



CARE from Patient Advocate

Thinking Differently about
Healthcare Choices

Patient Advocate
Informed Healthcare Choices 

Welcome to Patient Advocate

A Medical Case Management Service, offering **CARE**

***CARE** is our core product that provides nurse-led medical case management for uninsured employees/ members, their dependents, relatives and, where eligible, insured employees/ members who also have access to private medical expenses cover through their organisation.*



Patient Advocate provides nurse-led case management services to enhance the delivery of healthcare to you using either NHS or private healthcare providers.

Nurse-led case management refers to the collaborative planning and, coordination of your healthcare services, appropriate to your needs. Utilising the NHS 'e-Referral' Service to navigate the treatment and care pathways with greater control, choice and flexibility than is ordinarily available through the NHS itself.

Our nurse case managers will help arrange your consultations, diagnostic procedures and treatment options available through the NHS and, for conditions that are eligible, within private hospitals, but paid for by the NHS.

Please refer to the membership benefits on page 4 for details of your service.

Patient Advocate places the patient first. Our objective is to ensure that you are seen promptly and appropriately restored to best of health, able to return to work as soon as possible.

Nurse case managers actively participate with their patients to identify and facilitate options and services for meeting your health needs, with the aim of decreasing fragmentation and duplication of care, and enhancing quality, cost-effective clinical outcomes.

This leaflet provides you with an overview of **CARE**, describing the main benefits of membership and instructions on what to do when you need treatment.

CARE

CARE is a new way of looking after your healthcare that supports you, the member. Our nurse case managers are highly skilled and experienced nurses that can offer a more personalised

liaison between you and your medical team, following referral by your GP.

Case management has been proven to minimise delays in further investigations and onward management – especially if the condition or suspected condition is serious – by ensuring the efficient use of resources, both locally and a broader search, while providing a favourable patient experience.

Case management facilitates the achievement of patient wellness and autonomy through advocacy, assessment, planning, communication, education, resource management and service facilitation. Based on patient-centred values and in collaboration with all service providers (GP's, Consultants, Physicians etc.) the case manager liaises with appropriate and possibly alternative providers to resource a continuum of care that is safe, effective, timely and achieves the optimum outcome for you, your support systems, the providers and the payers. We also work to educate and empower you to be an active participant in your care.

Arranging Treatment

When you or your family (subject to eligibility) need guidance and support searching alternative arrangements to deliver the most appropriate medical care at the right time and in the most convenient place, Patient Advocate can meet that need. With access to over 500 hospitals in the UK, covering both Private and NHS and, where possible, Private Patient Units, we provide comprehensive managed care to help expedite your treatment pathway efficiently.

The key benefits of Patient Advocate CARE include:

▶ Nurse led case management

From point of referral, offering support and liaison with all members of the healthcare team to optimize treatment outcomes and expedite access to treatment where possible.

▶ Early intervention services

From 1st day sickness absence, offering guidance, advice and support so that no time is lost or wasted in identifying a health concern that requires a prompt response.

▶ Long term surveillance

For long-term (chronic) conditions, like Diabetes, Asthma and Heart Diseases.

▶ Our nurse-led case management team

Work closely with all members of the multidisciplinary team and can help source alternative options for treatment pathways within NHS 'e-Referral' Service, some of which are provided in private hospitals, and paid for by the NHS.

▶ CARE

Covers long-term diseases, complex care, cancer, cardiac and mental health conditions. **CARE** services work alongside complimentary practitioners, such as physiotherapists, occupational health services and health prevention specialists, to enhance a holistic and integrated care pathway for all patients.

▶ Personal Access

To your dedicated nurse case manager for immediate and personalised support.

Prompt Treatment

Following an initial consultation with your GP, you may require referral to a secondary care consultant for further diagnostics and assessment to determine treatment. When this happens, you contact Patient Advocate and speak to a member of our friendly team who will check your eligibility under your organisation's scheme and, following your consent, liaise with your healthcare team to optimise and expedite treatment options as far as possible. In collaboration with you and your healthcare team, a plan of care will be developed to support the right care, at the right time, in the right place.

A nurse case manager will ensure that you have the appropriate information and instruction prior to any procedure, consultation, diagnostic intervention or hospital admission, supporting empowerment and engagement with you with your own healthcare journey.

Registration Procedure

When you join Patient Advocate, it is essential that you complete and return our New Member Health Questionnaire, found in your joiner pack. This allows us to gather a basic picture of previous medical history, so that if treatment is required, we can accurately liaise with healthcare professionals on your behalf, in compliance with the General Data Protection Regulations. This means, that when needed, we can respond as quickly as possible and you can receive treatment without delay.

Using the Service

When a member needs a consultation or specific treatment, they contact Patient Advocate on **020 7160 9736**

They will be asked for their name, and the name of their organisation. Their membership details will already be on our admin system. We will take initial details of any medical requirements. Following the receipt of a referral and consent form, our team will mobilise to offer you the most appropriate support, keeping you informed every step of the way.

Patient Advocate takes your privacy seriously. In compliance with the General Data Protection Regulation (GDPR), we only use personal information that is requested, provided or both for the administration of your health care service and/or managing the delivery of that service that has been asked of us.

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Call us on **020 7160 9735** for further information, help and guidance.



**THINKING DIFFERENTLY
ABOUT HEALTHCARE
CHOICES.**

Membership Benefits

Member

- ▶ Dedicated member of the nurse-led case management team.
- ▶ Early interaction to identify health concerns with the potential to expedite treatment.
- ▶ Navigation of the complex NHS system, by fully qualified and experienced staff.
- ▶ Collaboration with you and the members of your multi-disciplinary team, such as GP's, Consultants, hospital staff, etc.
- ▶ Exploration and explanation of care pathway choices.
- ▶ Clarification of confusing medical terminology, improving your understanding of what options are available to you and empowering you to make more informed choices.
- ▶ Confidential and patient-centred support.
- ▶ On-going support and future health monitoring, proactive intervention, with the potential to prevent recurrence or further health crises.
- ▶ All personal health information held on secure server in compliance with the General Data Protection Regulations.
- ▶ Accredited standards of practice and delivery of care by fully supervised and qualified medical professionals.

Patient Advocate nurse case managers are not diagnostic or prescriptive in any way and will only support and collaborate with your doctor or GP to achieve the outcome that has been medically referred.

What hospitals can I use?

If you need to go to the hospital to see a specialist, you have the right to choose which hospital you are referred to by your GP.

This legal right lets you select from any hospital offering a suitable treatment that meets NHS standards and costs.

Members also have the right to elect which consultant-led team, or clinically appropriate team led by a named healthcare professional, will be in charge of their treatment for their first appointment at the hospital. They will be seen by the consultant or by a doctor who works with the consultant in their team.


Some people cannot pick where to receive treatment:

- ▶ Those held under the Mental Health Act 1983
- ▶ Military personnel
- ▶ Prisoners
- ▶ Services where speed of access to diagnosis and treatment is particularly important, such as emergency and urgent care

- ▶ Cancer services, which are subject to a two-week maximum waiting time
- ▶ Maternity services
- ▶ Public health services commissioned by local authorities.

Not only does Patient Advocate help you access all the benefits of the NHS e-Referral Service and the NHS framework but also, subject to NHS eligibility, you may receive treatment in a private hospital, paid for by the NHS.

If you are insured or meet criteria whereby your organisation authorises payment for private treatment, Patient Advocate case managers can research and provide you with information in regard to your options, choices of consultants, hospitals and care packages and can make the necessary arrangements should you wish to be treated privately. Patient Advocate works in conjunction with all nationwide private hospitals.



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