Password:

[Forgot password?](#)

Please contact your Healthcare
Organisation if you are experiencing any
access or login issues. Email: [support@dualityhealthcare.com](#)

Contacting Us:

Our receptionists are here to assist you in gaining the right service at the right time. They may ask you a few questions to ascertain what you need. Help them help you. Our friendly team are there to get you to an appointment, the right one, when you need it.

You may be used to telephoning for appointments and only being able to arrange same day care.

We offer the ability to book in advance and plan around your busy life.

We have a team of telephone administrators across Northern Ireland waiting to take your calls. They will assist you to receive the best care, conveniently.

Premium IT Service:

Patient Portal - Our new patient portal is available from any internet connected device 24 hours a day. And also works like an app on smartphones and tablets. You can:



- Monitor and chart your data in real time
- Access your clinical notes
- Order repeat prescriptions
- Access documentation relevant to your record
- Access and review blood/pathology test results
- Search for availability and appointments
- Book and cancel appointments
- Complete health questionnaires
- Chat with the practice using instant messaging

Ethos:

We want to see you. Preferably face to face. We do not wish to 'triage' your concerns or make you wait for appointments. Our clinics are based on a model of giving you better access & care than what you have become accustomed.

We are here to help you with any health concern you may have or direct you to the most appropriate help to facilitate your needs. We have no other concerns, other than you.

Our responsibility is to you, and you alone.



Moving from the NHS:

You are not moving from the NHS. The NHS remains open to you. By choosing Duality Healthcare, you are choosing an alternative path for your Primary Care Provider, one with access & standards commensurate with you (and your family's) needs.

As a person who lives in Northern Ireland legally, you are entitled to NHS provided services. Unlike NHS services where you will be treated the same as everyone else, as a Duality Healthcare member, you will be treated preferentially and have prompt access to Duality Healthcare's array of services.

Access to your notes:

To provide you with good medical care we need access to your GP and hospital notes the GP holds.

We would expect the same sharing of information if you were moving from one NHS GP to another NHS GP.

We will then maintain your records. Should you ever in the future move abroad or choose to register with a different NHS GP, or return to the care of your current NHS GP, we in turn would provide a full copy of our records.

This is Good Medical Practice:

Your notes will be held on our secure medical software servers, which have to meet the same exacting requirements as the NHS regarding security.

How to get us your notes:

We can provide you with a Duality Healthcare secure email address for the sharing of your GP notes through our modern medical software, which your NHS GP has access to and has the ability to quickly create a PDF summary of your NHS records. It is important to persevere and these notes and ensure we receive them for continuity of care.

Uploading your medical record:

Once you have signed up for your membership, you will be given access to your individual PatientPortal.

In the portal, you will have the ability to upload the PDF(s) to our software & thus populate your medical record. That's you done.





What if I need Investigation?

Pathology

In Duality Healthcare we have access to more Blood Pathology, Allergy & Genetic Testing than your NHS GP currently has, due to NHS restrictions on Primary Care access to these tests. We have no such limitations.

We have access, via private laboratories to a range of testing should you require it. Laboratory testing does incur a charge, fixed by the Lab, but we always strive to bring the lowest costs to our patients.

Scanning Services:

Ultrasound

We have access to diagnostic Ultrasound in Duality Healthcare Clinics 5 days a week. All our scans are accompanied by a Qualified Radiology Consultant Report.

Echocardiograms

We have Echo's in Duality Healthcare Clinics on a regular basis. Our scans are conducted by appropriately qualified specialists in this domain.

MRI/CT

We have no current in-house facility here. We can refer you our Clinical Partners & secure you discounts on a wide range of scans, unavailable to non-members of Duality Healthcare.

Consultant Appointments & Care

We have options here:

NHS

For a potential cancer diagnosis it still benefits you to go through an NHS referral (unless you have Private Healthcare Insurance). NHS Cancer care is still amongst the best in Europe and the waiting times, though longer than the current guidelines, are not unsafe.

