

## **Media Enquiries**

Press Office Email: [PressOffice@alliance-healthcare.co.uk](mailto: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](mailto: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](mailto:specials.orders@alliance-healthcare.co.uk)  
Fax: 0330 053 9659  
For specials ordering and enquiries

## **Customer solutions and offer support**

Telephone: 0800 032 0579  
Email: [customer.solutions@alliance-healthcare.co.uk](mailto: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](mailto: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](mailto: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](mailto:scriptvalidation@alliance-healthcare.co.uk)  
For enquiries related a prescription you have sent us.

## **Commercial Customer Service**

Telephone: 0344 854 4997

Email: [commercial.customerservice@alliance-healthcare.co.uk](mailto:commercial.customerservice@alliance-healthcare.co.uk)

For enquiries related to surcharges.

## **Surgical advice line**

Telephone: 0845 7023 356

Email: [surgicaladvice@alliance-healthcare.co.uk](mailto:surgicaladvice@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](mailto:information@alliance-healthcare.co.uk)

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