

Lean on **your nurse** when you're not strong

The time after receiving a critical illness diagnosis can be very difficult. Access to the RedArc Nurse Service is available if you're insured under your employer's Group Critical Illness policy and offers you and your family long-term practical and emotional support over the telephone from a dedicated personal nurse.

Recommendations and advice are in line with UK NICE (National Institute for Health and Care Excellence) guidelines.

This service is a non-contractual benefit Aviva can change or withdraw at any time. Available to employees and their families who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



RedArc gives you nursing advice and support right when you need it

RedArc is a nurse advice and support service available to insured employees and their spouse/partner. It offers long-term practical and emotional support over the telephone from a dedicated personal nurse. RedArc's experienced registered nurses, tailor their support to the particular needs and provide highly personalised and confidential support. The same nurse will stay in touch by telephone and/or email as often as and for as long as needed, employees will have plenty of time to discuss everything important to them in complete confidence.

Support is available for any long-term physical or mental illness and bereavement such as:

- Cancer
- Cardiac
- Stroke
- MS
- Chronic Fatigue
- Long Covid
- Orthopaedic
- Gynaecological
- Bereavement
- Anxiety, Stress, Depression
- Trauma and PTSD

Everyone deals with a critical illness diagnosis differently, so if you want to talk you can call RedArc on:

01244 625180 quoting 'AVIVA GCI'

Lines are open **Monday to Friday between 9am and 5pm.**
Standard call charges apply. Calls may be recorded.

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Please get in touch if you'd prefer this flyer (**GR03283 03/2026**) in large print, audio, or in a different colour.

How to contact us



0800 068 3827



aviva.co.uk

Our opening hours are **Monday to Friday, between 9.00am and 5.00pm.** For your protection and ours, calls to and from Aviva may be recorded and/or monitored. Calls to 0800 numbers from UK landlines and mobiles are free of charge. Calls from outside the UK may be charged at international rates.

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 **AVIVA**