

Face-to-Face Second Medical Opinion Service



For Members
and Employees



A serious illness diagnosis is inevitably a worrying time. In fact, any illness can lead to a range of emotions, concerns and questions.

RedArc and Healix provide a unique service combining a face to face Second Medical Opinion with the long-term support from a Personal Nurse Adviser.

Because the Second Medical Opinion is provided by a UK-based Consultant Specialist, recommendations and treatment advice are in line with UK NICE guidelines and available in the UK.

The reasons people look for a Second Medical Opinion are many and varied, such as confirmation of a diagnosis, help in making choices about treatment, concern that a condition is not improving, doubts about information or recommendations from their existing Consultant.

The service is totally confidential and no information will be shared with any other party without the customer's consent.

Personal Nurse Adviser

A Personal Nurse Adviser from RedArc is selected for each customer, they will provide information, guidance and support by telephone, both before and after the Second Medical Opinion.

All Personal Nurse Advisers are highly experienced, registered nurses with a wide range of specialised and general medical knowledge.

UK Face-to-Face Consultation

After an initial discussion, the Personal Nurse Adviser instructs Healix to identify the most appropriate Consultant Specialist(s) for the customer from their extensive database which covers all major specialities and sub-specialities (including mental health and childrens conditions). The customer may be offered a choice of Consultant Specialists.

Healix arranges, manages and co-ordinates the Private Consultation with the Consultant Specialist.

The RedArc Personal Nurse Adviser gives guidance to the customer prior to the consultation, such as questions to ask and what to expect.

Healix and RedArc work together as a team to ensure a seamless process for the customer.

After the Consultation

After the Consultation, a detailed report is sent from the Consultant Specialist to the customer and their GP, the RedArc Personal Nurse Adviser follows-up with the customer to discuss the report. This may involve considering other services or tests through the NHS or privately, making decisions or perhaps coming to terms with a disappointing outcome.

For those that need long-term support, perhaps in adjusting to and managing a serious health condition, the support of the Personal Nurse Adviser can continue.

About RedArc

RedArc's experienced team of Personal Nurse Advisers has been providing help and support to people suffering from the effects of serious illnesses and long-term health conditions for almost 20 years and have helped over 25,000 people.

About Healix

Healix Health Services Ltd is a UK company that employs more than 90 fully qualified doctors and nurses and has a database of over 22,000 UK Consultant Specialists.



Mr B contacted RedArc concerned that worsening abdominal problems were not being investigated by his GP and he was taking a lot of time off work. A Second Medical Opinion was quickly arranged and investigations revealed that what was previously thought to be digestive problems was in fact abdominal migraines. Mr B has now been treated in the NHS, and is back at work full-time feeling well and positive.

Mrs A sought a Second Medical Opinion because she wanted to investigate other options to major surgery for cancer of the uterus. She had a young family and was concerned about how she would look after her children during the long recovery period. Her RedArc Personal Nurse Adviser agreed that there could be other options and undertook thorough research. Following the Second Medical Opinion, the Consultant Specialist advised her to have chemotherapy and radiotherapy initially. This successfully reduced the tumour so that she didn't need such major surgery.



Costs

There is no cost for this service, however other costs such as travelling expenses, additional diagnostic tests or ongoing treatment are not included.

Consultant Specialities

The extensive database covers all major specialities and sub-specialities throughout the UK, including:

Allergy	Gynaecology	Orthopaedics
Bariatrics (Weight loss)	Hepatology (renal medicine)	Paediatrics
Cardiology	Immunology	Pain relief
Dermatology	Neurology	Palliative medicine
Ear, Nose & Throat	Neurosurgery	Plastic surgery
Endocrinology & Diabetes	Mental Health	Psychiatry
Gastroenterology	Oncology	Respiratory
Genito-Urinary	Ophthalmology	Rheumatology
General surgery	Oral & Maxillofacial	Urology

Miss C had several health conditions and had been given various different drugs over the last two years. She was having some unpleasant side-effects and was concerned that she was taking too many different medicines; she wished that someone could review the whole programme. Her RedArc Personal Nurse Adviser arranged a Second Medical Opinion with a very experienced Consultant Specialist. He recommended a new programme of medication which made a big difference to the side-effects and her overall health.

RedArc Assured Ltd is a Punter Southall Health & Protection Holdings company, Registered Office: 11 Strand, London, WC2N 5HR, Registered in England No. 3507147

Punter Southall Health and Protection Ltd is authorised and regulated by the Financial Conduct Authority – registration number 312841. Registered in England and Wales No. 2248238 with its Registered Office also at 11 Strand, London, WC2N 5HR

Healix Health Services Limited incorporated and registered in England and Wales with company number 3945478 whose registered office is at Healix House, Esher Green, Esher, Surrey, KT10 8AB, UK