



## **EXTRA CARE from Patient Advocate**

Thinking Differently About  
Healthcare Choices

**Patient Advocate**  
Informed Healthcare Choices 

# Requirement

## For You

- ▶ Provide a valuable health and wellbeing service.
- ▶ Access to a dedicated nurse case manager for personalised support and advice at anytime during an episode of ill health/injury or health concern via **Patient Navigator**, our unique interactive portal available on PC, desktop or mobile devices.
- ▶ Access to **My Health Record** on **Patient Navigator**, allowing you access to your personal medical records from your GP's system. Following consent, this information can be shared with other health professionals to greatly improve coordination of care and safeguard treatment pathways (coming soon).
- ▶ Empower you to make informed decisions through better education and understanding of your treatment options.
- ▶ Address all physical, mental, acute and chronic conditions.
- ▶ Prompt access to out-patient diagnostics and consultations.
- ▶ Prompt access to treatment.
- ▶ Appropriate treatment pathway and access to second opinion.
- ▶ Enhance the treatment outcomes.
- ▶ Earlier return to work.



## Our Solution

Patient Advocate uses the wider NHS framework and e-Referral arrangement allowing you 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 scheme 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.
- ▶ A claim can be made in regards to a medical condition that is new, from which you have remained symptom free, not consulted a doctor, taken medication or sought treatment or advice for the condition for 12 consecutive months prior to the start of the service.
- ▶ All service payments will be paid by the employer to the service administrator, who is deemed the authorised agent for Patient Advocate Ltd. Any additional payment that is required, as shown in the membership plan, will be contributed by you and is deductible prior to any payment made by the service administrator. If further consultations or diagnostic testing continues beyond the renewal date, no further excess will apply. Any new medical condition identified that requires diagnostics will be subject to an additional payment. Preventive or experimental procedures are not covered under Employee / Member **EXTRA CARE**.
- ▶ Patient Advocate nurse case managers provide patient centric, initial assessments, guidance and support to identify alternative appropriate treatment pathways that provide expedient access to diagnostic tests and consultations, if this is not achievable within a 2 week period via the NHS and or e-Referral services.
- ▶ Patient Advocate **EXTRA CARE** provides you and your dependents (if eligible) 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, subject to any additional payment applicable to you or your dependent(s), as shown in your membership schedule.
- ▶ Specific exclusions apply (see Full Terms and Conditions - [www.patientadvocate.co.uk](http://www.patientadvocate.co.uk)).
- ▶ For full details and further information on this ground breaking new 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  
have a dedicated  
Helpline for  
members to call  
from 9am to 5pm  
Monday to Friday,  
020 7160 9735**

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