



Your prescription problems solved

Here our Daylong expert provides advice on using our electronic prescription and new Re-Mind services. If you have a question, please write to us at editorial@daylong.co.uk, and we will try to help.

Q. What are the benefits of using the Daylong electronic prescription service (EPS)?

A. The EPS is secure, confidential and widely used. If you currently collect prescriptions, you will no longer have to visit your GP practice to pick up your paper prescription. Instead, your GP will send the prescription electronically to us, saving you time.

Q. How can I use EPS to obtain my compression garment?

A. You need to choose which NHS dispenser you would like to receive your electronic prescription. This is called nomination. You can nominate (choose) any NHS dispenser operating an EPS, for example, Daylong. You can ask your GP to add your nomination for you or sign up on our website or call customer services (details opposite) if you wish to nominate Daylong. You do not need a computer to use EPS.

Q. How do I know if the EPS service is the right choice for me?

A. If you prefer not to visit your GP practice every time you need to collect your repeat prescription, then EPS is for you. However, if your prescriptions are coloured purple/pink, this might mean that your prescribing clinician is not yet able to use the EPS system.

Q. Why should I choose to nominate Daylong?

Here are some of the benefits of nominating Daylong:

1. We have over 60 years of experience working with patients and medical professionals
2. We are the UK's leading home delivery service for compression hosiery
3. We have a dedicated and friendly customer care team with extensive knowledge on all compression brands.

The advice given here is for commonly encountered problems and is in no way prescriptive. If you are concerned or unsure in anyway, please seek expert advice. Before wearing compression, it is advisable to undergo a thorough clinical assessment to make sure it is suitable for you, that you select the right garment, and that it fits properly.



Q. Can I change my nomination or cancel it and get a paper prescription?

A. If you want to change or cancel your nomination, speak to any pharmacist or appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due that you wish to cancel EPS and get a paper prescription. This will help to ensure all goes smoothly with the switch.

Q. What is Daylong RE-Mind Prescription Service?

A. The Daylong RE-Mind (Reminder) prescription service helps you know when it is time for you to get your replacement (NEW) compression garments. Like clothes that you wear daily, over time they will become tired and worn. Our FREE service keeps you informed when it is time to change.

Q. Why is important to have my prescription renewed?

A. Your compression garments have a limited life span. After this time the armsleeve, hosiery or compression wrap may not give enough compression to control and

manage your condition. Medical compression garments are usually guaranteed prescription service for either 100 washes, 6 months or 12 months. Therefore, it is important that you obtain your new replacement garments before this time.

It is recommended that before you reorder your garment that you check with your clinician to ensure that the prescription is still right for you. With time, your health can change and this may affect the compression garment you wear.

Q. When and how will I be contacted by Daylong if I opt to use the RE-Mind service?

A. The RE-Mind Service will email you one month before your garment needs to be replaced. We will advise you about the previous product you received and provide the details necessary, e.g. name, size, colour, etc of your garment so that your clinician or GP can raise a new prescription.

Q. How do I access this FREE service?

A. Contact us via our customer service or website. Details are below.

Contact:
www.daylong.co.uk
or call us on 0115 932 0144.