

# Second medical opinion service

With our protection policies you'll have access to our second medical opinion service. This gives you confidence in your, or your family member's, diagnosis and treatment options. It allows you to get a confidential face-to-face consultation, with a UK-based specialist who's local to you.

RedArc, who provide this service, will allocate a dedicated personal nurse adviser to discuss your medical history - your diagnosis, current treatment plan and other important information. They'll confirm if a second medical opinion is right for you and if so, arrange an appointment with a specialist.

The specialist will review your diagnosis and current treatment and consider the options available to you. At the consultation, you'll have the opportunity to discuss your condition, your current treatment, and any additional treatments that may be available to you from the NHS or through private care. The service includes:

- long-term support over the phone from your personal nurse adviser, before and after the consultation, to discuss results and consider the next steps;
- a face-to-face consultation to help you understand your initial diagnosis and consider the treatment and options available to you;
- recommendations and treatment advice in line with the UK National Institute for Health and Care Excellence (NICE) guidelines that are available in the UK, and
- a copy of the detailed report compiled by your specialist, with a copy sent to your GP.

There's no cost for your specialist consultation and nurse support however, other costs like travel expenses, additional tests, prescriptions or ongoing treatments aren't included.

- Experienced registered nurses
- UK-based consultant specialist that's local to you
- Face-to-face consultation
- Long-term dedicated nurse support
- Confidential service

To find out more, and see if a second medical opinion would be right for you, call **01244 62 51 80** to speak to one of RedArc's experienced registered nurses.



Were they the right recommendations?



Am I getting the right treatment?



What are my treatment options?



Is the diagnosis correct?



Is my condition improving?

