



Irish Life
health



Back-Up

The smart way to overcome
back and neck pain

Exclusively for Irish Life Health customers

www.irishlifehealth.ie

The Back-Up Guide



A common problem. A simple solution.

Back or neck problems affect many of us at some point.

Thankfully, most issues sort themselves out in time. However, acute back and neck pain sometimes persists. That's why Back-Up is now available exclusively to Irish Life Health customers.

What is Back-Up?

Expert personalised advice, that is available exclusively for Irish Life Health members, that can help prevent, improve or correct most back and neck pain. That's why Back-Up connects you directly with a Chartered Physiotherapist who acts as your 'case manager'.

He or she clinically assesses your problem, and then develops a treatment plan bespoke to you – whether that's an app based exercise programme, in person or virtual physiotherapy or a home working assessment where appropriate – your journey to recovery is unique to you.

Whatever your treatment journey, your dedicated case manager will guide you every step of the way. Followed carefully, your Back-Up programme will help you recover quickly to prevent a chronic problem developing.

Keeping your GP in the loop

It's important to keep your GP informed of what's been recommended. If more specialised care is needed, your doctor will be able to refer you knowing all the facts about your case.

Your case manager will monitor your progress and if you need any help you can call:

01 5625150

8am - 7pm Monday to Friday (excluding bank holidays)
8.30am - 4.30pm Saturday

You can also
access Back-Up
through MyClinic
on your online
account!

* €65 can be partly reimbursed as one of your day to day physiotherapist benefits if this is available on your selected plan.

Three steps to getting started:

STEP
1

Call Back-Up on **01 5625150**.

STEP
2

The Back-Up team will agree a time that's convenient for you and book a triage assessment over the phone with a clinical case manager. Alternatively you have the option to complete your assessment virtually via our new digital assessment. It will ask questions about you and your symptoms then, based on your responses, signpost you to the most appropriate level of care. For peace of mind all assessments are reviewed by a physiotherapist to ensure the correct decision has been made.

STEP
3

Whichever option you choose, your injury will be assessed and you will receive a personalised treatment plan. This may consist of app based exercise management, face-to-face or virtual appointments with a chartered physiotherapist or home working assessment as appropriate.

Who's behind Back-Up?

We've partnered with Spectrum Health Case Management, a leading independent provider of Allied Health Services in Ireland. The app based exercise platform is provided by Physiotec. Any scans recommended as part of your treatment are provided by Affidea Ireland.



This benefit is available on all Irish Life Health hospital plans

Want to get in touch?

01 5625150

8am- 7pm Monday to Friday

(excluding bank holidays)

8.30am - 4.30pm Saturday

we'll be happy to help

www.irishlifehealth.ie

For more information on Back-Up
visit irishlifehealth.ie.

Terms & Conditions apply.

Back-Up is provided by our partner Spectrum Health and is available on all hospital plans. If you require face to face physiotherapy, this will be provided by a CORU-registered physiotherapist. A contribution is payable to the physiotherapist towards the cost of face to face treatment. The contribution amount is subject to change- please see irishlifehealth.ie. for details. Any scans recommended as part of your treatment are provided by Affidea Ireland. Terms and conditions apply. See your Table of Cover and Membership Handbook for details.

Information correct as of 1st July 2024.

Irish Life Health dac is regulated by the Central Bank of Ireland.

