



RedArc

Lean on your **nurse** when you're not strong

The time after receiving a critical illness diagnosis can be very difficult. RedArc is available if you're insured under your employer's Group Critical Illness policy and offers you and your family long-term practical and emotional support over the telephone from a dedicated Personal Nurse.

Recommendations and treatment advice are in line with UK NICE (National Institute for Health and Care Excellence) guidelines.

This service is a non-contractual benefit Aviva can change or withdraw at any time. Available to employees and their families who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



RedArc gives you nursing advice and support right when you need it

Your Personal Nurse will be an experienced registered nurse, who can give you practical advice and emotional support while you go through treatment and recovery. As professional advisers and expert friends, they're on hand to listen to any worries you may have, answer your questions, and offer guidance when you need it most. This service is completely confidential and RedArc won't pass any information to a third party without your consent.

Tailored support, therapies and a face-to-face second opinion

RedArc nurses tailor their support to meet the needs of you and your family, such as helping you to understand your diagnosis and all its implications. They will help you prepare questions for doctors, so you can get the answers you need. They can also help you to cope emotionally.

It may be that you need more support, and if that's the case, your Personal Nurse can also arrange this, drawing on a wide range of services. For example, they can arrange a series of calls from a specialist nurse, a course of assessed external therapy (such as counselling, CBT, complimentary therapy), or practical help at home. All of this is focused on your individual needs and circumstances.

Your Personal Nurse can also arrange a face-to-face second medical opinion with a UK specialist consultant. After the consultation, you'll receive a detailed report and your Personal Nurse can help explain exactly what it all means and discuss your options and next steps with you.

Everyone deals with a critical illness diagnosis differently, so if you want to talk you can call RedArc on:

0800 302 9534
quoting 'AVIVA GCI'

Lines are open Monday to Friday between 9am and 5pm. Standard call charges apply.

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