Waiting times for all other appointments can be 18 months or more.

Private

We have relationships with a wide range of Consultant colleagues & Private Hospitals across Ireland..





Registering with us:

You can sign up for one of our memberships via our Patient Portal at: <https://www.patientbooking.co.uk/duality/#/login>

Select: Register Here

Select: See our Membership Schemes

Now select each of the memberships to compare price and terms and conditions (also listed in this booklet shortly).

Signup for: Individual Membership

- You will be taken through payment terms and conditions.
- Your membership will begin immediately.
- You will receive a welcome email to your registered address
- Now get a copy of your GP notes in PDF format and upload to the portal

Signup for: Family Membership

- The process is begun by registering as the 'Lead Parent' in a Family Membership via our Portal
- You will be taken through payment terms and conditions.
- Your membership will begin immediately.
- You will receive a welcome e-mail to your registered e-mail address
- You will be provided with 'Invite Codes' to register your other family members
- Register each family member based on the description
- Silver, Gold & Platinum include unlimited children
- For Diamond Membership you will designate:
 - A Second Parent
 - Up to 3 children

If you need to register more than 3 children on a Diamond plan or would like to pay for a student in full-time higher education contact our membership department on:

membership@dualityhealthcare.com

- Now get a copy of everyone's GP notes in PDF format and upload each to their own portal

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Silver Membership

By subscribing to our Membership services, you become a 'Registered Patient' of Duality Healthcare. Our Membership subscriptions are taken on the 1st of the month by card payment.

We recommend our Memberships for most individuals and families. Membership entitles you to discounts on much of your routine and preventive healthcare. Patients can register wherever they live and utilise any of our clinics in Northern Ireland.

Bookings can be arranged online via our bespoke PatientPortal, by phoning the clinic, or dropping in.

Should you find yourself in immediate need of medical advice & attention simply attend our Urgent Care/Drop-in Service at any of our clinics provincewide.

Discounted Yearly Health Screen

Blood tests include the following:

Full Blood Count Haemoglobin Hematocrit Mean Cell Haemoglobin Mean Cell Haemoglobin Concentration (MCHC) Red Blood Cell Mean Cell Volume (MCV) Red Blood Cell Count Basophil Count Lymphocyte Count Eosinophil Count Monocyte Count Neutrophil Count White Blood Cell Count Platelet Count	Heart Health Total Cholesterol LDL Cholesterol HDL Cholesterol Total Cholesterol/HDL Cholesterol Ratio Triglycerides	Liver Health Alkaline Phosphatase (ALP) Alanine Aminotransferase (ALT) Aspartate Transiferase (AST) Gamma-glutamyl Transferase (GGT) Total Bilirubin Albumin	Kidney Health Creatinine eGFR Chloride Calcium (Adjusted) Potassium ¹ Phosphate Sodium Urea
	Bone Health Alkaline Phosphatase (ALP) Calcium (Adjusted) Phosphate	Diabetes Health Glucose HbA1c	

1. Minimum 12 month subscription; 2. 2xAdult + unlimited children; 3. Family must all attend one appointment; 4. Does not include lab costs of £75; 5. 2xAdults & 3 children; each additional child £80/month

Membership Type	Non-Members	Silver
Cost Per Month ¹	NONE	£6.99 Individual £14.99 Family ²
GP Appt (15mins)	£75	£45
Urgent Care	£65	£35
Nurse Appointment	£35	£15
Ear Wax Removal (Both ears)	£75	£60
Holiday Vaccination ³	X	£120
Smear ⁴	£145	£80
Additional Membership Discounts	X	X
Same Day Urgent Care Access	If Available	✓
GP Appointments Within 48 Hours	If Available	✓
Patient portal Access	X	✓
Online & Telephone Bookings	✓	✓
Dedicated Point of Contact	X	✓
FREE Prescriptions & Referrals	During Appointment Only	✓
		£80
Yearly Health Screening	£250 - £1000	30min Nurse Appt Physiological Workup BP, BMI, % Body Fat Urine Analysis ECG Blood Panel Level 1 Value £250



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Gold Membership

By subscribing to our Membership services, you become a 'Registered Patient' of Duality Healthcare. Our Membership subscriptions are taken on the 1st of the month by card payment.

