

SmartHealth

Discover how a Smart Health GP helped to save Kevin's life.

"I contacted the Smart Health service because I was experiencing extreme stomach pains. The previous day I had been sent home from A&E with medication to help with the pain but it was getting worse.

After booking an appointment through the app, I was called back within the hour by a GP, who told me instantly that it was my appendix and advised me to return to A&E urgently. Half an hour later I was back at A&E and was told they would need to remove my appendix.

The Smart Health GP was the only one to diagnose me correctly. It was quite amazing. I would have stayed at home because both my own GP and a consultant in A&E told me not to worry. **The doctor I spoke to was amazing, she was phenomenal. I was literally on the phone for less than 20 minutes and she instantly knew what it was.**

I was in such a bad state, I couldn't even walk - it was terrible, really bad. I just knew something was wrong, I had never had such pain in my life. When I arrived back at A&E, they couldn't operate that night because I was so ill, vomiting blood and everything. So they had to wait an extra day before surgery.

My appendix was necrotic, and when they removed it they found out it had perforated - I was so lucky. It was just shocking what happened to me. **The Smart Health GP really saved my life.**

This was the first time I've used Smart Health and I found the process so quick and the app was very easy to use. It was a lot easier than making an appointment with my own doctor. Even though they are 10 minutes up the road, it is impossible to get an appointment. The service is professional and it is more approachable than my own GP surgery. The whole experience has made everything so much easier for me."

The Smart Health GP said:

"I am really glad that I could help him to get timely medical attention. I feel it is paramount to listen to the patient, understand the concern, re-evaluate clinical symptoms/signs, and then use medical expertise to re-think the diagnosis and gauge the severity of the condition. The patient mentioned symptoms that made me challenge his original diagnosis and I advised him to reattend A&E urgently. He had emergency surgery, without which, his condition would have further deteriorated..."

Smart Health real-life case study – August 2021. Image used is of customer.

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Kevin, Smart Health customer
AIG Protection Policy Holder

