



CARE from Patient Advocate

Thinking Differently
about your family and
your Healthcare Choices

Patient Advocate ™
Informed Healthcare Choices

Welcome to Patient Advocate

A Nurse Led Case Management Service, offering **CARE**

***CARE** is our core service that provides nurse led case management for you and your family*



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.

Patient Advocate places the patient first. Our objective is to ensure that you are seen promptly and appropriately restored to your best of health.

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

CARE

CARE is a new way of looking after your healthcare that supports you and your family. 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. 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 and your family, your support systems, the providers, and the payers. We also work to educate and empower you and your family to be an active participant in your care.

Arranging Help

When you or your family 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.

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



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 multidisciplinary team and 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. Optimising your treatment outcomes where possible returning you back to work quicker.

▶ **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.

▶ **CARE**

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 should contact Patient Advocate and speak to a member of our friendly team who will, with 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.

Using the Service

When you need a consultation or specific treatment, contact Patient Advocate on **020 7160 9736**

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.

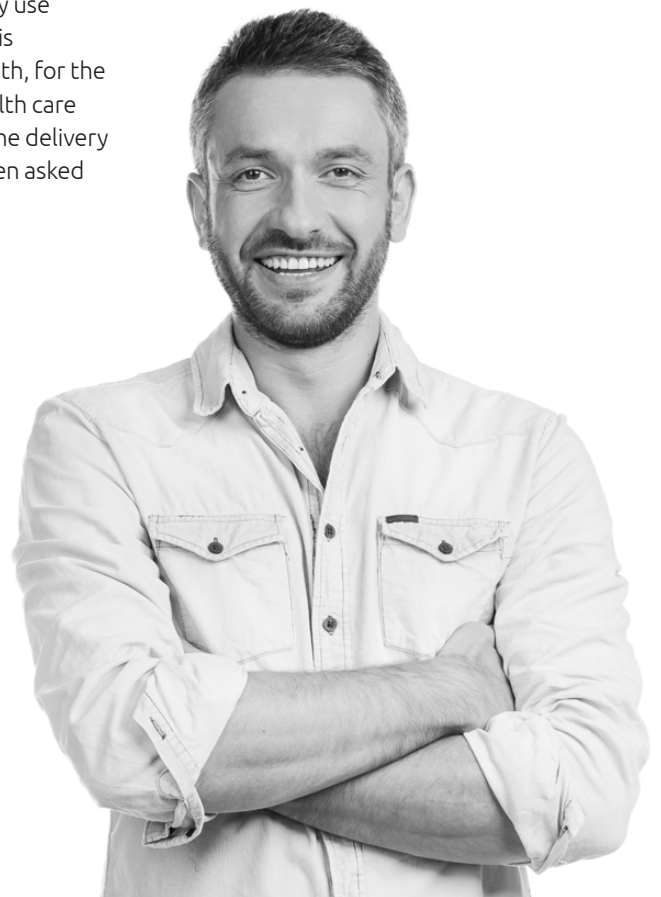
Pricing

The cost of this service is **£360** inclusive of VAT per person per year.

Children, 16 and under, may access the service for free.

Adults over the age of 65, please email info@patientadvocate.co.uk for price on application.

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





**THINKING DIFFERENTLY
ABOUT YOUR FAMILY AND
YOUR HEALTHCARE CHOICES**

Benefits of CARE

- ▶ 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 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.

You 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. You 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.

Patient Advocate case managers can research and provide you and your family with information about 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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