

Media Enquiries

Press Office Email: PressOffice@alliance-healthcare.co.uk
For media related business enquiries and general company information.

Customer Service

Telephone: 0330 100 0448
Email: customerservice@alliance-healthcare.co.uk
Fax: Retail Customers 01773 819321 or Hospital Customers 01773 813196
For standard orders, enquiries and general support.

Specials ordering or enquiries

Telephone: 0344 854 4998
Email: specials.orders@alliance-healthcare.co.uk
Fax: 0845 051 8779
For specials ordering and enquiries

Customer solutions and offer support

Telephone: 0800 032 0579
Email: customer.solutions@alliance-healthcare.co.uk
For support on schemes and discounts.

Alliance Healthcare Portal

Telephone: 0330 100 0448 - option 8
Email: customerportal@alliance-healthcare.co.uk
If you require any assistance with using the portal, or technical support.

Customer IT

Telephone: 0800 032 2454
Email: customer.it@alliance-healthcare.co.uk
For technical support using AH Direct, Your documents and for any PMR related issues

Prescription Validation Service (previously 'EO Hotline')

Telephone: 0330 102 8412
Email: scriptvalidation@alliance-healthcare.co.uk
Fax: 0330 332 8126
For enquiries related a prescription you have sent us.

Commercial Customer Service

Telephone: 0344 854 4997

Email: commercial.customerservice@alliance-healthcare.co.uk

For enquiries related to surcharges.

Surgical advice line

Telephone: 0845 7023 356

Email: surgicaladviceline@alliance-healthcare.co.uk

Fax: 0800 316 7116

Please note that in the event that the advice line is not available to take calls or respond to messages, we cannot take responsibility for customers failing to seek further advice from elsewhere.

General enquiries

Telephone: 020 8391 2323

Email: information@alliance-healthcare.co.uk

For supplier business enquiries or to contact someone based at the Support Centre