



Canada Life™  
Group Insurance

MCD  
LIMITED

# *Medical Care Direct*

Treatment Sourcing Service



*Your Health, Your Choice*

# *Medical Care Direct*

*Established in 2000, we provide a service throughout the UK to a broad and diverse range of clients requiring private medicine, using our purchasing volume and healthcare experience to obtain competitive prices whilst at the same time providing a professional, high quality and personal service.*

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*At the heart of what we do is our “TREATMENT SOURCING SERVICE” (TSS™). Like the very best travel agent we match the buyer’s requirements for any medical procedure with regards to timing, location or preferred consultant by using our extensive knowledge, experience and strong relationships with medical providers to put together a complete package at the best possible price with no “hidden extras”.*

## Medical Care Direct offers

### **Co-ordinated Care**

From initial consultation, diagnostic tests, hospital procedures and aftercare including such treatment as physiotherapy and follow-up tests, we provide a truly “end to end” service”.

### **Cost Containment**

We work tirelessly to get the best deals for our clients’ healthcare needs.

### **Seamless Service**

As we take care of literally everything, we make what can be a daunting time for the patient as easy as possible, leaving them to concentrate on their recovery knowing that they are in safe hands and will not have any nasty financial surprises.

### **Fast Response**

From a same day appointment to negotiation and advice on a range of treatment options and costings, we tailor our service to meet your timescale expectations.

## Who uses Medical Care Direct?

*Our service is open to all. Major current users of our core Treatment Sourcing Service (TSS)™ are:-*

### **Private Individuals**

Seeking guidance and assistance through the complete range of private healthcare options for themselves or a relative, combined with our superior buying power.

### **Healthcare Trusts**

Who benefit from a streamlined efficient and consistent service for their members at the same time as maximising value from their health budget.

### **Rehabilitation Providers**

Who gain a hassle-free and cost-effective service whatever the patient’s medical conditions and needs.

### **Medical Insurers**

By using our reliable and tested service, smaller or newer firms benefit from buying power to rival that of even the biggest names in the business and gain a vital competitive edge.

### **Medico-legal firms**

No matter how complex the case or how diverse the requirements, MCD can source treatment and make all the arrangements at a favourable cost which is seen to be independently negotiated and therefore acceptable in a legal case.

### **Foreign Nationals**

The UK has an excellent reputation as a source of high quality medical treatment. People travelling to the UK for treatment frequently are not entitled to use the NHS, so it is vital to these patients that costs are pre-agreed and clearly documented with a reliable provider.

### **Sports People**

Time is especially important to keen sportsmen and women for whom a fast, accurate diagnosis often requires a high-tech scan and expert report in the minimum of time. MCD offers a fast, efficient and highly cost-effective service.



# Medical Care Direct



## Who is Medical Care Direct?

The business has many years of experience in working with private hospitals and medical consultants of all specialities. Such detailed knowledge and experience is invaluable in achieving the best outcome for the purchaser.

## What is a Treatment Sourcing Service (TSS)™?

Our unique Treatment Sourcing Service was developed from our experience of the self-pay/non-insured sector allowing our dedicated team of professionals (some having over 30 years in the healthcare industry) to access a wide range of treatments, specialists and hospitals both in the UK and overseas to provide best prices for a range of out-patient and in-patient quality care.

Having built our own extensive in-house database covering all 450 UK private hospital and NHS private patient units (PPU's), we have access to over 20,000 consultants in all major specialities placing thousands of procedures with hundreds of hospitals each year across all specialities and treatments ranging from hernias to heart surgery.

We have an extensive network of over 350 MRI scanners throughout the UK with fast access, competitive prices and professional reporting services. Whilst many of the scanners are based in hospitals, some are in local clinics to reduce travel times for added convenience. As well as MRIs we are able to arrange CT scans, X-Rays and many other types of diagnostic tests.





## *So how does it work in practice?*

Medical Care Direct has invested heavily in a highly sophisticated, integrated IT system fully tailored to deliver a streamlined and efficient service. For most cases the process works as follows:

Medical Treatment Request

Verify treatment requirements with the patient

Identify treatment options and costs for quality assured providers and obtain instruction to proceed

Send written instructions to medical provider confirming dates, location and prices

Liaise with patient and offer support and assistance as needed

Verify and settle accounts from providers

Supply one line billing to client

**Result** – proactive and caring service for patient with controlled costs and no nasty financial surprises for purchaser

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# *Questions and Answers*







**Q What are the benefits/advantages of using your service?**

**A** We are not incentivised by providers to use one in preference to another. Hence you know you will get the most appropriate package of care. In the majority of cases we are able to obtain a fixed price package of treatment, which means no hidden costs or concerns should the stay in hospital be extended.

**Q Why do you provide a pre-treatment estimate?**

**A** A pre-treatment estimate means that an informed choice can be made prior to treatment commencing. This might involve sourcing a different hospital or specialist or utilising NHS facilities. In all cases there is control on cost prior to expenditure being committed.

**Q What patient assistance do you provide?**

**A** Our staff understand the concerns of someone having anything from a minor procedure to major surgery/treatment and we provide support throughout the process. We confirm all patient details in writing to the hospital and consultant so everyone is fully aware of the patient and the terms and basis of their treatment.

**Q How do you simplify the process for the patient?**

**A** We handle all the administration process for patients and so reduce their concerns about cover for treatment, payment of invoices and even excess payments.

**Q Are there any restrictions on hospitals or consultants?**

**A** If requested, we can source treatment from a specified hospital but generally we are able to offer access to all hospitals throughout the UK. To ensure the highest standards of care, we only use facilities that are fully accredited and licensed by the appropriate bodies. Whilst we do not make specific recommendations regarding consultants or types of treatment, all the consultants we use are GMC registered and accredited by the hospital within which they work. Similarly other specialists, e.g. physiotherapists, have to be appropriately registered with their professional body prior to us utilising their services.

**Q How do you achieve cost savings?**

**A** Due to the unique way in which we work, clients can see the financial benefits of using the Treatment Sourcing Service. Whilst we have direct settlement arrangements in place with all private hospitals, we do not accept that national agreements on pricing are always the best way forward. Hence we spot purchase, taking advantage of price variations due to location, specialist, dedicated facilities and/or volume.

**Q Are there any age restrictions?**

**A** Our services are open to all age groups.



## *How to contact us*

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