

Health Concierge

How those in the role describe it.



“I provide empathetic and practical support to our members - helping people to become more aware of their healthcare needs and the resources available to support them.”

I like that I can use my empathy and communication skills developed through my clinical experience to support our members, without having to make clinical decisions or supervise others.

Health Concierge is the glue that helps our members navigate the complex healthcare system and to simplify all the information they've been given.

I help our members improve their health outcomes by offering them pre and post-hospital support when they need it the most.

I help members to make informed decisions about their health so they're not just relying on hearsay or Google.

Sometimes we are one of the only people our members have opened up to because they want to put on a brave face to family and friends. We offer a safe, non-judgmental space for them to be themselves and share their concerns.

I like that the resources I provide to people ease their concerns about the healthcare system when they're coming to terms with their diagnosis.

Every person is different and every story is different; I really do make a difference.

Concierge is about connecting with our customers and offering them empathetic and practical support. Concierge is a conversation.