



PPP HEALTHCARE

# When you need support for your muscles, bones and joints

We're here to put the spring back in your step when pain strikes. Whether it's a sprained ankle from the Sunday game, or something that's been troubling you for a while – like backache that won't settle down or a dull pain in your shoulder – our **Working Body** team are here to help\*.



## No need to see a GP

The earlier you get help, the sooner you can start feeling better. Whether it's a call you fit in at lunchtime, or one you squeeze in after the school run, it could be just what you need to get moving again.

As soon as you feel a twinge, call the **Working Body** team to set up your initial telephone consultation with a physiotherapist. They'll call you back at a time that fits in with your schedule.



## Treating your pain

Your **Working Body** physiotherapist will assess your symptoms over the phone, and talk to you about what they could mean.

If they think exercises could ease your pain, they'll talk you through some you can try at home, at the gym – or even at work.

If you need further treatment, such as hands-on therapy, they'll recommend next steps and – if you're covered – help you plan what to do.

\*Working Body phone consultations are included in your private healthcare plan, as long as you're 18 or over.

“Excellent service on the phone. Knowledgeable staff who are also very professional and efficient.”

AXA PPP healthcare member



### Self-help at home

If your **Working Body** physiotherapist thinks you can manage your problem at home, they'll give you some exercises to follow.

They'll explain how you can prevent the pain from returning, offer tips on managing your condition if it does flare up again, and check in with you after a few weeks to see how you're doing.



### Seeing a specialist

Just like a GP, your **Working Body** physiotherapist can refer you to a specialist if they think your condition should be looked into further.

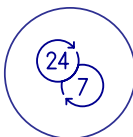
Our personal advisers will pre-authorise your treatment and arrange an appointment for you.



### During your treatment

If you have a more complicated condition, or your treatment plan needs to be revised, our **Working Body** team can help.

There's no limit to the number of times you can call them for support and guidance – for the same issue, or a new one.



### 24/7 online option

You can also access treatment through Member Online, our secure member-only website. Head to the 'Make a claim' section, choose 'muscle, bones or joints' and follow the step-by-step guide. While you're there you'll also see information about your plan, such as membership documents and details of any claims you've made.



### Hands-on therapy

If your **Working Body** physiotherapist thinks hands-on treatment will help – and you're covered by your plan – our personal advisers will book you an appointment.

It'll take place in one of our preferred hospital-based clinics, fitness and wellbeing sites or medical centres around the country at a time that suits you.



### Quality care

Each of the **Working Body** physiotherapists is experienced in assessing all types of conditions that affect bones, joints and muscles – and at diagnosing them over the phone.



### Your private medical benefit

When you call us with a bone, joint or muscle problem, we want to make sure you concentrate only on feeling better. You can rest assured that your initial phone consultation won't affect your outpatient limit or the number of physiotherapy sessions you have, and we won't ask you to pay any excess.

If you need follow-on treatment, we'll be happy to explain to you how this impacts your plan. You can also check your handbook for more information.

## Get started

To speak to our **Working Body** team call: **0800 029 4236** Our opening hours are Monday to Friday 8am to 8pm and 9am to 5pm on Saturdays and bank holidays.

Or you can choose 24 hour online access through Member Online: [axapphealthcare.co.uk/mymembership](https://axapphealthcare.co.uk/mymembership)