We recommend our Memberships for most individuals and families. Membership entitles you to discounts on much of your routine and preventive healthcare. Patients can register wherever they live and utilise any of our clinics in Northern Ireland.

Bookings can be arranged online via our bespoke PatientPortal, by phoning the clinic, or dropping in.

Should you find yourself in immediate need of medical advice & attention simply attend our Urgent Care/Drop-in Service at any of our clinics provincewide.

Membership Type	Non-Members	Gold
Cost Per Month ¹	NONE	£9.99 Individual £21.99 Family ²
GP Appt (15mins)	£75	£40
Urgent Care	£65	£30
Nurse Appointment	£35	£15
Ear Wax Removal (Both ears)	£75	£55
Holiday Vaccination ³	X	£110
Smear ⁴	£145	£70
Additional Membership Discounts	X	X
Same Day Urgent Care Access	If Available	✓
GP Appointments Within 48 Hours	If Available	✓
Patient portal Access	X	✓
Online & Telephone Bookings	✓	✓
Dedicated Point of Contact	X	✓
FREE Prescriptions & Referrals	During Appointment Only	✓
		£70 As Silver
Yearly Health Screening	£250 - £1000	Blood Panel Level 2 Value £380

Discounted Yearly Health Screen

Blood tests include the following:

Full Blood Count Haemoglobin Hematocrit Mean Cell Haemoglobin Mean Cell Haemoglobin Concentration (MCHC) Red Blood Cell Mean Cell Volume (MCV) Red Blood Cell Count Basophil Count Lymphocyte Count Eosinophil Count Monocyte Count White Blood Cell Count Platelet Count	Heart Health Total Cholesterol LDL Cholesterol HDL Cholesterol Total Cholesterol/HDL Cholesterol Ratio Triglycerides	Liver Health Alkaline Phosphatase (ALP) Alanine Aminotransferase (ALT) Aspartate Transferase (AST) Gamma-glutamyl Transferase (GGT) Total Bilirubin Albumin	Kidney Health Creatinine eGFR Chloride Calcium (Adjusted) Potassium ⁵ Phosphate Sodium Urea
Urinalysis Bilirubin Glucose Ketones Nitrite pH Protein Red Blood Cells (RBC) Urobilinogen White Blood Cells (WBC)	Muscle & Joint Health Creatine Kinase Uric Acid	Diabetes Health Glucose HbA1c	Iron Status Ferritin Iron Total Iron Binding Capacity (TIBC) Transferrin Transferrin Saturation
	Infection & Inflammation C-Reactive Protein (CRP)		



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Platinum Membership

By subscribing to our Membership services, you become a 'Registered Patient' of Duality Healthcare. Our Membership subscriptions are taken on the 1st of the month by card payment.

We recommend our Memberships for most individuals and families. Membership entitles you to discounts on much of your routine and preventive healthcare. Patients can register wherever they live and utilise any of our clinics in Northern Ireland.

Bookings can be arranged online via our bespoke PatientPortal, by phoning the clinic, or dropping in.

Should you find yourself in immediate need of medical advice & attention simply attend our Urgent Care/Drop-in Service at any of our clinics provincewide.

