

Canada Life Group Critical Illness

RedArc Practical help when it's needed the most

RedArc provides practical help and emotional support if you are diagnosed with a serious illness.

As a member of a Canada Life Group Critical Illness arrangement, you are entitled to the free use of the RedArc service in the event of a critical illness claim. RedArc will contact you automatically when claim forms are submitted.

For more information and conditions of use please visit the Canada Life Group Insurance website:

canadalife.co.uk/group

**See over for
further details**



RedArc is an independent care advisory service specialising in welfare-based added value services.



Canada LifeTM
Group Insurance

What does the service provide?

RedArc

A Personal Nurse Adviser will be allocated who will explain the service and discuss any areas where you might need extra support.

The Personal Nurse Adviser will be available for as long as necessary and access is unlimited during normal business hours.

In addition to providing on-going support, your Personal Nurse Adviser can arrange extra help if medically necessary, such as:

A home visit from a specialist nurse

OR

A programme of therapy

OR

A course of counselling

The real added value of RedArc

Chris was diagnosed with Bowel Cancer following a routine visit to the GP. The condition was well advanced and had affected his liver too. Chris had a series of investigations scheduled and was keen to get advice and information.

Chris found that the hospital was efficient but that the staff were very busy and that he had come away with lots of questions. Chris's wife was upset and anxious. Chris had two teenage daughters and was concerned how they would cope too.

Chris's RedArc Personal Nurse Adviser was able to talk through his diagnosis, treatment, side effects and more importantly the emotional issues that had affected his family.

The RedArc nurse sent Chris relevant literature. Detailed discussions then took place between Chris, his wife and their RedArc nurse, who was also able to identify a local Counsellor dealing specifically with cancer related issues – she provided six sessions and developed strategies to help them cope.

Chris found the support invaluable and benefited from being able to talk openly and honestly to the Counsellor and his RedArc nurse. Chris knew that the situation would be tough for him and worse for his family but was reassured that his RedArc nurse would be there for him, and his family, for as long as they needed her.

Note: This is a genuine case study showing how RedArc can make a real difference to people's lives when diagnosed with a critical illness.

**96% of patients said
that the RedArc service
enhanced their view of
the scheme provider**

RedArc Patient Survey 2015

