



Underwriting Evidence Services

Nurse Screening

Service Description

Nurse Screening is a cost effective way of obtaining medical evidence. Utilising the 3d network, nurses can visit applicants in their own environments to obtain as little or as much medical evidence as is required. Based throughout the UK, the nurses offer a professional service within short turnaround times. The nurses are able to collect samples which they will forward direct to the laboratory.

Main Beneficiaries

- Insurance Companies
- Friendly Societies
- Business Process Outsourcers

Service Delivery

- The nurses are equipped with digital pens to transfer the information directly back to head office for processing and onward transmission to clients.
- All services are received, handled and processed through the internal and external systems “Merlin” and “Promis”
- Instructions are received through Merlin’s web interface using a secure authentication
- Updates and case tracking are available online or through automated emails
- All reports received are scanned and made available immediately online
- If requested, documents can be sent in hard copy format

Compliance

- All reports are quality checked to ensure that all questions are answered and signature /sign off is obtained.
- Reports will be quality checked by fully qualified nurses to ensure all boxes have been completed and any consent forms have been signed by the client.
- All results from any lab tests will be returned electronically to the client to ensure speed and efficiency.
- The online service is fully authenticated and secure using the latest in online encryption technologies.

Related Services

- GP Reports
- Lab tests
- Medical Examination Reports
- Diagnostics

Service Levels

- On 90% of cases 3d will adhere to the following service levels:-

< 24 hours = receive instruction and send acknowledgement

< 5 days = Agree on appointment with client

< 15 days = Appointment conducted - report checked, scanned and sent to customer.