Discounted Yearly Health Screen

Blood tests include the following:

Full Blood Count

- Haemoglobin
- Hematocrit
- Mean Cell Haemoglobin
- Mean Cell Haemoglobin Concentration (MCHC)
- Red Blood Cell Mean Cell Volume (MCV)
- Red Blood Cell Count
- Basophil Count
- Lymphocyte Count
- Eosinophil Count
- Monocyte Count
- Neutrophil Count
- White Blood Cell Count
- Platelet Count

Heart Health

- Total Cholesterol
- LDL Cholesterol
- HDL Cholesterol
- Total Cholesterol/HDL Cholesterol Ratio
- Triglycerides

Liver Health

- Alkaline Phosphatase (ALP)
- Alanine Aminotransferase (ALT)
- Aspartate Transiferase (AST)
- Gamma-glutamyl Transferase (GGT)
- Total Bilirubin
- Albumin

Kidney Health

- Creatinine
- eGFR
- Chloride
- Calcium (Adjusted)
- Potassium
- Phosphate
- Sodium
- Urea

Bone Health

- Alkaline Phosphatase (ALP)
- Calcium (Adjusted)
- Phosphate

Diabetes Health

- Glucose
- HbA1c

Urinalysis

- Bilirubin
- Glucose
- Ketones
- Nitrite
- pH
- Protein
- Red Blood Cells (RBC)
- Urobilinogen
- White Blood Cells (WBC)

Muscle & Joint Health

- Creatine Kinase
- Uric Acid

Iron Status

- Ferritin
- Iron
- Total Iron Binding Capacity (TIBC)
- Transferrin
- Transferrin Saturation

Infection & Inflammation

- C-Reactive Protein (CRP)

Membership Type	Non-Members	Platinum
Cost Per Month ¹	NONE	£15.99 Individual £33.99 Family ²
GP Appt (15mins)	£75	£35
Urgent Care	£65	£25
Nurse Appointment	£35	£15
Ear Wax Removal (Both ears)	£75	£50
Holiday Vaccination ³	X	£100
Smear ⁴	£145	£60
Additional Membership Discounts	X	20% Discount on: Ultrasound, Echo Hearing tests and Ear Wax Removal
Same Day Urgent Care Access	If Available	✓
GP Appointments Within 48 Hours	If Available	✓
Patient portal Access	X	✓
Online & Telephone Bookings	✓	✓
Dedicated Point of Contact	X	✓
FREE Prescriptions & Referrals	During Appointment Only	✓
		£30
		As Gold
Yearly Health Screening	£250 - £1000	Value £380

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Diamond Membership

By subscribing to our Membership services, you become a 'Registered Patient' of Duality Healthcare. Our Membership subscriptions are taken on the 1st of the month by card payment.

We recommend our Memberships for most individuals and families. Membership entitles you to discounts on much of your routine and preventive healthcare. Patients can register wherever they live and utilise any of our clinics in Northern Ireland.

Bookings can be arranged online via our bespoke PatientPortal, by phoning the clinic, or dropping in.

Should you find yourself in immediate need of medical advice & attention simply attend our Urgent Care/Drop-in Service at any of our clinics provincewide.

Bloods undertaken as part of the 'Executive'

