



CARE from Patient Advocate

Thinking Differently About
Your Employees Healthcare

Patient Advocate™
Informed Healthcare Choices 

Welcome to Patient Advocate

Nurse Led Case Management Service - CARE

CARE is our core service that provides nurse led case management for uninsured employees, dependents of employees, relatives of employees and, where eligible, employees who also have access to private medical expenses cover through their employer or privately.

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

Our nurse led case managers will help arrange member 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 the benefits.

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

Nurse led case managers actively participate with their patients to identify and facilitate options and services for meeting individuals' 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 the member needs guidance and support.

experienced nurses who can offer a more personalised liaison between patients and their medical team, following referral by their 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 nurse led 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 the patient, their support systems, the providers, and the payers. We also work to educate and empower patients to be an active participant in their care.

Arranging Treatment

When the member or a family member 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 Independent and NHS and, where possible, Private Patient Units, we provide comprehensive managed care to help expedite your treatment pathway efficiently.

CARE

CARE is a new way of looking after a member's healthcare and supporting the member. Primarily, our nurse led case managers are highly skilled and

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

The key benefits of Patient Advocate CARE include:

► Dedicated 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

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.

► Access to the members dedicated nurse led case manager

For immediate and personalised support.

Prompt Treatment

A nurse case manager will ensure that the appropriate information and instruction prior to any procedure, consultation, diagnostic intervention or hospital admission, supporting, empowering and engaging the member with their own healthcare journey.

Using the Service

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

The member will be asked for their name, and the name of their employer or organisation.

The membership details will already be on our **CARE** system. We will take initial details of any medical requirements. Following the receipt of a referral and consent form, our team will provide the most appropriate support, keeping the member informed every step of the way.

Patient Advocate takes employer, employee and member's privacy seriously. In line with the General Data Protection Regulation (GDPR), we only use personal information that is requested, provided or both, for the administration and management required to deliver those services that have been asked of us.





THINKING DIFFERENTLY
ABOUT HEALTHCARE
CHOICES.

Membership Benefits for you the employer

- ▶ Reduce absenteeism.
- ▶ Increase productivity and presentism.
- ▶ Expedited return to work.
- ▶ Exploration and explanation of care pathway choices.
- ▶ Demonstrating how the employer prioritises your employee's health.
- ▶ Realistic alternative to Private Medical Insurance.
- ▶ Cost effective high quality to your employee's health solution.

Membership Benefits for your employee and their family's

Your employee and their families will have a 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 all members of the 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 crisis.
- ▶ Accredited standards of practice and delivery of care by fully supervised and qualified medical professionals.
- ▶ All personal health information held on a secure server as per the Data Protection Act, 1998 and GDPR.

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

What hospitals can I use?

If a member needs to go to hospital to see a specialist, they have the right to choose which hospital they are referred to by their GP.

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

The member also has 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. The member will be seen by the consultant or by a doctor who works with the consultant in their team.

The following people cannot pick where to receive treatment:

- ▶ People 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 the member access all the benefits of NHS e-Referral Service and the national NHS framework, and, where subject to NHS eligibility, the member may also receive treatment in a private hospital, paid for by the NHS.

If the member is insured or meets the criteria whereby the employer authorises payment for private treatment, Patient Advocate case managers can research and provide the member with information in regards to their options, choices of consultants, hospitals and care packages and can make the necessary arrangements should they wish to be treated privately. Patient Advocate work in conjunction with all nationwide private hospitals.