



## **EXTRA CARE** from **Patient Advocate**

Thinking Differently About  
Healthcare Choices

**Patient Advocate** ™  
Informed Healthcare Choices

# Benefits

## For you the Employee

- ▶ Provide a valuable health and wellbeing service.
- ▶ Access to a dedicated nurse led case manager for personalised support and advice at anytime during an episode of ill health/injury or health concern.
- ▶ Following consent, your information will be shared with other health professionals to greatly improve coordination of care and safeguard treatment pathways.
- ▶ Empower you and your dependants to make informed decisions through better education and understanding of your treatment options.
- ▶ Address all health conditions either newly diagnosed or long term.
- ▶ Prompt access to out-patient diagnostics and consultations.
- ▶ Prompt access to treatment.
- ▶ Appropriate treatment pathways and access to second opinions if required.
- ▶ Enhance the treatment outcomes.
- ▶ Earlier return to work.



## Our Solution

Patient Advocate uses the wider NHS framework and e-Referral arrangement allowing you and your dependance to receive the right care, at the right time, in the right place, nationwide, in either NHS or private hospitals. Patient Advocate aims to reduce your absence from work, improve your understanding of your health issues and help you make informed choices about your treatment and care, both in the short and long term.

## Your EXTRA CARE

- ▶ Up to £3,000 per member or dependent, and up to a maximum of £6,000 per family a year. You are eligible to make a claim after 90 consecutive days from the start of the service. In the intervening time, all consultations and diagnostic tests will be case managed by Patient Advocate nurse case managers, via NHS and/or e-Referral service.
- ▶ Your dependents are eligible, subject to inclusion in your service plan, and can include up to three children, from the age of 1 year to 18 years, who remain living with the member.
- ▶ Patient Advocate nurse led case managers provide patient centred, initial assessments, guidance and support to identify alternative appropriate treatment pathways that provide expedient access to diagnostic tests and consultations as far as possible.
- ▶ Patient Advocate **EXTRA CARE** provides you and your dependents with all the benefits of the NHS and e-Referral services.
- ▶ Hospital charges and consultation fees will be paid directly to the hospital or medical specialists by Patient Advocate Ltd.
- ▶ Specific exclusions apply (see Full Terms and Conditions - [www.patientadvocate.co.uk/resources](http://www.patientadvocate.co.uk/resources)).
- ▶ For full details and further information regarding this healthcare solution, please contact Patient Advocate Ltd on **020 7160 9735** or email on [info@patientadvocate.co.uk](mailto:info@patientadvocate.co.uk)

**Patient Advocate has a dedicated Helpline for members to call from 9am to 5pm Monday to Friday, 020 7160 9736**