Full Blood Count Haemoglobin Haematocrit Mean Cell Haemoglobin Mean Cell Haemoglobin Concentration (MCHC) Red Blood Cell Mean Cell Volume (MCV) Red Blood Cell Count Basophil Count Lymphocyte Count Eosinophil Count Monocyte Count Neutrophil Count White Blood Cell Count Platelet Count	Kidney Health Creatinine eGFR Chloride Potassium Phosphate Sodium Urea	Heart Health Total Cholesterol LDL Cholesterol HDL Cholesterol Total Cholesterol/HDL Cholesterol Ratio Triglycerides High Sensitivity C-Reactive Protein (hsCRP)	Liver Health Alkaline Phosphatase (ALP) Alanine Aminotransferase (ALT) Aspartate Transaminase (AST) Gamma-glutamyl Transferase (GGT) Total Bilirubin Albumin
Heart Health Apolipoprotein-A1 Apolipoprotein-B Apolipoprotein B:A1 Ratio Apolipoprotein C3 Apolipoprotein C4 Lipoprotein (a) Small LDL Cholesterol Lipoprotein (a) High Sensitivity C-Reactive Protein (hsCRP) Cardiovascular Risk Score Apolipoprotein E	Diabetes Health Glucose HbA1c Insulin C-Peptide	Iron Status Ferritin Iron TIBC Transferrin Transferrin Saturation	Thyroid Health Thyroid Stimulating Hormone Free Triiodothyronine (FT3) Free Thyroxine (FT4) Anti-Thyroglobulin Antibody (Anti-Tg) Anti-Thyroid Peroxidase Antibody (Anti-TPO)
Nutritional Health Calcium (Adjusted) Albumin Iron Vitamin D Magnesium	Kidney Health Creatinine Cystatin C Magnesium Uric Acid	Metabolic Syndrome Lipids Adiponectin Resistin	Tumour Markers Total Prostate Specific Antigen (n) CA 15-3 (f)
Muscle & Joint Health Creatine Kinase Uric Acid Rheumatoid Factor (RF)	Infection & Inflammation C-Reactive Protein (CRP) Albumin Complement Component 3 C3b Complement Component 4 C4a Ferritin	Male Hormonal Health Testosterone Sex Hormone Binding Globulin (SHBG) Free Androgen Index	Non-Hormonal Health Folate Acid Vitamin B12 Total Antioxidant Status (TAS)
Female Hormonal Health Oestradol Follicle Stimulating Hormone Lutealising Hormone Progesterone Prolactin Testosterone Sex Hormone Binding Globulin (SHBG) Free Androgen Index	Parathyroid Health Parathyroid Hormone (PTH)	Pericardial Health Pericardial Amyloid Lipase	Digestive Health H. Pylori Anti-Tissue Transglutaminase Antibodies
Urine Analysis Albumin Glucose Ketones Nitrite pH Protein Red Blood Cells (RBC) Urubilinogen White Blood Cells (WBC)	Bone Health Alkaline Phosphatase (ALP) Calcium (Adjusted) Phosphate Vitamin D	Diabetes Health Glucose HbA1c Insulin Iron Status Ferritin	



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Diamond Membership

Diamond Membership Plans

Costs Per Month		Included Free Appointments	Individual Membership	Family Membership ⁵	
				Parents	Children
Individual	£120/Month	GP Appt (15mins)	5 Credits per annum	4 Credits per annum	4 Credits per annum
Family	£250/Month				
Yearly Executive Medical		Urgent Care	5 Credits per annum	4 Credits per annum	4 Credits per annum
Cost	FREE	Nurse Appointment	5 Credits per annum	4 Credits per annum	4 Credits per annum
Value	£900				
Discounted Services		Ear Wax Removal (Both ears)	1 Credit per annum	1 Credit per annum	1 Credit per annum
As Platinum PLUS 20% Discount on all other appointments, services and Pathology.		Holiday Vaccination	1 Family Credit per annum		
		Smear	1 Credit / 3 years	1 Credit / 3 years	N/A

Once 12 Monthly Credit Allocation is Empty
Costs Revert to Discounts Below

	Members	Non-Members
GP Appointments (15 mins)	£25	£75
Urgent Care Appointments	£20	£65
Treatment Room + Nurse Appointments	£15	£35



Student Membership

Student Options

You can add your older children who are in college or tertiary education to your membership scheme.

Clinics local to the College/University area may struggle to register students under an already burgeoning system & their studies mean it may be difficult for the student to get home to the family GP in a timely fashion.

Duality Healthcare can provide a convenient and cost-effective option for students during their time away from home. As an organisation who operate provincially, we can provide you with seamless care whether you are seen at home, whilst at college or when visiting other parts of the province.

Membership Options

1: You can pay for the student in your family to have an individual membership on any of our membership schemes. Any additional costs incurred under these plans can then be paid in two ways (i) the student can pay as they go; or (ii) Duality Healthcare can invoice you for the costs incurred.

