

Alliance Healthcare support for NHS customers – what we need you to do

Alliance Healthcare reassures its customers that we have not been affected by the cyber-attack currently impacting NHS IT systems. All our systems and online services are operating as normal.

We are closely monitoring the situation and supporting the NHS as it deals with this issue. As a result, we are dealing with a higher than normal volume of calls to our Customer Service Team.

Any NHS hospital customers who cannot transmit orders electronically should fax orders to us as soon as possible so that we can ensure continuity of supply.

Please include the following information:

- Account number
- Address
- Pip code
- Product description
- Quantity
- Order number

Additionally, if hospital customers would like to / are able to switch on ordering functionality via our web-ordering site [AH Direct](#), please contact your Commercial Account Manager, who will work with you to arrange this.

If you require an emergency order, please contact the Customer Service Team as normal.

Contact details for our Customer Services Team can be found [here](#) on our [website](#).

To help us support our NHS customers during this unprecedented attack, we ask that all other customers order as usual and where possible, please use electronic ordering to help reduce heavy call demand to our Customer Service Team.

We thank you for your support as we work through this difficult issue.