



**Your trusted mobile  
paramedical and  
pathology experts**



# Introduction

## **Prestige Paramedical Group**

Since our establishment in 2000, Prestige Paramedical Group has steadily built a reputation as one of the country's most trusted names in the delivery of pathology and paramedical services. We have always been deeply committed to providing the highest levels of professionalism, data security and client care. Today, as over the last two decades, we are trusted by Australia's largest life insurers and financial advisory groups.

Our deep understanding of the risk insurance industry and its challenges, particularly medical underwriting, uniquely positions us as proven experts in our field. Our considerable experience coupled with a highly skilled team of pathology professionals stands us apart.

## **Who we are**

Prestige Paramedical Group are the preferred pathology provider of many of the major organisations across the insurance and financial services sectors.

As a privately owned Australian company, we are intensely proud of our dedication to local industry. Our expansion into multiple centres in Southeast Asia is evidence of our quality promise and lofty standards.

## **What we do**

PPG offer blood tests, urine sample collections, vaccinations, flu shots and an array of onsite mini medicals. Our services are designed to assist our clients' decision-making around customer approval.



# Why choose Prestige Paramedical Group?



## **Qualified, caring professionals**

Our field team are highly trained in techniques that enhance patient comfort.

## **Insurance and finance sector specialists**

Insurance and finance are our niches and we know exactly what you need from us.

## **Onsite convenience**

Our services are mobile. We visit your clients at their specified location, 7 days a week.

## **Unparalleled efficiency**

Our communication and action turnaround times are among the industry's most efficient.

## **Trusted and respected**

We are known for our commitment to privacy, confidentiality and discretion.





# Services

## Full suite of insurance medical and paramedical services

Prestige Paramedical Group promises a seamless process for advisers and their clients.

Your customers will always receive personal and efficient service and be made to feel comfortable during medical examinations. Professionalism and confidentiality are always maintained.

Our commitment to service is reflected in our fast turnaround times, deep attention to detail, and maximum levels of data security.

Use our quick and simple online booking system. Go to:

[prestigeparamedical.com.au/order-services-online/](https://prestigeparamedical.com.au/order-services-online/)

We'll make direct contact with your client within 24 hours and keep you updated as to progress.





# Services: Medicals

Whatever tests you require for your client, we will attend to their needs efficiently, discreetly and with warmth and minimal intrusion into their busy day.



- Short Medical/Express Exam/Quick Check
- Paramedical Exam
- GP Medical Exam
- Specialist Physician Medical Exam
- Stress Echocardiogram (ECG)
- Resting Echocardiogram (ECG)
- Spirometry/Lung Function Testing
- Blood Pressure Reading x 3 (5-10-minute intervals)



# Services: Pathology

Our pathology collection personnel are highly trained to perform blood tests that cause minimal discomfort for patients. All blood and urine samples are treated with the utmost security to ensure test results are correctly attributed to the right person.

