



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

Thinking Differently  
about your family and  
your Healthcare Choices

**Patient Advocate** ™  
Informed Healthcare Choices

# Benefits of the service

- ▶ Provide a valuable health and wellbeing service.
- ▶ Access to a dedicated nurse led case manager for personalised support and advice at any time during an episode of ill health/injury or health concern.
- ▶ With your consent we will share your information with other health professionals to greatly improve coordination of care and safeguard treatment pathways.
- ▶ Empower you 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 to receive the right care, at the right time, in the right place, nationwide, in either NHS or private hospitals. Patient Advocate aims to 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 dependant, 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 dependants, subject to inclusion in your service plan, can include up to three children, aged 16 and under.
- ▶ 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.
- ▶ Patient Advocate nurse 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, 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 dependants 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.
- ▶ 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 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)

## Pricing

The cost of this service is **£780** inclusive of VAT per person per year.

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

Adults over the age of 65, please email [info@patientadvocate.co.uk](mailto:info@patientadvocate.co.uk) for price on application.

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