



TERMS AND CONDITIONS

How the Patient Advocate 'Extra Care' Service Works

Members subscribing to the service must:

- Live or intend to live in the United Kingdom, Channel Islands or the Isle of Man for at least 180 days during the year.
- Be aged at least 18.

What this service covers

The Patient Advocate 'Extra Care' service provides for privately paid eligible consultations and diagnostic tests should you not be seen quickly enough through the National Health Service (NHS) e-referral service, as arranged by the Patient Advocate 'Extra Care' Case Management Service. Patient Advocate is not a private medical insurer. The services are provided at the absolute discretion of Patient Advocate Ltd.

The annual maximum

The maximum that Patient Advocate will pay for all consultations and diagnostic tests in each 12 month period is £3,000 per Member or per Dependant, which shall include a lower limit of £300 per Member or per Dependant per year for consultations and/or diagnostic tests performed by a Physiotherapist, Osteopath or Chiropractor. This lower limit forms part of the maximum amount of £3,000 per Member or per Dependant and is not in addition.

Service Period

This is an annual subscription service which runs for a period of 12 consecutive months from the date of payment of the first subscription.

If, at the end of the period, Patient Advocate decides to offer to renew the service, then at least 30 days before the service period ends, you will receive details of the service for the next 12 months, together with a new membership certificate.

Please note that the new offer of service may contain a different subscription and/or a change in the terms and/or conditions which may affect the Member and their Dependents. Any new terms will be clearly explained to Members and their Dependents at the time.

When can employees, members, or their dependants use this service?

Patient Advocate will arrange, through its nurse case managers, privately paid day-patient and out-patient consultations and/or diagnostic tests that are needed to diagnose or assess the cause of medical conditions, should a successful appointment not be made within a period of 2 weeks from notification through the NHS e-referral service.



The 'Date of Notification' means the date, during the membership period, that the Member or their Dependants are advised by their GP that they need to be referred to a medical specialist for consultation and diagnostic tests.

The Member or their Dependant(s) can use the service provided:

- the date that they are advised by their GP that they need to be referred to a medical specialist for consultation and/or diagnostic tests during the period that their subscription has purchased the service;
- it is 90 consecutive days after the membership start date as shown in the membership certificate. In this intervening period, all consultations and diagnostic tests will be case managed by the Patient Advocate within an NHS environment. After the 90-day period the Member and their Dependant(s) will become eligible for private consultation(s) and diagnostics tests at the discretion of Patient Advocate.

All consultation(s) and diagnostics tests post diagnosis are then case managed by Patient Advocate within an NHS environment.

Exclusions

The service excludes any condition, injury, illness, disease, sickness or related medical condition symptoms, which a Member or their Dependant(s) knew about or had seen or arranged to see a doctor about before the start date.

Patient Advocate services are provided on a discretionary basis and are subject to the resources we have available, and in some instances can be dependent on a GP referral, NHS wait times and the type of services needed.

In the event that the Member or their Dependant(s) are not eligible for private consultation(s) and/or diagnostic tests they will be case managed by Patient Advocate within an NHS environment.

Hospitals that can be used

Patient Advocate 'Extra Care' not only provides the Member and their Dependant(s) with all of the benefits of the NHS and the e-Referral Service through the Patient Advocate 'Extra Care' Case Management Service, but also through the network of national private hospital providers agreement where, subject to eligibility and the approval of Patient Advocate, the Member and their Dependant(s) may receive private consultation(s) and diagnostic tests as part of the service.

Payment of hospital charges

In respect of the services provided by for consultations and/or diagnostic tests, any medical specialist and hospital facility charges are paid directly by Patient Advocate. As part of Patient Advocate's agreement with medical specialists and NHS or private hospitals, Patient Advocate will receive accounts for consultations and diagnostic tests directly from medical specialists or hospitals. Patient Advocate will settle eligible bills direct with the medical specialist or hospital.

If the Member or their Dependant(s) receive any accounts from the medical specialist or hospital requesting payment, they are requested to forward them to Patient Advocate, 148 Leadenhall Street, London, EC3V 4QT.



Using the service

Members and their dependants can make use of the service by direct contact with Patient Advocate's 'Extra Care' Helpline on 020 7160 9735 between 9.00 a.m. and 5.00 p.m., Monday to Friday.

Change in circumstances

You must tell Patient Advocate as soon as is reasonably practicable about any changes in your circumstances confirmed to exist in your membership application for this service, if any.

The law and jurisdiction that applies to your membership of the service

This service is governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Privacy and Data Protection

Personal information

Patient Advocate collect and use relevant information about individual members to provide the service and to meet their legal obligations.

This information includes individuals details such as name and address and may include more sensitive details such as information about health. If Patient Advocate need any sensitive details from anyone they will ask for consent first.

Patient Advocate process individuals details, as well as any other personal information provided to them in respect of this service, in accordance with their full privacy notice, a copy of which is available online at dataprotection@patientadvocate.co.uk or through our web site.

Minimisation and notification

Patient Advocate are committed to using only the personal information they need to provide this service.

June 2020.