

What happens next?

- ▶ If you call us you will speak to a friendly member of our team, and they will talk you through the process. You will then be assigned to a specific group of experts who will manage everything for you from then on.
- ▶ The team will know who you are, what you need, what your GP needs and will ensure you are always personally looked after.
- ▶ The team will organise your prescription and delivery. Your parcel will always arrive in unmarked boxes, delivered by us or a trusted courier in an unbranded vehicle.
- ▶ Alongside your order you will receive complimentary items such as disposable bags and wipes, plus a radar key and wash bag.
- ▶ If your stoma pouches need to be customised to your personal shape, just let us know and send us your template. Our professional hand cutters will ensure the bag is cut with smooth edges giving a snug fit.
- ▶ Our customer service team will then contact you on your preferred method each month to organise your delivery.

As an independent company we're not tied or incentivised by any manufacturer so you can trust that we won't try and change your products or ask you to take any more products or accessories than you need.

We look forward to hearing from you soon!

Contact us

Telephone 0800 18 19 01
Email sales@rapidcare.co.uk
Website www.rapidcare.co.uk



@1rapidcare



@RapidcareMedical



FREEPOST, Rapidcare, Koppa House, Napier Way,
Crawley, West Sussex RH10 9RA



We're here to help you

With all your ostomy needs



**HOME
DELIVERY
SERVICE**

0800 18 19 01
www.rapidcare.co.uk

Who are Rapidcare?



The Constables

Directors

For over 30 years we've been providing customers just like you with a free, high quality prescription service. We offer you a discreet service supplying products for all your medical needs.

We're a family run company and one of the only independent organisations of our kind in the United Kingdom. This allows us to provide a genuine, professional service with a little bit of extra care – the kind of service we would want our own family and friends to receive'



The 7 Extra Benefits of our service

Extra Experience. We have a long serving customer service team with some members having been working with Rapidcare for over 10 years. Meaning you receive a knowledgeable service.

Extra Time. We will not rush you off the phone, we will take as much time as you need so you can feel confident that we understand your needs.

Extra Consideration. We are a small team therefore your orders will be handled monthly by the same people who will know you and your preferences.

Extra Attention. We have our own team dedicated to managing your prescriptions. We understand how important it is to make sure everything is correct and no 'hiccups' occur.

Extra Care. We take extra care of your deliveries, ensuring your orders arrive on time and on the days requested. The delivery will be made by us or a trusted courier and will always be an unbranded discreet delivery experience.

Extra Protection. We will never share your details and personal information to anyone without your permission.

Extra Quick. There are no wait times on our phone lines, your phone call will be answered in under a minute.



How to order

If you'd like us to deliver your prescriptions for FREE simply contact us on one of the two methods below:

1. Complete our online order form
www.rapidcare.co.uk/online-ordering

2. Call us on our FREE phone telephone number
0800 18 19 01

3. Email us at
sales@rapidcare.co.uk
We are happy to call you if you email us your number

**HOME
DELIVERY
SERVICE**

Managing your prescription

We can take the worry of your hands and help process your prescriptions through the GP on your behalf. We can help with any changes you need to make and keep you updated with any new developments.

Helping a loved one?

If you're trying to find the right support for a friend or relative we can guide you through the process and ensure they get the help they need.

New to this?

Call us on our Freephone number **0800 18 19 01**

Our friendly team will talk you through setting up your account and delivery. We will promptly organise your prescription and ensure you get what you need when you need it.