HCA Healthcare UK

Rapid Response Referral Service

for winter sports injuries

Medical Concierge Centre



Rapid Response Referrals for winter sports injuries

The HCA UK Concierge Centre offers a Rapid Response Referral service for patients requiring medical care after suffering a winter sports injury.

This premier service arranges rapid transportation for patients outside of the UK to the relevant HCA UK private hospital, including transfers to intensive care units. Our London hospitals are equipped to provide expert critical care, neurological rehabilitation, orthopaedic surgery and orthopaedic trauma rehabilitation.

24/7 access

to concierge services team

Referral response in

real time

We work directly with international transfer specialists to co-ordinate fast patient transfers from all over the world to the UK. The Rapid Response Referrals team operates 24 hours a day, 365 days a year.

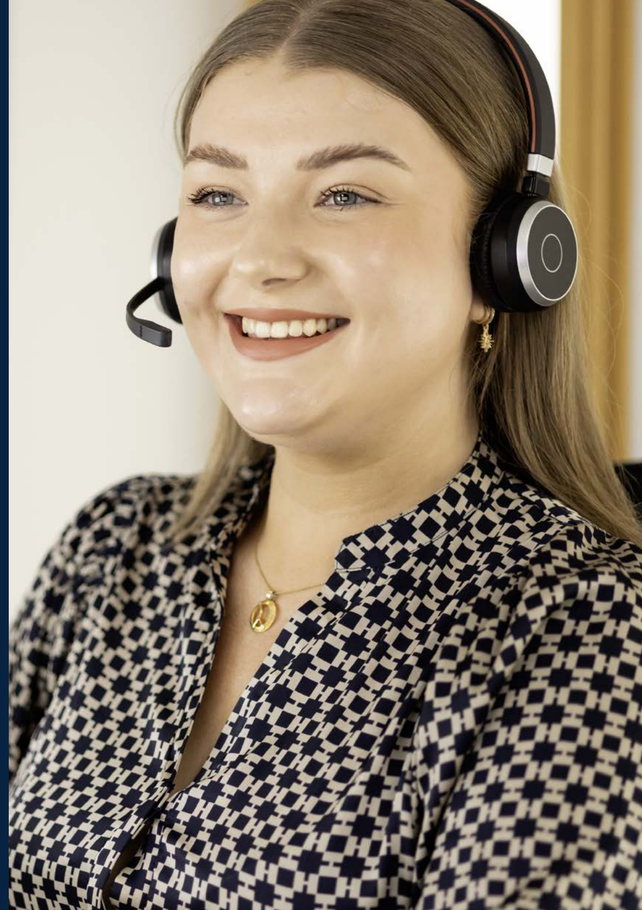
- Suitable for anyone who has had an injury on the slopes and requires care
- International transfers to an HCA UK private hospital organised rapidly
- 24/7 availability, 365 days a year
- A response to all requests in real time

Patients transferred by the HCA UK Rapid Response Referral service will be taken to the appropriate HCA UK hospital that can provide the specialised expert care for their individual needs.

To arrange a Rapid Response Referral for a winter sports injury, please contact the HCA UK Concierge Centre:

Email: medical.concierge@hcahealthcare.co.uk

Call: +44 (0)20 7563 5444



HCA Healthcare UK

Critical care

When patients are critically ill, rapid access to the highest standard of care is of paramount importance. HCA UK has the largest private Intensive Care Unit (ICU) in the UK. Through our expert teams and technology, we are able to deliver the best possible care 24 hours a day, 365 days a year.

Our ICU is capable of caring for patients with the most complex health needs, including those who have had major surgery. We provide specialist intensive care for patients who have an acute brain injury and stabilisation before neurological rehabilitation. We also offer management of long-term, complex intensive care needs.

Complex care is delivered by a multidisciplinary team of doctors, nurses and allied health professionals who specialise in intensive care. This team is supervised by specialist intensive care consultants.

> “The Wellington Hospital Intensive Care Unit is able to treat and support patients with the most complicated conditions to the highest international standards.”
>
> **Dr Adrian Steele, Consultant Intensive Care Medicine**



Neurological and spinal rehabilitation

Patients who have suffered a concussion, brain injury or spinal injury following a winter sports accident can receive specialist treatment at HCA UK’s The Wellington Hospital. The hospital has an outstanding team of expert neurosurgeons and spine surgeons, including two of the UK’s leading complex spine surgeons, Mr Adrian Casey and Mr Robert Lee.

The world-renowned Acute Neurological Rehabilitation Unit at The Wellington Hospital offers complex care from internationally respected consultants. It is the largest private unit of its kind in the UK and is supported by 24/7 intensive care. For 20 years we have rehabilitated thousands of patients, discovering new possibilities for individuals who have suffered traumatic brain or spinal cord injuries.

The Wellington Hospital also offers a Spinal Rehabilitation Service that can provide patients with support following complex spinal surgery. Patients can expect a multidisciplinary team approach to their care. Our rehabilitation specialists include consultants, specialist nurses, physiotherapists, psychologists and dietitians.

