

What To Expect from Your New Surgery Benefit

Carrum Health is a special surgery benefit that provides exclusive access top-quality care. Once you call us, you can expect the following:



1. Meet Your Personal Care Concierge

When you call Carrum, you will be introduced to your personal Care Concierge, who will support you throughout the entire surgical experience.



2. Compare and Select Your Hospital and Surgeon

After learning about the Carrum program, you can visit the Carrum online portal (my.carrumhealth.com), which will allow you to select a hospital and surgeon, similar to shopping for a flight ticket. You can review each hospital and surgeon by quality and patient satisfaction ratings.



3. Receive Clearance for Surgery

Your Care Concierge will contact you to sign your medical records release form and will collect a list of the physicians you have seen. Your Concierge will then gather medical records from your local physicians and send them to your chosen, Carrum surgeon.

Once the medical records have been reviewed, your Concierge will call you with the surgical recommendation. If your surgery was deemed necessary, you can consider your options and then elect to proceed with surgery through Carrum Health.

**Want to learn more? Contact 1-888-855-7806
or visit my.carrumhealth.com/eiahealth**



4. Receive Full Support Preparing for Surgery

Your Concierge will review all educational materials with you, describing what to expect and outlining a step-by-step checklist leading up to the day of surgery. Your Concierge will work with you to:

- Schedule the operation and arrange travel logistics
- Tailor a post-discharge care plan, and schedule all follow-up visits with the surgeon, home health and physical therapy services
- Prepare you for the visit with instructions on diet, sleep and logistics

Prior to travel, you will receive a pre-paid debit card in the mail with funds for meals and other incidentals.



5. Get Your Surgery Done (Sample Timeline)

Day 1: You and your companion will travel to the hospital location and check into your hotel.

Day 2: You will check into the hospital, meet your surgeon and undergo a final medical evaluation. The surgeon will then determine the operation is a “go.”

Day 3-4: The operation is completed successfully and you will stay at the hospital to relax and recover.

Day 5-6: You will be discharged to the hotel. After additional recovery, you will travel back home.



6. Recover Smoothly with Total Care Coordination

After arriving back home, your Concierge will call you to walk you through the post-discharge care plan, and schedule all remaining medical visits. Your Concierge will monitor your progress until you return to work.