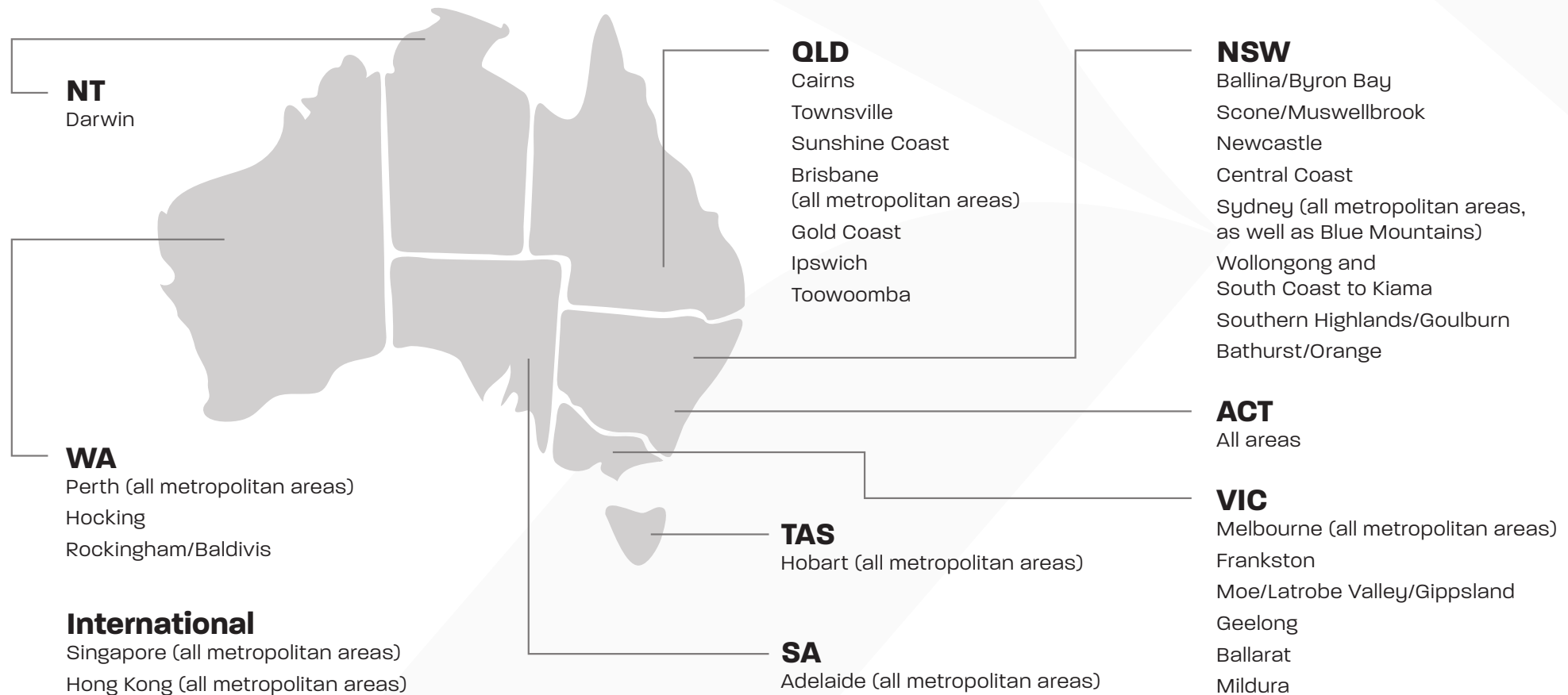
- ACR (Albumin Creatinine Ratio)
- HIV
- HEP B Antibody
- Hep B Antigen
- Hep B Core Antibody
- HEP B DNA/RNA Viral Load
- Hep C PCR
- Hep C +++++
- Hep C PCR
- HBA1C
- FBC/FBE with ESR
- ESR
- Iron Studies
- Thyroid – TSH, T3 and T4
- LFT's/Liver Function only
- Renal/Kidney Function only
- PSA
- PSA Free to Total Ratio
- CRP (C Reactive Protein)
- CDT
- CK Enzymes
- CK with Troponin
- Vitamin B12
- Vitamin A
- Folate
- GTT – Glucose Tolerance Test
- 24-hour Creatinine Clearance
- MSU (Mid-Stream Urine)
- MBA20/Biochemistry (including HDL LDL and Glucose)

For other pathology requirements not listed above, please enquire directly with us.



# Mobile Pathology: Mobile Service Areas

Our highly professional mobile service includes registered nurses, pathology collectors, GPs and specialists who are available seven days a week to tend to your clients Australia-wide and in Singapore, Malaysia and Hong Kong.





# Prestige Paramedical Group Service Offer

## **Insurer/adviser/client-specified appointment times**

In most cases, we will provide a nurse or a GP at the time and place specified on the pathology request by the insurer or adviser and their client. We understand that clients employed in professional occupations (such as medical professionals) are typically time-poor and require specific, set appointment times. We require 48 hours' notice to secure an appointment and in the very rare case where we can't accommodate the client's specified time or location, we will immediately confirm with the insurer or adviser and suggest alternatives.

## **Faster turnaround times**

We pride ourselves on delivering results to the insurer or adviser in the fastest time possible. We guarantee to make contact with a client

within 30 minutes of receiving a referral and in many instances, will be able to book in the client for the following morning. If unable to reach the client, we ensure that constant follow-up occurs, and the insurer or adviser is kept informed.

