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Treatment Availability and Transitioning Back into Healthcare

As the coronavirus situation eases, NHS England has confirmed that private hospitals can now continue private practice.

While priority will still be given to treatment for cancer, cardiac, and other serious and urgent medical needs, private hospitals will be able to offer elective treatment.

As this is an ongoing situation with many changes still to come, we at CS Healthcare are working closely with private facilities to provide the same great service our members have come to expect.

Although members may face a delay in receiving some treatment, against their previous expectations, they will still be able to access eligible private treatment when they need it. Despite the delay, this treatment will almost certainly be provided quicker privately than via the NHS, while it remains focused on the COVID-19 response.

If you have delayed pursuing diagnosis or treatment, now may be a good time to contact your treatment provider to see if your treatment can go ahead. Alternatively, you can contact our friendly Claims Team on 020 8410 0440 or email us at claims@cshealthcare.co.uk so we can help you return back to health.

Have you already had treatment approved?

If the coronavirus outbreak prevented you from booking treatment or if you have had any pre-authorized treatment delayed or cancelled, get in contact with your specialist or private hospital to find out whether your treatment can now be rescheduled. If you arrange a new date for treatment then give our Claims Team a call on 020 8410 0440 and we'll be able to issue you with a new pre-authorization certificate to reflect the new dates.

If your specialist or hospital is not yet available, contact our private GP helpline, GP24, and speak to a doctor if your symptoms worsen.

Do you think you need to seek new treatment?

If you think you need to seek treatment then you should:

- Contact our private GP helpline, GP24, where you can obtain an open referral to avoid you having to visit your local GP surgery.
- Contact our Claims Team on 020 8410 0440 or email us at claims@cshealthcare.co.uk to check if you're covered and to receive a pre-authorization for your treatment.

Our private GP helpline, GP24, is accessible 24 hours a day, 7 days a week, 365 days a year meaning unlimited advice, reassurance, diagnosis or second opinion is available to you when you need it. You can access the GP24 app [here](#) or by calling 020 8410 0415.

How to prepare for treatment?

If you are preparing for treatment and you or someone you live with develops coronavirus symptoms, contact your private hospital and let them know. In almost all cases, you will be told to stay at home. If so, do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 to tell them you're staying at home. If you feel you cannot cope with your symptoms at home, use NHS 111 online.

Once you're in hospital

The private facility should have careful guidelines in place to help keep all patients and staff safe. Normal pandemic precautions will apply:

- Wash your hands with soap frequently, use hand sanitizer when water is unavailable
- Avoid touching your face
- Maintain social distancing
- Practice respiratory hygiene
- If you need to sneeze or cough, use a tissue then discard in the bin and wash your hands

Once you're out of hospital

To keep control of the virus, normal precautions should be followed:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms