



onefamily
modern family finance



Health Support Service

In partnership with RedArc

Health Support Service

We have been working with our trusted partner RedArc for over 10 years. They specialise in providing comprehensive and dedicated support services, offering both emotional support and practical guidance on a range of health issues.

RedArc gives you one-to-one personal support, including your own Personal Nurse. There is no limit to the number of times you can speak to your Personal Nurse and you can continue to receive the support for as long as you need to.

RedArc can provide:

- Emotional support to help you and your loved ones cope with serious illness, disability or bereavement
- Practical support by providing information on your illness and advice throughout treatment
- Second medical opinion
- A programme of therapy such as occupational therapy, speech therapy, complementary therapy and physiotherapy
- Podplan, which provides information and help for carers on a range of practical, financial and social issues relating to the elderly

- A Careology app designed for patients undergoing cancer treatment; helping put them in control of their journey and making their diagnosis a little easier to manage
- Return to work coaching for cancer survivors, provided through 'Working with Cancer'
- Information and signposting to specialist charities including Macmillan Nurses, self-help groups, care providers and care equipment providers

Furthermore, this service is available to you and your immediate family, including spouse, partner and children living at home, from the commencement of your policy – at no extra cost.

For more information and details on how RedArc could support you, or to access any of these free services, please contact us on the number below, and we will be happy to refer you to the RedArc team.

Call us on 0800 028 1112*

*Lines open 9am-7pm, Monday to Friday, and 9am-1pm on Saturday. We might record your call to help improve our training and for security purposes. Calls to 0800 numbers are free from UK landlines and personal mobiles. If you'd like to know more, please ask your provider.

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