



## PERSONALISED CARE

**Supporting you through a difficult time**

AXA PPP healthcare provides a range of expert care and assistance options to help support you and your family through a serious illness



PPP HEALTHCARE

*Be Life Confident*



**AXA PPP healthcare  
are here to help you**

We know that nothing can lessen the initial shock of learning that you or someone you love has a serious medical condition. However there is much we can do to help.

With many years of experience in the provision of healthcare, we can fully appreciate the practical concerns and problems that a longer term illness brings to someone's everyday life.

That's why we have developed a range of resources that you can call upon should you need them.

Called Personalised Care, our aim is simply to help make your home and family life a little easier during a difficult time.

### **Practical support when you need it**

Our Personalised Care programme was created to provide a range of flexible and highly practical treatment and support benefits to help members who have a serious medical condition.

Behind Personalised Care is a dedicated Healthcare Solutions team of experienced healthcare professionals whose role is to provide help and support at each stage of the treatment and recovery process.

The Healthcare Solutions team consists of Specialist Nurse Advisors (SNA) and Healthcare Solutions Advisors (HSA).

The Specialist Nurse advisor works with the patient and their specialist – acting as an intermediary – to ensure that every effort is made to provide any assistance that’s needed throughout the illness. The Healthcare Solutions are involved in the processing of invoices ensuring correct and timely payment. They also provide expert advice on policy terms and conditions, hospital networks and claims payments.

## **A range of treatment options**

---

Our Specialist Nurse Advisors are highly experienced and fully understand the impact that a long period of medical treatment can have on both patient and family. They are also aware of how social and domestic stresses can adversely affect recovery.

By discussing your care and needs with them you can agree a treatment option that is best suited to you.

As an AXA PPP healthcare member, you might expect that your treatment will always be provided in a private hospital. However, many patients needing complex care will be treated in NHS facilities due to the nature of their condition and the limited availability of services in their local private hospitals.

In this situation we can offer you a wide range of treatment options that will provide invaluable support whatever your particular circumstances may be.

These options include:

### **Private Sector Option**

Should you wish to receive care as a private patient (whether in a private or NHS hospital), your Specialist Nurse Advisor will work with the hospital and your specialist(s) ensuring smooth authorisation of care and settlement of invoices. The SNA will continue to provide you and your family with the advice and support you require throughout your treatment plan.

*Example:* One of our members was suffering from a complex medical condition whilst at the same time another member of his family had received a similar diagnosis.

This was a devastating time for this family as both would require treatment at the local hospital. Our SNA had a long discussion with them to discuss the possible treatment options available. Would the NHS or private care be more beneficial to this family and the circumstances in which they found themselves?

It was agreed that both these patients would benefit from using the private route as there was more flexibility with consultation and treatment times. This enabled the family to attend hospital together. The nurse continued to support this family throughout their treatment plan. On completion of treatment the family wrote to express their thanks for the support received.

### **Homecare Option**

Specialist home care delivery companies can provide services such as chemotherapy, intravenous antibiotics and blood transfusions in the familiar surroundings of your own home. They offer a service that is safe, effective and extremely reliable. Patients can benefit from a one-to-one service that is tailored to suit them. There are no tiring and time-consuming trips to the hospital or specialist clinic.

*Example:* One of our members was diagnosed with a devastating illness which required long term care. He was self employed and worked from home. He also had a growing family and was keen not to have any time off work for financial reasons. Following discussion with the SNA and the specialist it was agreed that he could have his treatment administered at home. This option supported him and his family throughout his treatment with the least disruption to his family life.

### **Personalised Services Option**

Should you decide to have your treatment as an NHS patient, we will discuss, arrange and fund flexible benefits under your policy. These are benefits that would not otherwise be available to you and which we hope will help alleviate some of your stress and allow you to concentrate on getting better. These may include domestic help, child care, house work, travel expenses to and from hospital or any other reasonable help to assist and support you and your family throughout this difficult time.

*Example:* One of our members was diagnosed with a condition which needed complex care over a long period of time. As a young woman with three young children, her main concern was how she would be able



to cope with the effects of her treatment whilst continuing to look after her family. Following a discussion with our experts, she opted to have her treatment as an NHS patient whilst we provided funding for childcare, transport to and from hospital and domestic help to assist her during treatment.

### **Supporting the family too**

---

We know that the issues surrounding serious illness affect more than just the patient: the whole family is involved and it's important that they receive support as well. We make sure that this is available for them – the nurse will answer their questions and help with any concerns they have.

Our Healthcare Solutions team are committed to providing the best use of resources available to you and your family. The close guidance of our Specialist Nurse Advisor with all those involved with your care, helps ensure we achieve the outcome which is best for you.

### **To find out more**

---

We hope that this leaflet has been helpful in explaining Personalised Care. If you wish to find out more about the benefits available, or discuss them further, please call the Healthcare Solutions Team, free of charge, on **0800 432 0378**.



While you run your business, let us look after your healthcare needs. Whether it's improving your employee benefits package, controlling the cost of absence, addressing occupational health issues or providing stress and trauma counselling, we can help.

**At AXA PPP healthcare we are dedicated to supporting you, your employees and your business.**

**INDIVIDUAL MEDICAL INSURANCE**  
**COMPANY MEDICAL INSURANCE**  
**INTERNATIONAL MEDICAL INSURANCE**  
**OCCUPATIONAL HEALTH**  
**HEALTH AND SAFETY**  
**EMPLOYEE ASSISTANCE PROGRAMMES**  
**DENTAL COVER**  
**TRAVEL INSURANCE**

[www.axapphealthcare.co.uk](http://www.axapphealthcare.co.uk)



PPP HEALTHCARE

AXA PPP healthcare, Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL, United Kingdom. Telephone 0870 608 0850  
AXA PPP healthcare limited. Registered Office: 5 Old Broad Street, London EC2N 1AD, United Kingdom. Registered in England No. 3148119  
Authorised and regulated by the Financial Services Authority. © AXA PPP healthcare 2008  
In order to maintain a quality service, telephone calls may be monitored or recorded

PB32037a/02.08

*Be Life Confident*