

3d Risk Solutions (3d) has been instructed by your Insurance Company to arrange a nurse visit to your home in order to:

- Assist in the completion of the claim form and obtain additional claim information
- Obtain key information and to validate information provided before a decision is made on a new claim.
- Obtain updated information on a reviewed claim to re-assess incapacity and identify any key changes since the last evidence was collected.
- Prepare you to return to work and, if applicable, arrange rehabilitation.

We will telephone you to arrange a convenient appointment with one of our fully trained nurses; all nurses have a minimum qualification of Registered General Nurse (RGN).

Nurse visits can vary in duration, depending on circumstances, but may typically last between one to two hours. The nurse will begin the visit by asking you a series of questions regarding the history of your medical condition, investigations, treatment provided and the medication prescribed. Following this, the nurse will ask you a series of questions to understand your current medical status, your employment position, your day to day functional ability and if required, financial status. A physical examination will not normally be required however, if one is needed you will receive specific confirmation prior to the visit.

## **Important Information**

- Please be as honest as possible as all the information discussed is treated with the strictest of confidence and the nurse report will form a number of documents obtained by the insurance company to consider your claim.
- If you are currently taking any medication or have changed medication during your absence, please make a note of the drug name(s) and dosage taken as this information will be requested as part of the visit.
- It is advisable to write down any significant doctor/consultant attendances and dates before the visit as this information will be requested as part of the visit.
- Please make a note of the appointment details for future reference. Once agreed, if you are unable to attend please contact us immediately so that a new date/time can be arranged.
- Always ensure that you check the nurse's identification. If you have any doubts of their authenticity, refuse entry and contact 3d.
- You may feel more comfortable having another person with you, if so, you are able to bring along a friend.
- Failure to attend or complete the visit may result in the insurance company being unable to consider your claim.

All of the information is strictly confidential and to be used for insurance purposes only. 3d and the nurse will compile a report to your insurance company after completion of the report. The information will not be disclosed by 3d to any third party without your prior written consent.

If you require any more information about the need for a nurse visit then please contact your insurance company. If you have any comments regarding the service you received from either the nurse or 3d then please do not hesitate to contact us 0151 702 6439.