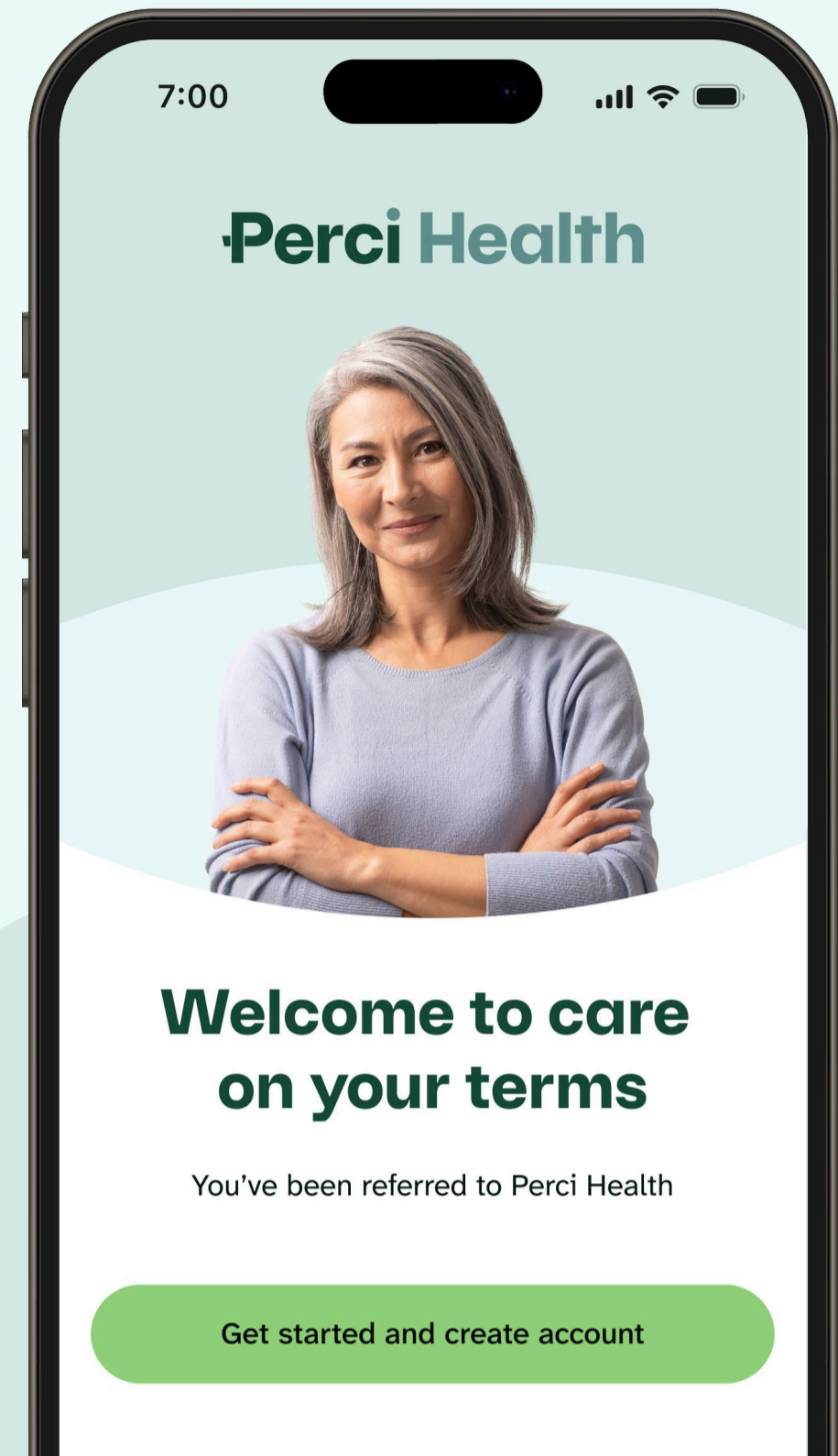


Perci Health

Employee guide

Aviva's Cancer Support Pathway



If you are facing a cancer diagnosis, it can feel uncertain and overwhelming.

There will be appointments, treatment decisions and information to process. It is natural to feel unsure about what comes next. You do not have to navigate this on your own.

Through your Aviva Income Protection policy, you may have access to Aviva's Cancer Support Pathway delivered by Perci Health, the UK's largest virtual cancer clinic.

Perci Health specialises exclusively in cancer care. As a CQC-registered cancer clinic working in partnership with Macmillan Cancer Support, Perci brings together experienced Cancer Nurse Specialists and a team of expert cancer clinicians who support people through diagnosis, treatment and beyond every day.

The service works alongside your NHS or private treatment and is designed to complement and enhance your care, not replace it.



What you'll receive

Through the Aviva Cancer Support Pathway, you may receive:

- A dedicated Cancer Nurse Specialist who will support you through diagnosis, treatment and returning to work
- Access to specialist cancer clinicians including physiotherapists, dietitians, psychologists and menopause specialists when needed
- Access to Perci Health's vocational rehabilitation programme, where clinically appropriate
- Secure digital access to appointments, messaging and personalised clinical guidance
- Confidential support at no additional cost through your Aviva Income Protection policy

Every care plan is tailored to your individual needs and circumstances, ensuring you receive the right support at the right time.

Your dedicated Cancer Nurse Specialist

You will be matched with a dedicated Cancer Nurse Specialist who will remain your main point of contact throughout your care.

Your nurse will get to know you, your diagnosis and your treatment plan, providing consistent support without you needing to repeat your story.

They can help you:

- Prepare for appointments
- Manage side effects and symptoms
- Navigate emotional and practical challenges
- Support conversations about work and returning to work
- Coordinate access to additional cancer specialists when needed

Appointments are delivered by video or telephone, with secure messaging available between appointments.

Access to specialist cancer clinicians

Cancer can affect every aspect of life, both during treatment and afterwards.

When additional support is needed, your nurse can connect you with Perci Health's wider team of specialist cancer clinicians, including:

- Physiotherapists
- Dietitians
- Psychologists
- Menopause specialists
- Pain and neuropathy specialists

You may benefit from specialist support for challenges such as fatigue, pain, mobility, emotional wellbeing, menopause symptoms, eating difficulties or treatment side effects.

Everyone's needs are different. Your care is tailored to your individual needs, concerns and goals, with the right specialist involved at the right time.

Accessing your support

All support is delivered through Perci Health's secure digital platform.

You can:

- Attend video or telephone appointments
- Message your care team securely
- Access your care plan and appointment notes in one place

Support can be accessed from the comfort of your home, reducing the need to travel for additional appointments.

Your care team works from a shared platform, meaning your support is coordinated and you do not need to repeat your medical history every time you speak to someone.

Digital access enhances specialist human care, it does not replace it.

How your support begins

If you are diagnosed with cancer and make a claim under your policy, Aviva can refer you to Perci Health with your consent.

After registering, you'll be contacted by your dedicated Cancer Nurse Specialist, who will arrange your first appointment and begin building your personalised care plan.

The level and frequency of support will be tailored to your individual needs throughout your cancer experience and return to work journey.

Support is available following a cancer diagnosis under the policy, even if a financial payout is not made.

You are not alone

Cancer can bring uncertainty, difficult decisions and moments when you need expert guidance.

Through Aviva's Cancer Support Pathway, delivered by Perci Health, you'll have access to a dedicated Cancer Nurse Specialist and a team of specialist cancer clinicians who can support you throughout diagnosis, treatment and returning to work.

Whatever stage you are at, you'll have personalised support from a team who understands the challenges cancer can bring.



Perci Health. Whole Human Cancer Care.