

WE'RE HERE TO HELP

Contact our teams.



ALLIANCE HEALTHCARE

For standard orders, enquiries and general support.

- Hospital customers telephone: 0330 100 0449
- Retail customers telephone: 0330 100 0448
- Email: customerservice@alliance-healthcare.co.uk
- Web chat: Mon-Fri 9am to 6pm at myahportal.co.uk

CAVENDISH

For orders, enquiries and general support.

- Telephone: 0800 220 252 and select option 2

NWOS

For orders, enquiries and general support.

- Telephone: 0800 316 7117 and select option 2

OTC DIRECT

For orders, enquiries and general support.

- Telesales: 0800 169 2305 and select option 1
- Customer Service: 0800 169 2305 and select option 2
- Email: otcdirectcustomerservice_@otc-direct-ltd.com

SPECIALS

For Specials orders or enquiries.

- Telephone: 0344 854 4998
- Email specials.orders@alliance-healthcare.co.uk
- Fax: 0330 053 9659

COMMERCIAL CUSTOMER SERVICE

For enquiries related to surcharges.

- Telephone: 0344 854 4997
- Email commercial.customerservice@alliance-healthcare.co.uk

MYAHPORTAL

For assistance using the portal or technical support.

- Telephone: 0330 100 0448 and select option 8
- Email: customerportal@alliance-healthcare.co.uk

CUSTOMER IT

For technical support using AH Direct, Your Documents and for any PMR related issues.

- Telephone: 0800 032 2454
- Email: customer.it@alliance-healthcare.co.uk

CUSTOMER FINANCE AND RISK

For new accounts, account changes, payments and statements.

- Risk Telephone: 0203 044 8953
- Email: riskteamadmin@alliance-healthcare.co.uk

CUSTOMER SOLUTIONS

For support on schemes and discounts.

- Telephone: 0800 032 0579
- Email: customer.solutions@alliance-healthcare.co.uk

PRESCRIPTION VALIDATION SERVICE

For enquiries related to a prescription you have sent us.

- Telephone: 0330 102 8412
- Email: scriptvalidation@alliance-healthcare.co.uk