

# Private Diagnostics

Answers when  
you need them  
most



Insured by AXIS Specialty London.  
The support and services are provided by Trusteddoctor, a  
sister company of Further Underwriting International SLU

# What's inside?

It's not just about tests. It's about peace of mind.	3
Why Private Diagnostics?	4
How Private Diagnostics can make a difference	5
Connecting you to experts quickly	7
Getting you help, wherever you live	8
What happens after your results	9
How it works	10
What's covered?	12
How to make a claim	13
Talk to your adviser about how Private Diagnostics can help bring peace of mind for you and your family's health needs.	14

# It's not just about tests. It's about peace of mind.

**When you're worried there might be something wrong with your health, we know how important it is to get answers and reassurance from the experts as quickly as possible.**

That's why we're working with AXIS Specialty London and Trustedoctor to offer Private Diagnostics, a blend of virtual consultations and in-person testing appointments for referrals to cardiology, oncology and neurosurgery. It gives you access to some of the UK's top specialists who can give you your results in a matter of weeks.



# Why Private Diagnostics?

**Investigations for cancer, cardiac or neurological conditions can be very worrying. Private Diagnostics is there to help you get your initial diagnosis process started, and importantly, the answers that you need quickly.**

The benefit is added to one of your Legal & General personal protection products\* when you take out your policy,

for an additional £4.50 per month. It's available for you, and your children up to the age of 22.

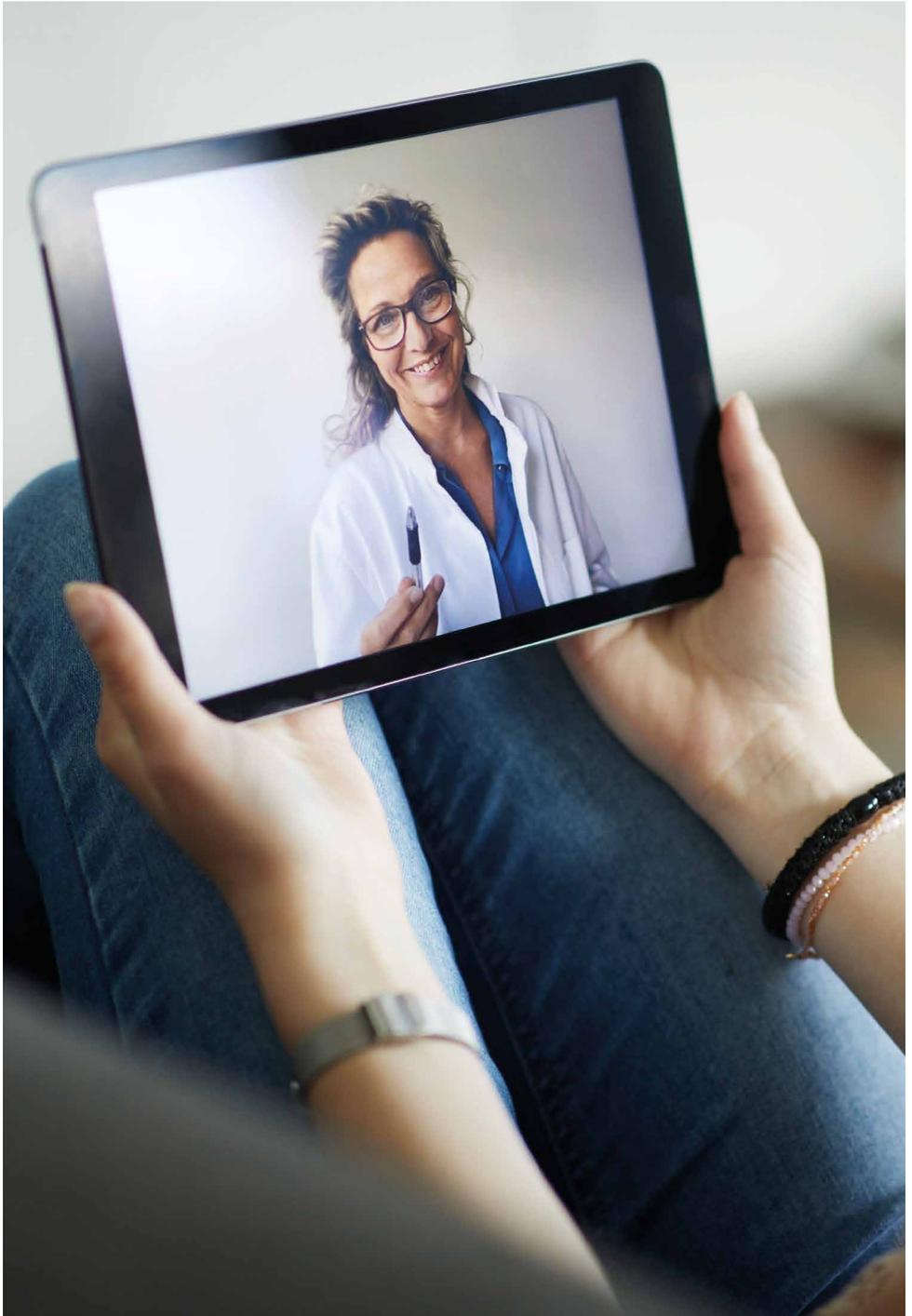
Your policy will automatically renew each year unless you tell us you no longer want Private Diagnostics. We'll also review our prices annually and will let you know if there are any changes in advance.

