

Client Preparation Guide

From your first enquiry to a well-coordinated recovery journey.

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Active Recovery Concierge coordinates the practical, non-clinical side of recovery. We complement — rather than replace — your doctor, clinical team, therapist or regulated care provider.

Welcome

Recovery can involve many moving parts: discharge dates, appointments, transport, family communication, home preparation, specialist services and changing plans. Our job is to bring practical structure around those moving parts, provide one organised point of coordination, and help you understand what happens next.

Your Journey at a Glance

Stage	What happens	What it means for you
1. Initial enquiry	You contact us by telephone, WhatsApp, website or referral. We listen to what is happening and decide whether your request appears to fit our non-clinical coordination service.	Tell us what is happening and how to contact you.
2. Introductory screening	We ask a small number of questions about the stage of recovery, urgency, location, who is involved and the practical help you are seeking.	Answer the initial questions as accurately as you can.
3. Recovery Planning Consultation / Initial Assessment	We hold a structured discussion to understand your goals, current arrangements, practical gaps, important dates, key contacts and any external services that may be required.	Have key dates, contacts and existing arrangements available if possible.
4. Scope and proposal	We explain what Active Recovery Concierge can coordinate, what remains with clinical or regulated providers, the proposed service level, expected timescale and fees.	Ask questions and make sure the proposed scope feels right.
5. Service agreement and authority	You review and sign the Client Service Agreement, select the services you want, agree rates and charges, and decide who we may contact or communicate with on your behalf.	Check the selected services, authority, fees and contact permissions before signing.
6. Cancellation / early-start choice	Where statutory cancellation rights apply, we explain them. If you want us to begin during the cancellation period, you will be asked to make an express early-start request.	Choose whether you want us to wait or begin sooner, if applicable.
7. Onboarding and information gathering	We confirm key contacts, appointments, discharge/surgery dates, practical priorities, communication preferences and any documents reasonably needed to coordinate the service.	Provide only the information needed for agreed coordination.
8. Your Recovery Coordination Plan	We create a practical action plan showing what is being coordinated, what remains outstanding, who is responsible and what deadlines matter.	Review the plan and confirm priorities.
9. Coordination begins	We carry out agreed non-clinical coordination: arranging practical logistics, maintaining the action list, supporting communication and connecting you with suitable external providers where necessary.	Keep us updated if circumstances change.
10. Reviews and updates	Recovery can change. We review practical arrangements at agreed intervals and update the plan with your agreement.	Tell us what is working and what needs to change.

11. Transition / completion	When intensive coordination is no longer needed, we confirm outstanding actions, ensure responsibilities are clear and close or reduce the service in an orderly way.	Review the closure summary and any outstanding responsibilities.
12. After-service support	You may return for a further planning consultation, additional coordination or another recovery episode. We may also ask for feedback so we can improve the service.	Contact us again whenever further coordination would be useful.

Before Your Initial Assessment — What to Have Ready

- ☐ Your preferred contact details and communication method.
- ☐ Expected surgery date, discharge date or recent hospital treatment details, if known.
- ☐ Names and contact details of professionals or organisations you may want us to coordinate with.
- ☐ A list of upcoming appointments or important dates.
- ☐ Any discharge paperwork or practical instructions you have been given and wish to discuss (only what is reasonably necessary).
- ☐ Details of family members or representatives you want involved.
- ☐ Information about where you will recover and any practical access issues.
- ☐ Your priorities: what is worrying you most, what you want organised first, and what a good recovery journey would look like to you.
- ☐ Questions about pricing, service boundaries, external providers or how we communicate on your behalf.

What We Can Coordinate

Post-Hospital Recovery Support

Practical coordination around discharge and the return home.

Family Recovery Coordination

Helping families share information, responsibilities and practical actions.

Recovery Planning Consultation

A structured conversation to identify practical needs, gaps and next steps.

Appointments / Transport / Diary

Organisation of agreed dates, transport and non-clinical scheduling.

Onward Provider Connection

Helping identify and connect with appropriate regulated or specialist providers where required.

Post-Operative Recovery Coordination

Planning before surgery and practical coordination during recovery.

Executive & International Recovery Concierge

Discreet practical coordination around demanding schedules, travel and multiple locations.

Home Readiness & Logistics

Practical preparation, essential arrangements and coordination of agreed logistics.

Family Communication

Agreed updates and practical coordination with nominated relatives or representatives.

Recovery Reviews

Regular practical reviews, action tracking and problem-solving.

What We Do Not Do

- ☐ Diagnose medical conditions or give medical advice.
- ☐ Replace your doctor, hospital, nurse, therapist or other clinical professional.
- ☐ Provide regulated personal care or nursing through the concierge service.
- ☐ Consent to treatment or make medical decisions for you.
- ☐ Act as your attorney, deputy or legal representative.
- ☐ Access or control your money or bank accounts.
- ☐ Guarantee the performance or availability of an independent third-party provider.

Giving Us Permission to Coordinate for You

If you want us to speak with a hospital, clinic, GP practice, family member, transport provider, insurer, case manager or another organisation, we will record your authority. You decide who we may contact, what we may discuss and any limits. This is a practical communication authority only — it is not a power of attorney.

Fees and Third-Party Costs

Before services begin, your agreement should show the rates or package price that applies to you, any deposit or retainer, payment timing, travel or other approved charges, and how third-party costs will be handled. External provider charges are usually separate from our coordination fees unless expressly included.

Always check that the fee section is completed before you sign your service agreement.

If You Change Your Mind

If you are a consumer and your agreement is made at a distance or away from our business premises, statutory cancellation rights may apply. Where they apply, the normal cancellation period for a service contract is 14 days after the day the contract is entered into. If you ask us to start during that period, the agreement will record your express request and explain any payment that may be due for work supplied before cancellation.

During the Service — How to Get the Best From Us

- ☐ Tell us early when surgery, discharge, appointments or travel plans change.
- ☐ Use one agreed communication route where possible so instructions are clear.
- ☐ Tell us which family members or professionals may receive updates.
- ☐ Do not assume we have received a change simply because another provider knows about it — tell us directly.
- ☐ Ask us to explain anything that is unclear.
- ☐ Tell us if you want to change, pause or stop any part of the coordination plan.
- ☐ Keep clinical questions for your treating professional; we can help coordinate contact but cannot answer them clinically.

Urgent Situations and Safeguarding

Active Recovery Concierge is not an emergency service. For a medical emergency, call 999 or the appropriate urgent healthcare service. If we become aware of an immediate serious risk or safeguarding concern, we may take proportionate action permitted or required by law.

Privacy and Confidentiality

We will explain how we use your personal information in our Privacy Notice. Because recovery coordination may involve health information, we take confidentiality and data protection seriously. You can ask who has access to your information, who it may be shared with, and how long it is retained.

Complaints, Concerns and Feedback

If something is not working as expected, tell us as soon as possible. We would rather address a concern early than allow it to become a bigger problem. Our complaints procedure explains how to raise a formal complaint and how we will respond.

Final Client Checklist Before Service Starts

- ☐ I understand what Active Recovery Concierge will coordinate.
- ☐ I understand what is outside the service and remains with clinical / regulated providers.
- ☐ I have checked the services selected in my agreement.
- ☐ I have checked the rates, charges and payment terms.
- ☐ I have confirmed who may be contacted or receive updates.
- ☐ I have received / been directed to the Privacy Notice.
- ☐ I understand any cancellation rights and early-start request.
- ☐ I know who my main coordination contact is.
- ☐ I know what to do in an emergency.
- ☐ I have a copy of my signed service agreement.