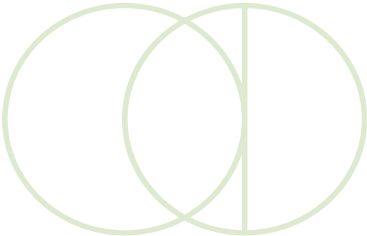
2: A Student-Pass Membership

Monthly Fee	£10 / Month	
GP Appointments (15 mins)	<u>Allowance</u> Unlimited	<u>Cost</u> £40
Urgent Care Appointments	Unlimited	£25
Sexual Health Screen Worth £450	x1 / Yr	£40
Once Annual Allowance Spent	Benefits Revert to Silver Membership	
All other Services	As per Silver Membership	

What can we offer?

Our newest clinics in Belfast*, 'The City' (L/Derry)* & Ballymena are perfectly situated to facilitate all learning establishments across Northern Ireland. Our patient notes are accessible in every clinical location. We will ensure that as they spread their wings, they have continuity of care and most importantly face to face access to a GP should they need it.

**Opening 2nd Quarter 2024*

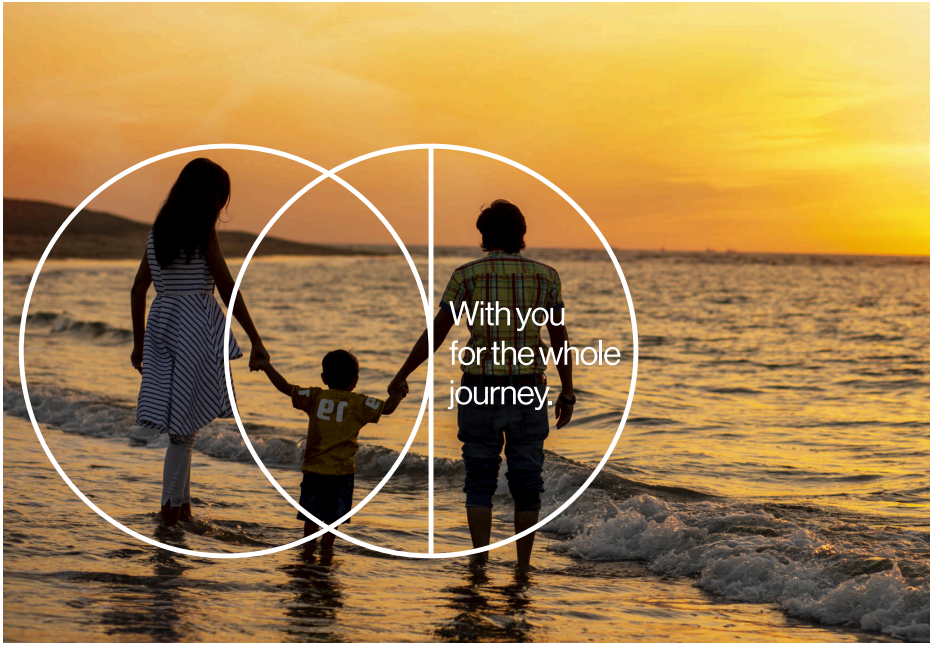


What is important for students?

- Convenience & cost.
- Access to same-day Urgent Care.
- Sexual Health & Contraception.
- Mental Health & Psychological support.

In summary, we ensure your young adults have rapid access to medical care, no delays dependent on their location with minimal impact on their studies and your parental responsibilities.

All with continuity and joined-up care.



Limited Registrations Available for Exceptional Care!

To maintain our high-quality service, registrations are limited.
Secure your spot today for premium healthcare.

How to Contact Us as a Member

A. Phone the clinic and ask to speak to someone about:

- Memberships
- Appointments
- Cancellations
- Advice

B. E-mail us at:

Memberships: memberships@dualityhealthcare.com
Advice: advice@dualityhealthcare.com
Appointments: appointments@dualityhealthcare.com
Cancellations: cancellations@dualityhealthcare.com
Complaints: complaints@dualityhealthcare.com

C. Pop in and have a chat at any of our clinics

D. Use the PatientPortal Messenger

Note: We do not use Social Media to respond to queries

DualityHealthcare.com

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