\*Private Diagnostics can't be added to Whole of Life Protection Plan, Independent Critical Illness policies or Business Protection policies.

# How Private Diagnostics can make a difference

- Private Diagnostics offers you complete flexibility. From appointments and choice of specialists, to where you have your tests, it works around you to help you quickly find out if anything is wrong.
- Virtual consultations via the Trustedoctor website or app allows you to talk to your preferred UK specialist from the comfort of your own home.
- You can invite up to four other people to support you at your virtual consultation, such as a friend, family member, translator or chaperone.
- You'll be in contact with the same dedicated member of the Customer Care Team throughout your referral, who's there to help you choose a specialist, and schedule appointments and tests.
- With access to over 100 diagnostic centres throughout the UK, you can choose the best centre based on where you live, the soonest availability, or for the specific tests you need.
- Once your specialist gives you your results, they'll explain the next steps, which could be referring you back to the NHS or your private healthcare provider for further investigation or starting your treatment if you need it.

**When a health problem makes time stand still, we keep things moving**

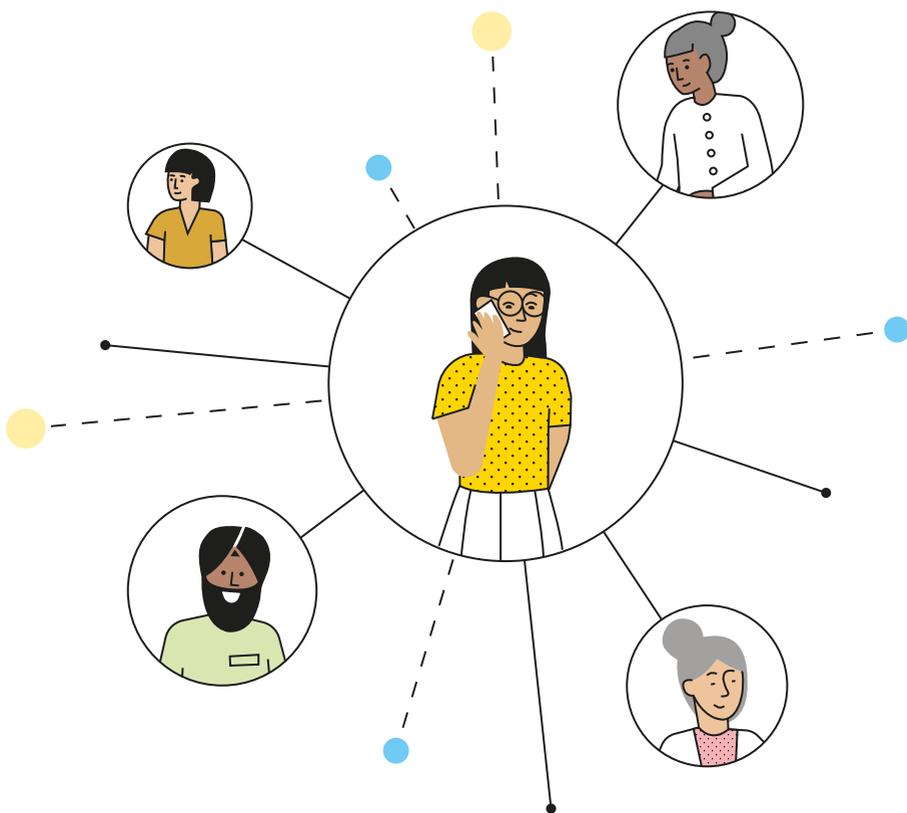


# Connecting you to experts quickly

Choose from some of the UK's top specialists

With Private Diagnostics, not only is your referral dealt with quickly, but you'll have the freedom to choose which specialist you see based on your needs. And because all of your consultations are virtual, it doesn't matter where in the UK they practice.

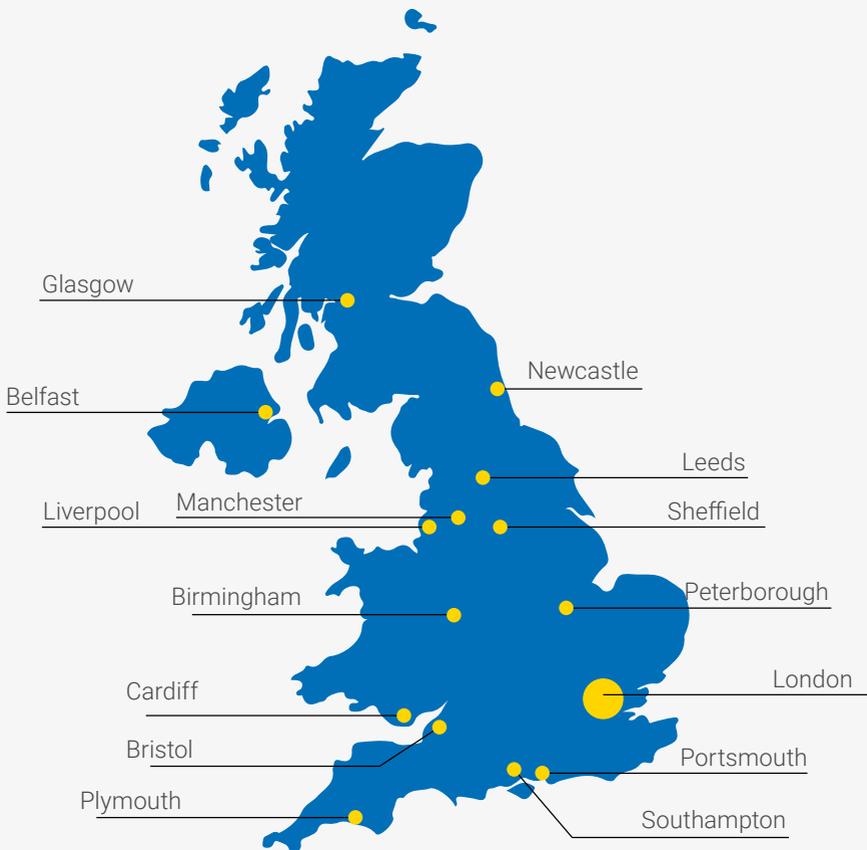
You can see a list of specialists and their specialities on the [Trustedoctor](#) website, to help you choose. Your dedicated Customer Care Team member will also be on hand to help.



# Getting you help, wherever you live

Choose from a national network of diagnostic centres

Private Diagnostics gives you access to a nationwide network of private testing centres in and around the UK's major cities. You'll be able to choose where you have your tests based on location, the type of tests you need, or the soonest availability.



# What happens after your results



Once your specialist has discussed your results, their treatment recommendations or if further investigations are required, the Customer Care Team will take you through the next steps. That may mean you are discharged, or you are referred back to the NHS or your private healthcare provider.