Unless the client is unavailable, we maintain a standard of ensuring clients are seen within 48 hours of receipt of the referral.

## **Access to insurance industry expertise**

Directors Michele and Andrew Byrne have a combined total of more than fifty years in the financial services industry and have each been successful risk insurance advisers in their own right. They have worked with underwriters for many years, particularly with HNW clients. PPG are Australia's only major insurance pathology provider owners who can boast hands-on ➔





# Prestige Paramedical Group Service Offer

- experience in both pathology and risk advisory. Risk advisers and underwriters appreciate this point of difference and are welcome to call and discuss any aspect of a client's cover.

## **Large team, personal focus**

PPG's strong national presence featuring 51 nurses and GPs along with a supportive Head Office admin team demonstrates our size and coverage capabilities. At the same time, we believe in the importance of paying individualised attention to every client and patient. We make contact personally and always provide the name and phone number of the PPG team member handling a case.

## **We are specialised**

We specialise in the risk insurance and financial

advisory pathology sectors so our clients can count on rapid turnaround and full understanding of their needs.

## **Competitive fees**

Our fees are extremely competitive when compared with similar providers and their turnaround times. Because we deliver results sooner, customers' policies can be issued earlier and premium payments commenced much sooner. In addition, Prestige Paramedical Group never charge a collection fee.

## **Reflex testing**

In all MBA 20 tests, we collect an EDTA tube and automatically ensure an HbA1c test is carried out when a glucose reading of >6 is detected. In many instances, this avoids the need for a re-bleed, which is appreciated by all involved. ➤



# Prestige Paramedical Group Service Offer

## ➤ **Results sent directly to insurer and the individual underwriter**

Our clients are never required to download results from a portal. Where requested via email, we send results directly to the Insurer as well as to the particular underwriter.

## **Insurer and adviser updates**

We update all parties at every step of the process, i.e. referral receipt, booking confirmation and results sent. We are on call 24/7 for insurers and advisers and can also rearrange appointments at the last minute or book urgent appointments with minimal notice. We cooperate

with insurers and advisers to ensure that cases keep moving through the process and work to assist our clients in meeting completion targets.

## **Access to highly qualified and professional nurses and GPs**

Our GPs and nurses are acutely aware that they are representing Prestige Paramedical Group at all times. They are fully trained to do whatever is required to uphold our name and strong reputation. Before they commence seeing clients, all new nurses are required to participate in role plays with our directors, including in blood collection, to ensure they can perform to a high standard.



# The Right People in The Right Jobs

Our commitment to delivering excellence is reflected at all levels of our company. We employ only the best-qualified staff who work within specific guidelines and parameters to ensure that all medical procedures are consistently conducted to the highest possible standard. Most importantly, our entire team operate at an exceptional level of care, treating clients and patients with warmth and understanding at all times.





# Our Leadership Team

## Michele Byrne

Michele joined Prestige in 2014 following a successful career as a risk insurance adviser and is Managing Director of Prestige. She has an extensive knowledge of the insurance pathology industry and is well known and highly respected in the insurance sector. Michele's skills and experience enable her to relate to the specific needs of risk advisers.

Michele's thorough understanding of the insurance industry and its challenges, particularly around medical underwriting requirements, forms an essential skill set for providing expert advice. She thrives on providing exceptional service and advice to uphold the level of respect that she has earned over her career.





# Our Leadership Team

## Andrew Byrne

In 2016, Andrew Byrne brought his experience as a former risk insurance adviser and financial services executive to join the Prestige team as Executive Director.

Andrew possesses a wealth of financial services experience which gives him a deep understanding of the needs of the industry. His number one priority is client satisfaction and ensuring the delivery of personal and efficient services with complete confidentiality.

Michele and Andrew's commitment is to consistently deliver excellence and this is reflected at all levels of the company. Prestige employ only the most qualified staff and pledge that all medical procedures are conducted to the highest standard possible.





# Our Team



**Sarah Meyers**  
Office  
Manager



**Leanne Harmer**  
Administration  
Manager



**Ujjwal Subedi**  
Client Service  
Manager



**Rachel Herne**  
Client Service  
Manager



**Deanna Scerri**  
Client Service  
Manager



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