



[Assist]

**Critical
Illness cover**

Support Services Guide



Read this guide to find out about these services including how to access them.

FAQ

Will I be charged for using these services?

No. These services are completely free for you to use.

Who can use these services?

You and your immediate family, if you're covered by your employer's critical illness insurance policy with Canada Life. Immediate family includes spouse, partner, parents, siblings, children under 21 in full time education, who live at the member's normal address.

Are these services confidential?

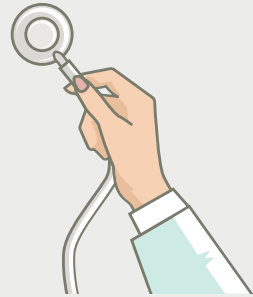
Yes, these services are completely confidential. No information will be shared with your employer other than anonymous usage statistics.

Your Support Services

As part of your employee benefits package, Canada Life Group Insurance provides you with FREE access to the following Support Services:



The **Second Medical Opinion** service provides access to over 50,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.



The **Personal Nurse Service** provides long-term support over the phone with the same qualified nurse, for employees who make a Critical Illness claim.



Free to use
for all insured
employees and
their immediate
family

Second Medical Opinion

If faced with a health problem, most of us want to have a clear understanding of what's wrong. The Second Medical Opinion service provides an expert second opinion on your diagnosis or treatment, helping you to get the best available medical advice. This service is provided free of charge and can be accessed as many times as you like.

Key features

Access an expert

To access an expert second medical opinion, submit a request online or by telephone using the access details below. The Second Medical Opinion service will then:

- 1 Locate a world leading expert in your condition
- 2 Get the expert to conduct a full review of your medical condition, along with your medical records if appropriate
- 3 Send you a comprehensive report on your condition. This will include an expert opinion on your diagnosis and/or treatment, along with any recommendations
- 4 You can then discuss the report with your treating doctor, including any changes suggested

Online Portal

- **Doctor Online** – e-mail your medical questions to a qualified GP and receive answers within 72 hours
- **Health Navigator** – helps you check your symptoms and get trusted advice
- **FindBestCare** – helps you with medical and travel arrangements if you choose treatment outside of the UK
- **FindBestDoc** – get details of up to three expert consultants to provide you with appropriate treatment
- Access an extensive library of wellbeing tools, videos and literature

How to access

Telephone
0800 085 6605



Website
visit
canadalife.askbestdoctors.com



To access the Second Medical Opinion service, call at any time, day or night

To register and find out more



Free to use
for all insured
employees and
their immediate
family

Personal Nurse Service

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse for as long as you need. The personal nurse service becomes available after you submit a critical illness claim. They will get to know you on a personal level with the simple aim of making life better and your condition as manageable as possible.

Key features

Emotional support

- Long-term emotional support
- Advice on how to cope with a change in lifestyle
- Support for your immediate family
- Help with any questions and options available to you.

Practical help

- Help in preparing for consultant appointments
- A clear explanation of medical terms in simple, everyday language
- Advice on making the best use of services such as the NHS, specialist charities and social services
- Sign-posting to self-help groups – local and national charities

How to access



If you've requested support on the claim form, we'll refer your case to the personal nurse service.



If you've requested support, we'll refer the claim to the personal nurse service.



The personal nurse begins telephone support, involving immediate family, if requested. This includes practical advice, emotional support and provision of other services if appropriate.



Your personal nurse is available for as long, and as often, as you need them.

Service providers



Second Medical Opinion

In Partnership with



Personal Nurse Service

In Partnership with



**Our forms are available to download from our website: www.canadalife.co.uk/group
Canada Life Limited, 3 Rivergate, Temple Quay, Bristol BS1 6ER. Telephone 0345 223 8000**

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GRP1784 -720R(B)