

# CONSULTANT SELECT

THE RIGHT MEDICAL EXPERT.  
CHOSEN BY THE MEDICAL EXPERTS



# QUALITY-ASSURED PRIVATE HEALTHCARE TREATMENT

We believe that the doctor-patient relationship is fundamental. By choosing Consultant Select as your treatment pathway, you will have access to an independent panel of consultants that ensures members are referred to the most appropriate specialist when needed.

## HOW IT WORKS

Once you get an open referral from your Vitality GP or NHS GP, we pass your details to our independent consultant panel. Based strictly on your medical needs, they choose the best consultant and most convenient for you, leaving you with one less thing to worry about at what can be a stressful time.

## PEER-REVIEWED BY EXPERTS

To guarantee quality of treatment, all consultants are reviewed by an independent panel of their peers. They're also happy to endorse every consultant with the statement:

*'I would recommend this consultant to treat my family'.*

## NEW IN 2018

### URGENT CARE PATHWAY -

If your condition is deemed high risk, we will ensure that you are seen as quickly as clinically necessary.

### OUT-PATIENT BENEFIT PROTECTION -

Follow-up consultations which take place within 28 days of a procedure carried out through the Consultant Select pathway will not impact your Out-patient Cover limit.

### THE VITALITY SERVICE GUARANTEE -

You can escalate any questions or concerns to Vitality directly, either through our normal contact channels or by emailing us at [patientcharter@vitality.co.uk](mailto:patientcharter@vitality.co.uk)

**62,000**

**VITALITYHEALTH MEMBERS  
HAVE CHOSEN CONSULTANT  
SELECT AS THEIR PATHWAY  
OF CHOICE**

**99%**

**OF MEMBERS SEE THE  
CORRECT, MOST CLINICALLY  
APPROPRIATE CONSULTANT  
FIRST TIME**

**95%**

**OF MEMBERS WOULD  
RECOMMEND THE  
CONSULTANT THEY SAW  
TO FRIENDS AND FAMILY**

Source: VitalityHealth and Alliance Health Group data 2017-2018

# WHY CHOOSE CONSULTANT SELECT



## QUALITY-ASSURED

Our Panel of consultants are all independently selected and regularly audited to ensure they always offer the highest standards of care.

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## QUICK AND CONVENIENT ACCESS TO TREATMENT

Your entire end-to-end journey is doctor-led, and managed by our Panel. This not only makes the process more seamless, but allows us to provide additional service guarantees. Excluding exceptional circumstances no member will wait longer than 10 days, or travel further than 40 minutes for an appointment.

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## EFFICIENCIES RESULT IN SAVINGS

Consultant Select starts with ensuring quality through a trusted, guided network with broad access to consultants at a competitive price point.

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## PEACE OF MIND

With the Vitality Patient Charter, you have the right to change consultant within the panel if you're not happy. We'll also help elevate any serious clinical concerns to the panel.

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## A DEDICATED SERVICE CHANNEL

If you are not satisfied with the treatment provided, you can escalate your concern directly to our dedicated Patient Charter mailbox.

# FULLY PROTECTED BY THE VITALITY PATIENT CHARTER

The Panel will also act on your behalf to uphold The Vitality Patient Charter, our set of quality-assurance principles which say:

1. The chosen consultant has been quality-assured through a consultant peer review process.
2. You will have the right to switch to another Panel-approved consultant if you are not happy with the original named consultant –this will have no negative impact on your benefit limits.
3. The Panel will help you find the right consultant for you quickly and conveniently. Excluding exceptional circumstances, no member will wait longer than 10 days, or travel more than 40 minutes (and much shorter in most instances) for a consultation.<sup>1</sup>
4. If your condition is deemed high risk, our Urgent Care Pathway will ensure that you are seen as quickly as is clinically necessary.<sup>2</sup>
5. We will support you in investigating and where appropriate escalating any clinical concerns to the Panel.

Source:

1. Exceptional circumstances explained at [www.vitality.co.uk/health-insurance/core-cover/medical-consultant-panel/](http://www.vitality.co.uk/health-insurance/core-cover/medical-consultant-panel/)

2. High risk conditions, such as potential cancer cases, are defined by the VitalityHealth Clinical Operations team.