



**Personal
Nurse
Service**

Guide

Bridging the gap

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse when you make a Critical Illness claim.

A caring approach

The diagnosis of a critical illness or undergoing a serious surgical procedure can be a worrying time for you and your family. The Personal Nurse Service is offered for FREE as part of your Group Critical Illness product to support you at a difficult time, bridging the gap sometimes missed by NHS services.

The nurse listens, empathises and takes as much time as needed to get to know the patient properly, with one simple goal: to make life better.

What can the nurse help with?

- Emotional support when coming to terms with medical news
- Emotional support for your immediate family*
- Nurses can help make sense of test results and help you decide on a course of action

*Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

The service offers a wide range of practical and emotional support, including:

- Emotional support
- Counselling
- After hospital support
- Practical advice



Experience and a personal touch

Practical advice and emotional support are every bit as important as financial assistance during a period of recovery, or times of debilitating illness or stress. Personal Nurse Advisers know this first-hand.

These professionals are highly experienced, qualified nurses with a wide range of specialised and general medical knowledge.

Sitting at the heart of the service, Personal Nurse Advisers provide tailored help by telephone, according to each person's individual circumstances.

“What a kind and sensitive service for an insurance company to provide.”

Personal Nurse Service patient



How the Personal Nurse Service works

Day One

We'll refer you to the service if you have selected this option on your personal statement, completed as part of the claim.

A Personal Nurse Adviser is allocated and will make contact with you shortly.

From week one

The Personal Nurse Adviser begins telephone support. This includes practical advice, emotional support, and if appropriate, referral to other support services.

Ongoing

Support from the Personal Nurse Adviser is available during business hours for as often and as long as required.

What users say about the Personal Nurse Service



Caring and reliable

"Whether it's having someone to ask or answer important medical questions, to help you get back on your feet, or be an understanding ear, the nurses offer genuinely valuable care and continuity as long as they're needed."

Knowledgeable and proactive

"Suffering a heart attack came as a real shock. I thought I was fit. After it happened, all I could think was that I would have another one. Thanks to the Personal Nurse Advisers, I've been in touch with a cardiac rehabilitation nurse and taken some positive steps to change my lifestyle. I now feel much more confident about going back to work."

Dedicated and reassuring

"When our infant daughter was diagnosed with leukaemia, we thought our world would come to an end. It was a feeling of blind panic, and as much as you try to support each other, it all overwhelms you. We needed the nurse to calm things down and the counselling has given us a sense of perspective, as well as a coping strategy. At least now we're looking forward."

Some questions answered

What kind of support can I expect?

- Long-term emotional support
- Help in understanding the condition and all its implications
- Explanation of options or treatment
- Help to prepare for consultants' appointments
- Explanation of medical terms in simple everyday language
- Help for families to cope with consequences of illness
- Ensuring best use is made of mainstream services, such as the NHS, specialist charities and social services
- Sign-posting to self-help groups – local and national charities
- Clinical review and provision of a range of resources, including factsheets and books.
- Sourcing of suitable equipment and medical aids

What experience do the Personal Nurse Advisers have?

All of the Personal Nurse Advisers are highly qualified nurses who have extensive hands-on experience – from 14 to more than 30 years. Their specialisms vary and cover areas such as:

- Cancer care
- Multiple sclerosis
- Elderly care
- Mental Health
- Mental care
- Cardiology
- Orthopaedics
- Palliative care
- Respiratory medicine
- Dermatology
- Neurology/stroke



What else do I need to know?

How do I access the service?

You'll need to opt-in to use the service when a claim is submitted. When completing your personal statement as part of the claim, make sure to tick the box on page 11 of the form. We'll then refer you to the service and a Personal Nurse Adviser will be in touch shortly.

Does the service also include my family?

Yes. The Personal Nurse service is available to your immediate family,* if they'd like it.

Can I decide how much contact I have with the nurse?

Yes. The service is tailored to your needs, so you decide what works for you.

Can I keep using the service even though I've gone back to work or have gotten better?

Yes. Personal Nurse support is available on an ongoing basis until you feel you don't need it anymore.

Do the Personal Nurse Advisers share information with my employer?

No. The service is completely confidential and you only share the information you want to.

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