## **Supporting you through whatever comes next**

Wellbeing Support can help you while you're going through the diagnosis process, as well as during any treatment, and beyond. Provided by RedArc Assured Limited, your dedicated

You'll receive a full written report of everything you have discussed with your specialist for your records. All of your test results and letters will be added to your Trustedoctor dashboard, giving you full access to download and share this information with your onward medical team. It also means you can begin treatment without having the tests again.

Wellbeing Support nurse can help you prepare for appointments, help you understand your diagnosis or offer any practical and emotional support you may need. Wellbeing Support is available as standard on your protection policy for you, your partner and any children that live with you.

# How it works

Once Private Diagnostics is added to one of your Legal & General personal protection products, you'll receive an email from Trustedoctor inviting you to set up your profile so you can start using the service. You can also do this through the Trustedoctor website, or after downloading the Trustedoctor app.

You can start using this service right away once you have been referred to cardiology, oncology or neurosurgery.

## **The Private Diagnostics claims process**

To keep things as simple as possible, your entire claim is managed through your Trustedoctor dashboard.



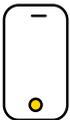
- 1.** To start making a claim, upload your GP or physician's referral letter to your Trusteddoctor dashboard and request a consultation



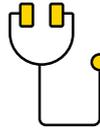
- 2.** A dedicated member of the Customer Care Team will contact you within 24 hours to arrange your consultation with your chosen specialist



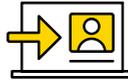
- 3.** You'll have your first video consultation via the app or website with your specialist



- 4.** If diagnostic tests are recommended by your specialist the Customer Care Team member will contact you to arrange your appointment. This will be at a convenient diagnostic centre for you to have the best and most appropriate tests, as recommended by your specialist



- 5.** You'll attend your appointment for tests at a date, time and location that suits you



- 6.** Your test results are sent directly to your specialist



- 7.** Your dedicated Customer Care Team member will contact you to arrange your follow-up consultation



- 8.** You'll discuss your results and next steps with your specialist via video consultation



- 9.** Your specialist will refer you back to the NHS or your private healthcare provider if you require further investigation or you need to start treatment.

# What's covered?

- For every 12 months of cover, you can claim up to three consultations per investigation, or up to four where a biopsy is needed.
- Any children of the insured policyholder can use this service.
- Any non-invasive tests recommended by your specialist are included.
- The following invasive tests; biopsy, endoscopy and blood tests.

## Tests your specialist can recommend for you

Private Diagnostics covers a wide range of tests to help your specialist give you the most accurate diagnosis. Tests covered include, but aren't limited to:

- Biopsy
- Blood tests
- CT scan
- Echocardiogram
- Endoscopy
- Exercise ECG
- MRI scan
- Ultrasound scan

## What isn't included?

- The cost of any virtual consultation or diagnostic tests that have not been arranged and authorised through the Trusteddoctor platform.
- The cost of any expenses for accommodation, travel or taking time off work to attend your virtual consultation or diagnostic test appointment.
- Any symptoms that began before the start date of the policy, and for your child any symptoms related to conditions where you were aware of an increased risk of diagnosis before the policy start date.
- Any conditions that had already occurred before the policy start date.
- Any treatment. The service can only be used to investigate symptoms and diagnose conditions.

# How to make a claim

When you take out Private Diagnostics, you'll receive an email from Trusteddoctor to invite you to activate your profile.

Once your profile is set up, you can request an appointment with a specialist consultant through the Trusteddoctor website. Trusteddoctor will keep you informed of your claim progress via your profile and via email.

You can set up your profile and make a claim at  
**[www.trusteddoctor.com/landg-private-diagnostics](http://www.trusteddoctor.com/landg-private-diagnostics)**

**Talk to your adviser  
about how Private  
Diagnostics can help  
bring peace of mind  
for you and your  
family's health needs.**

**Legal & General Partnership Services Limited**

Registered in England and Wales No. 00504500

Authorised and regulated by the Financial Conduct Authority

1873-3 10/23

