

Personal Nurse Service

How will the Personal Nurse Service support you?

The diagnosis of a serious health condition can be a worrying time for you and your family; our nurses are here to support you.

The service is **free to use** when you make a Critical Illness or terminal illness claim.

The same nurse will stay in touch for as long, and as often, as you need them.

How will they support you?

- ✓ Long term emotional support.
- ✓ Further explanation of your condition and what treatment options are available.
- ✓ Advice on how to cope with any changes in your lifestyle.
- ✓ Help in preparing yourself for consultant appointments.
- ✓ A clear explanation of medical terms in simple, everyday language.
- ✓ Support for your immediate family¹.
- ✓ Advice on making the best use of services such as the NHS, specialist charities and social services.
- ✓ Sign-posting you towards self-help groups such as local and national charities.
- ✓ If they think there may be alternative treatments available, your Personal Nurse Adviser can help obtain a Second Medical Opinion².

Practical support when you need it most

Contact us

 Telephone

01244 625180

09:00 - 17:00 Mon to Fri

 Email

enquiries@redarc.co.uk

quoting your reference number **CanProtect7587**

¹ Immediate family includes spouse, partner, parents, siblings or children under 21, in full time education, who live with you.

² Our Second Medical Opinion service provides confirmation of diagnosis and treatment options from within the NHS or private sector in the UK.



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Who are they?

This service is provided by RedArc. They are experienced, registered nurses who have the time a medical professional may not.

Here's what our customers had to say:

“ *Coming to terms with a condition which came on so suddenly was physically and mentally draining. Jane was reassuring, plugging the gaps that I hadn't remembered from the surgeon and providing a sympathetic ear from a medical background.*

Garry

“ *I was treated with respect, decency and humanity. I can't thank Countrywide Assured and their Personal Nurse Adviser enough. They've done a great job and made an old man happy!*

John

Please remember

Your Personal Nurse Adviser is available to your immediate family both to support them – and to help them support you.

All conversations are 100% confidential.

If you have any questions about your claim, please contact our Customer Services Department, quoting your claim reference number.

Contact us

 Telephone

0333 0155600

09:00 - 17:00 Mon to Fri

 By post

Customer Services Department

Countrywide Assured, PO Box 13600,
CHELMSFORD, CM99 2GT.

 Email

queries@countrywideassuredplc.co.uk

09:00 - 17:00 Mon to Fri

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