# RCM Priority call

Crisis management, advocacy, access and expert advisory services for those with a newly diagnosed critical illness.

### RCM Priority Call Bundled with CI Insurance - The Group Benefit Employees Want and Expect

Today, patients who receive a new devastating diagnosis of a critical illness (heart attack, stroke, cancer), and their families, are overwhelmed by the chaos, confusion and frustration caused by eroding hospital services, growing wait lists, rotating and random doctors. Mistakes, oversights, and miscommunications happen.

Priority Call gives patients and their families immediate 365 access to RCM's multi-lingual advisory centre staffed by highly experienced, compassionate, case managers who instantly mobilize a multi-disciplinary team of leading experts.

Every Priority Call patient benefits from RCM’s rigorous advocacy and co- management of patient needs which includes collaborating with their treating doctors, as well as expedited access to second opinions from the world's most recognized specialists, benefits maximization, and more.

## ONLY PRIORITY CALL provides second opinions PLUS these benefits

* Start date at time of diagnosis, not delayed until after adjudication
* 365 access to multi-lingual expert advisory centre
* Recording of second opinions
* Crisis management
* Comprehensive decision support on treatment options
* Advisory “consensus” panels
* Advocacy for access to required public services
* Co-management with the patient’s treating team
* Quality control for mistake minimization
* Co-ordination of benefits
* Benefit maximization
* Option of buying healthcare services with critical illness funding
* Triage to best care, including most scientifically-sound advanced diagnostic and treatment options available locally and globally
* Regular communications with family
* Secure shared e-records

Insureds with critical illness insurance have the option of using their funds to improve their quality of care. RCM provides the insured with access to the best in class testing and treatment(s) to deliver superior outcomes.

### RCM Priority Call builds on a 25-year tradition of providing crisis management within the Canadian healthcare system.



#### To learn more, contact RCM sales at:

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