We’re here to look after our patients from admission through to recovery and beyond. Each patient receives a personalised rehabilitation programme tailored to support both them and their family. Should patients require it, we can provide specialist speech and language therapy, nutritional and dietary advice, music therapy and occupational therapy.





Orthopaedic trauma rehabilitation

Patients who require orthopaedic surgery due to a winter sports injury can receive complex surgery and/or comprehensive rehabilitation through our Orthopaedic Trauma Rehabilitation Programme.

The programme can provide care to patients who have complex fractures to upper or lower limbs, pelvic fractures and major fractures of the spine without spinal cord injury. Patients will receive first-rate surgical care in outstanding facilities at HCA UK's London Bridge Hospital, followed by a comprehensive rehabilitation programme aimed at getting them back to normality.

Through a holistic, multidisciplinary team approach, every patient will receive a bespoke surgical and/or rehabilitation plan. Our team of leading trauma surgeons, rehabilitation doctors, plastic surgeons, physiotherapists, occupational therapists, nurses, psychologists, prosthetists, orthotists and dietitians provide specialist care and will be there to aid every step of the recovery process.

The service provides patients with access to the latest technology in their rehabilitation, including the use of muscle stimulators to get muscles working early, and anti-gravity treadmills to allow mobility before the patient can walk again.



Bespoke plans

Multidisciplinary teams

Complete service



HCA Healthcare UK

How we helped an unlucky skier get back to the UK and back on his feet



At the beginning of 2023, while enjoying a skiing holiday in Switzerland, a man experienced a life-altering accident. After suffering multiple fractures and a concussion, he was airlifted to a Swiss intensive care unit for emergency treatment.

While undergoing that treatment, it became evident that the patient would need specialised care back in the UK to aid his recovery. Accidents like this are, unfortunately, all too common, but for this individual at least, there was help on the horizon.

The patient found himself in the position of having to manage both the medical and logistical issues his condition presented, and all from his hospital bed. At a time when he should have been focused on getting better, he had to coordinate between two insurance companies, arrange medical supervision for his transfer, and secure admission to a UK hospital.

Needless to say, all this proved overwhelming, not least because of the patient's injuries, but also the fact that many of these challenges involved technical and logistic knowledge far beyond most people's scope, such as organising an air ambulance.

A helping hand

After a recommendation from someone, the patient enlisted the help of the **HCA UK Medical Concierge Service**. From that point on, we were able to play an essential role in organizing his transfer and care, ensuring his safety at every stage of the process.

Firstly, we acted as **liaison between the hospitals in Switzerland and the UK**. Working closely with medical professionals in both countries, we got a detailed understanding of the patient's injuries and treatment requirements. This helped us to organise the **smooth transfer of his medical records** and **arrange for his care to be managed at the hospital best equipped for it**, and **by a consultant who specialises in this type of injury**.

Given the severity of his injuries, **the patient's safety during the journey was a top priority**. The concierge service team arranged a fully equipped air ambulance, staffed with a dedicated medical team to monitor his condition throughout the flight, ensuring no complications arose during transport.

All of this happened in a matter of hours. Having had his case accepted by the HCA UK consultant and Intensive Care team on Wednesday 8th February, the patient arrived at 9am on the morning of Thursday 9th.

Of course, one of the most complex aspects was **securing approval from both insurance providers**. Our team was able to manage this process from start to finish, **taking care of all the documentation, making sure the air ambulance and hospital admission were covered**, and **giving the patient much-needed peace of mind**.

Another success story

Eventually, all the hard work paid off. The patient's transfer was completed successfully, under expert medical supervision and he was admitted to one of HCA UK's London hospitals. There, on familiar ground, he was able to focus solely on his recovery under the care of an HCA UK specialist consultant, rather than managing the complexities of his transfer.

This is just one of hundreds of similar success stories that shine a light on the importance of expert medical concierge services. By dealing with complex, healthcare logistics, we provide patients with continuity of care at every stage of their journey as well as something equally important – peace of mind.

Hospital liaison

Fully equipped air ambulance

Fully documented

In his own words

Now recovered, the patient got in contact to thank us for the care and assistance he received. Here's what he had to say:

"I was having to co-ordinate two insurance companies to get myself transferred back to the UK under medical supervision and gain admission to a UK hospital.

This was a daunting experience, not helped by my injuries, and I desperately needed someone experienced to help co-ordinate the myriad of officialdom in order to do this.

Someone recommended I use the HCA UK Medical Concierge Service, and they were invaluable in taking the stress out of a very difficult situation.

I cannot thank them enough for the services and care they provided when I most needed it."

Our Group

The Harley Street Clinic

The Lister Hospital

London Bridge Hospital

The Portland Hospital

The Princess Grace Hospital

The Wellington Hospital

Private Care at Guy's

HCA UK at University College Hospital

The Harborne Hospital

The Wilmslow Hospital

The Christie Private Care

Laboratories

Primary Care

Sarah Cannon Research Institute

Leaders in Oncology Care

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