



Fast access to diagnostics with Zurich Accelerate

Medical tests are usually needed to establish a diagnosis but there can be a delay between first seeing a GP to receiving the results. However, if your customers choose to add Zurich Accelerate to their Personal or Income Protection policy, have already used the Virtual Consultant service and been recommended further tests or investigations, they will be able to book an appointment at the most appropriate UK diagnostics centre for their needs, to get the right tests done quickly.

Roadblock removal

Zurich Accelerate can provide access to a medical diagnosis for three types of serious conditions – cancer, heart conditions and neurological conditions.

Three services within Zurich Accelerate – Virtual Consultant, Private Diagnostics Plus and Second Medical Opinion – focus on exactly this. Let's take a look at how a customer might move between these elements of the service.

Virtual Consultant: Following a referral from a GP to investigate a symptom related to a cancer, heart or neurological condition, the service allows customers to have a video consultation with a UK consultant in oncology, cardiology or neurosurgery.

The specialist may refer the customer back to the GP or recommend the use of other Zurich Accelerate services, including Private Diagnostics Plus.

Private Diagnostics Plus: If the consultant recommends some diagnostic testing, an appointment is made for the customer at a UK test centre best suited for the customer's needs.

The consultant will then discuss the results and potentially a diagnosis or recommend further tests to reach a diagnosis. They may recommend another Zurich Accelerate service, such as treatment abroad at some of the leading hospitals in the world. Your customer has full control and can also choose to go back to their GP or private healthcare provider.

Second Medical Opinion: Another key element is access to a second medical opinion. Here, an expert in the UK or internationally will carry out a comprehensive review of the customer's diagnosis and proposed or existing treatment plan.

This service can be used once per unique diagnosis of cancer, heart or neurological condition, or by those referred for a bone marrow transplant or a live-donor organ transplant.

“Getting an accurate diagnosis and personalised treatment plan are the crucial first steps towards peace of mind,” says McCarthy.

For more information visit: www.zurichintermediary.co.uk/accelerate

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