

# Connected Health by Laya Healthcare

## Innovative health and wellness

At Laya Healthcare looking after you always means exactly that – always. Ireland's second largest provider of health insurance, Laya Healthcare is committed to looking after the needs of over 560,000 members. We have consistently grown in a challenging market by ensuring we offer innovative solutions to both our individual and corporate members and we understand all our members' changing needs.

### Sickness doesn't strike at the most convenient time

Innovation is at the heart of what we do and we recently launched our enhanced CareOnCall benefit with a range of services designed to suit the differing needs of everyday life. CareOnCall helps to keep all our members and their families healthy 24/7 from the comfort of their own home:



- ✓ GP video consultations allow members to speak face to face with a GP based in Ireland, through phone, tablet or desktop, 7 days a week to suit busy schedules
- ✓ Online prescription service gives members 24/7 access to fill a prescription for a range of treatments, with discreet delivery of the prescription to your door
- ✓ For added peace of mind and immediate access when members need it, our Nurseline and GPline are available 24/7; that also means in the middle of the night when your child has woken up unwell
- ✓ Physioline gives members direct access to speak with a physiotherapist on any muscle pain or joint discomfort. Better still, members can download their exercise programme to the designated Physioline app and monitor their daily progress. The physiotherapist will check back in with members seven days later to see how the treatment is going
- ✓ Members can access all CareOnCall services via the app or desktop website, whatever suits their needs.

### Health & Wellness by Laya Healthcare

The link between the workplace and health and wellbeing has become widely recognised in recent years. It is estimated that absenteeism each year is costing small business alone almost €1 billion. It is now accepted that, not only do comprehensive health and wellbeing programmes lead to healthier employees, but they also lead to healthier businesses.

According to a recent Towers Watson survey, employers that deliver strategic health & wellbeing programmes, focused on the individual and the organisation:

- are 50% more likely than competitors to report lower turnover rates
- have 50% higher revenue per employee
- are twice as likely to significantly outperform their peers financially

Discussion around health and wellbeing is also now widespread with the establishment of events such as the Mental Health and Wellbeing Summit – the inaugural summit which took place in 2016 in partnership with Laya Healthcare. While the traditional approach for wellbeing has been a "nice to have", it is now being acknowledged that helping to improve employees' health and wellbeing is in everyone's interests. Indeed, wellness as an integral part of a benefits package is now considered an appropriate strategy in attracting and retaining talent.

At Laya Healthcare, we have always taken a preventative approach to healthcare. Our connected health philosophy is based on connecting the right people with the right data and systems to build bespoke programmes, innovative health insurance solutions and holistic care pathways.

### What is Connected Health by Laya Healthcare

Many of the health and wellness programmes currently available in the market are "off the shelf"



**Laya**  
healthcare  
proudly part of AIG

for generic use and not evidenced based. Health & Wellness by Laya Healthcare is different as it is designed based on client objectives and needs and guided by industry-wide data.

### What sets Connected Health apart

There are three clear differentiators that make Connected Health a market-leader: Data, Evolution and our Focus on You.

We have built all of our programmes, services and products to deliver insights into the health and wellbeing of employees and organisations. The use of client specific data allows us to not only establish a starting point from which we build initial evidenced-based programmes, but to continuously evolve by gathering and monitoring data to ensure our programmes are connected to the needs of a client's team.

We recognise that people change, lives change and behaviours change. Our programmes are designed to develop and evolve to reflect these changing needs. Health & Wellness by Laya Healthcare maps patterns over time and merges clinical and health and wellness data to give a clearer understanding of what is needed, when it is needed and identify the best platform to deliver the programme.

### What does Health & Wellness by Laya Healthcare look like

Our offering includes a range of services to empower employees with the necessary tools to live well.

Our services include wellness, e-learning, health screening, occupational health as well as managing gyms and wellness centres and assisting with the implementation of wellness strategies. Our Healthscore tool helps to identify possible health issues and stress points at an individual and organisational level. Our Mindscore tool evaluates mental fitness to help users understand their own mental health. When combined, these confidential tools allow employees and employers to evaluate both their physical and mental well-being in a holistic manner. These baseline scores allow for the mapping of trends on an individual and organisational level.

Employee Engagement is hugely important for any client investing in their team's health & wellbeing. On an everyday level, Health & Wellness by Laya Healthcare utilise gamification techniques like inter-

active leader boards to motivate employees to challenge themselves against their peers. We also host onsite seminars with our panel of experts which may include nutrition talks from The Happy Pear; Mental Health seminars from Alan Quinlan or Niall Breslin or nationwide corporate cardiac screening programmes.

Our innovative Employee Assistance Programme provides a range of services to help with the pressures employees face not only at work, but at home, worries about money, legal concerns, family demands and the expectations of a busy life. We know that all of these anxieties add up and can cause a decrease in concentration or sickness at work.

Health and Wellness by Laya Healthcare is the largest provider of corporate wellness services in Ireland, providing over 1,600 programmes in the last 12 months to some of Ireland's leading companies. All of our experts are personally involved in the design of the programmes that they deliver and are highly qualified and experienced in their respective fields. Our team consists of Organisational Psychologists, Chartered Physiotherapists, Parenting Experts, Communication Experts, Wellness Day Event Managers, Dietitians (Clinical Nutritionists), Clinical Psychologists, Financial Advisors, Sleep Experts, Counselling Psychologists, Behavioural Psychologists, Speech & Language Therapists, Podiatrists, Fitness Instructors & Running Coaches. Our screening team is medically led by Ireland's top Cardiology Consultants, General Practitioners & Medical professionals who are dedicated in providing preventative

healthcare services to enable our clients to live healthier lives.

Our vision is to shape the future of health and wellness in Ireland by connecting research, innovation and product design. It is this approach that makes Health and Wellness by Laya Healthcare stand out from other providers in the market. For further information on Laya Healthcare member benefits see [layahealthcare.ie](http://layahealthcare.ie) or to discuss your company's Health & Wellness requirements email [team@layawellness.ie](mailto:team@layawellness.ie).

Laya Healthcare is the second largest provider of private health insurance in Ireland with over 560,000 members. Laya Healthcare offers some of the most innovative benefits in the Irish health insurance market along with life insurance ([layalife.ie](http://layalife.ie)) and travel insurance ([layatravelinsurance.ie](http://layatravelinsurance.ie)). Its brand promise, Looking After You Always, represents Laya Healthcare's member-centric approach, which is fundamental to its vision and values.

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<sup>1</sup>Small Firms Association Report (2015)  
<sup>2</sup>Willis Towers Watson  
2015/2016 Staying@Work Survey

