



**“Having a remote ECG was actually quite comforting. It cut out a lot of worry and travel, and I got the help I needed faster.”**

Louise, 41, Bupa customer

When cyclist Louise had a scare with her heart, she was put on a three-month waiting list for a referral. Faced with no answers, and no exercise for 12 weeks, she used her Bupa health insurance to call us, and spoke to a cardiac specialist within 24 hours.

### **Don't put your health on hold**

There are around 7.4 million people living with heart and circulatory diseases in the UK. Around 44,000 people under 75 die from such conditions each year\*. So we know how important it is to get fast access to specialist care when you need it.

When Louise, a fit and active mum, was riding her bike, she noticed her heart rate rush up and spiral down before briefly losing consciousness.

At the peak of the coronavirus pandemic, finding a referral through her GP came with a 3 month wait and she was told not to do any exercise. **“I'm an active person, I have a 4-year-old son. Life couldn't stop like that. So I called Bupa.”**

### **Fast access to the care you need**

Our first step was to arrange a video consultation, so Louise could speak to a cardiac specialist straight away.

**“It's nice to sit in your own home, in a relaxed atmosphere, talking to somebody. It was different, but really good.”**

**“I was told I'd have to wear an ECG at home, 24/7. They sent it to me the next day. It was all very straightforward. But if I needed anything, I could call or email, and they were great.”**

### **With you, even if you're at home**

By monitoring Louise's heart remotely, we could stress test her heart in real-life scenarios.

**“It was all done remotely, but it felt very safe. The whole thing was efficient, professional, quick, and they were so kind.”**

**I still have a few more tests to go, but my mind has been put at ease that it isn't anything to worry about. I've come out of it knowing I'm going to be okay.”**



**To find out more call our Cardiac Support Team to access our Rapid Cardiac Assessment Service.\*\*  
0345 600 7264**

\*British Heart Foundation (July 2020), UK Factsheet. Slide 3.

\*\*We may record or monitor our calls. Opening hours Monday to Friday 8am - 8pm and Saturdays 8am - 4pm.

These quotes reflect the specific experience of one customer (as told to us in June 2020). The cover you choose will be subject to specific terms and conditions that will apply to your policy. Pre-existing conditions are normally excluded. Please see the Policy Terms section of your Policy Benefits and Terms booklet for full details.

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