



## **'Extra Help' for Members**

When someone suffers a serious illness it is important to know that there will be extra financial assistance available to meet urgent costs, and to plan for lifestyle changes that might become necessary, like adapting the house for wheelchair use, or clearing a mortgage.

It's just as important to have access to the right practical help and emotional support when faced with the uncertainties that arise in cases of serious illness. So, as a free extra service for customers, we have arranged for independent care advice and information to be made available through RED ARC Assured Ltd. ARC stands for Accessible, Responsive and Caring.

## **Here are some typical examples of how the service can work for you and your family**

- A 48-year old man has heart bypass surgery after a heart attack. On discharge from hospital he has concerns about rehabilitation ... his diet, what exercise he can take and so on.

RED ARC arrange for a specialist cardiology nurse to visit the man at home and to talk through his concerns. She has time to cover a number of health education issues, and to prompt him on the questions he should ask on his next visit to the Consultant.

- A 38-year old woman has breast cancer. She is worried about all the different choices she faces about treatment and its side effects.

RED ARC arrange a home visit by a specialist cancer nurse who listens to her concerns and talks through all the issues in detail, including the side effects of chemotherapy.

- A 5 year old girl is diagnosed with leukaemia. The medical care she receives from the NHS is absolutely first class. However, the parents are distraught and cannot come to terms with what is happening to their family.

RED ARC arrange for a specialist counsellor to help the parents, and direct them to a self-help group involving other parents with the same problem. The parents really drew strength from liaison with others "in the same boat" and can now see light at the end of the tunnel.

## **Complimenting your Treatment**

These services are not intended to interfere with mainstream services provided by the NHS or other Agency. They are intended to compliment and enhance the treatment already being received, recognising that the NHS does not always have the time or resources to sit down with individual patients and address their personal concerns in detail. The RED ARC service helps to fill the gaps and to help individuals cope with their situation better through the provision of the right information at the right time.



You will have access to your personal nurse adviser who will act as the focal point for all communication. If necessary, she can arrange for you to be visited at home by the most appropriate Health Professional. This might be

- Specialist nurse consultants covering:
  - oncology
  - cardiology
  - neurology
  - rehabilitation
- Therapists covering:
  - physiotherapy
  - occupational therapy
  - speech therapy
- Community nurses
- Specialist Counsellors

RED ARC can also provide links to:

- Specialist charities
  - including self-help groups

and

- Access all forms of specialist and adaptive equipment
  - for rehabilitation and to aid independent living.

The personal nurse advisers use their professional skills to determine the right type of help to offer in each case. The help can be made available any time and is free of charge. That includes your personal nurse adviser, a free home visit or equivalent course of therapy or counselling, and ongoing access to information and support.

## Helplines

As an extra service that you can access 24 hours a day, 365 days a year, you can also obtain information about any of the following:

- Health concerns for anyone in the family
- State Benefits
- Caring for elderly relatives – including powers of attorney
- Will writing.

This helpline service is entirely free except for the cost of the calls.

## How Do I Know If I'm Eligible to Use the Service?

If you, or any member of your family residing with you – spouse, partner or children under the age of 18 – are diagnosed with a serious illness, chronic health condition or disability which is likely to have a long-term impact on your wellbeing, lifestyle or that of your immediate family, you will be eligible to use the service.



In addition, where the service is provided in conjunction with an insurance claim, your personal nurse adviser will contact you to explain the service, and agree the most appropriate help and support in your circumstances. This will happen automatically after your claim has been submitted to Philip Williams & Co. The outcome of any claim will be independent and unaffected by the use of this service.

### **And It's Confidential**

When the RED ARC service swings into action, you can be sure that the information and support provided will be independent and confidential. The service can be used at the most appropriate time for you. It may be that treatment is in progress and you would prefer to discuss the service later. That's fine. There is no obligation to use the service, and no time limit by which you have to decide.

### **If You Would Like to Know More**

If you would like further information, or feel that you may be eligible to use the service, please contact:

RED ARC Assured Ltd – 01273 716700