



# PHYSIO DIRECT

## Frequently asked questions

### What is Physio Direct?

Physio Direct gives you fast access to physiotherapy without the need to see your GP. You can speak to a Senior Physiotherapist who'll assess you over the phone, or if appropriate have a face to face assessment without the need for a GP referral.

### How do I book a Physio Direct appointment?

There's no need to visit your GP. Simply call your Cigna Helpline to authorise your claim. Once authorised you'll be transferred directly to the Nuffield Health Contact Centre. You'll then be booked in for an Initial Telephone Assessment with a Senior Physiotherapist.

If at the end of this assessment your injury can't be resolved by self management, then a face to face appointment will be booked at a convenient location and time for you.

### What is an Initial Telephone Assessment?

An initial telephone assessment is a Senior Physiotherapist led phone assessment of your condition to determine the best treatment programme for you. If your condition can be managed through self management you'll be given all the tools to manage your recovery including a bespoke web based exercise and advice programme.

You'll also have access to video clips and 3D-images of your prescribed exercises. You'll receive regular follow up calls to ensure your recovery remains on track and that you have all the support you need. At any stage of this process you and your Physiotherapist can onward refer to face to face treatment if needed.

### What are the benefits of an Initial Telephone Assessment?

- › Assessment by a Senior Physiotherapist in the comfort of your own home or workplace.
- › Rapid access to treatment/advice will get you on the path to recovery quicker.
- › If you need face to face physiotherapy treatment, you'll be referred to a clinic close to work or home.
- › Access to tools to manage your own recovery including a detailed exercise and advice programme.
- › Regular follow up calls to ensure your recovery remains on track and you have the support you need.

### How long will it last?

The length of your appointment depends on the type of assessment needed.

- › Initial Telephone Assessment - 30 minutes
- › Telephone follow up assessment - 30 minutes
- › Face to face assessment (if self management not appropriate) - 45 minutes

### What if I have a plan excess or coinsurance?

Please see your plan details and membership certificate for details of your excess or coinsurance. If you receive an Initial Telephone Assessment, then neither excess nor coinsurance will be applied to this assessment.

Depending on the level of excess or coinsurance you may have, if you go on to have face to face treatment, you may need to pay towards this until the excess or coinsurance limit is reached.

If you've already paid your excess for the plan year then the bills will be paid by us.

Fees for face to face physiotherapy are:

- › Face to face initial assessment - £61 (if self management not appropriate)
- › Follow up face to face treatment - £41

## Why has Nuffield Health been chosen as the provider for physiotherapy?

Nuffield Health is the leading UK Healthcare charity and the second largest employer of Physiotherapists outside the NHS. Nuffield Health prides itself on the quality of care and the robust clinical governance that underpins its Physiotherapists and systems. They offer a clinically governed network, ensuring you receive the right amount of treatment, at the right time, based on the latest clinical evidence and research. All Nuffield Health Physiotherapists are required to belong to two governing bodies: The Chartered Society of Physiotherapists (CSP) and Health Profession Council (HPC).

## About Nuffield Health Physiotherapists

All Initial Telephone Assessments are completed by Senior Physiotherapists who all follow the same physiotherapy governance, care pathways and regulations. All these Physiotherapists still practice in clinic for a minimum of 16 hours a week.

## What happens if self-management hasn't resolved my symptoms?

Throughout your self-management you will receive regular follow up calls from your Senior Physiotherapist to ensure your recovery remains on track and you've the support you need. At any stage you and your Physiotherapist can decide to onward

refer to face to face treatment if needed. There are no additional costs for follow up phone calls. If you are referred to face to face physiotherapy the normal follow up session costs will be applied. Please see the section about excesses and coinsurance if one applies to your plan.

If you do need to see a physiotherapist face to face, then contact your Cigna helpline for further guidance and authorisation. They can work with Nuffield to identify a clinic in the most convenient location for you.

## What if I don't want to use a Nuffield Health Physiotherapist?

You can still make use of Cigna's self-referral option for physiotherapy through Nuffield without using the Initial Telephone Assessment service. If you prefer to use another physiotherapy provider simply visit your GP for a referral.

## Who do I speak to if I have any questions about Physio Direct?

If you have any queries about your physiotherapy treatment options with Cigna, you should call your Cigna Helpline.

## Who do I contact if I need to cancel or rearrange an appointment?

Any queries about your appointment should be directed back to Nuffield Health (0303 123 7098).

## Who do I contact if I want to give feedback about the service I have received?

If you have a complaint about the service you have received from Cigna, you should contact your Cigna Helpline in the first instance. If your complaint is about the service you received from Nuffield Health, you should contact them on 0303 123 7098.

**Together, all the way.<sup>SM</sup>**



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