



*On behalf of you  
Westayclose will take care of your family.*



## OUR SERVICES

At WeStayClose, we are committed to transforming the healthcare journey through our comprehensive advocacy and coordination services. Our mission is to empower individuals and families to navigate the complexities of the healthcare landscape with confidence, ensuring smooth access to high-quality care and support.

With a deep understanding of the challenges faced by families and caregivers, our team of seasoned healthcare professionals is devoted to offering a broad spectrum of healthcare services, including:



### Healthcare Advocacy

As trusted allies, we advocate on behalf of our clients, ensuring their healthcare needs are met



### Care Coordination

We streamline the care process, facilitating seamless communication between healthcare providers, patients, and families to optimise treatment outcomes.



### Education

We empower our clients through knowledge, delivering personalised education and support to help them make informed healthcare decision makings.



### Healthcare Navigation

We provide expert guidance, assisting individuals and families in navigating the healthcare system — from selecting the right providers to accessing essential resources.



# PROFESSIONAL MEDICAL TEAM

We are also proud to be partnered with NABH-accredited hospitals and NABL-certified labs, and recognised Dental, ophthalmology, physiotherapy, Home care ensuring our clients receive the highest standards of medical care. In addition that WeStayClose is affiliated with a wide network of providers, offering holistic services such as Siddha, Ayurveda, unani, Homeopathy, Naturopathy and Yoga therapy. This comprehensive approach allows us to address both medical and wellness needs, providing a seamless healthcare experience that prioritises overall well-being.



## Personalised Support

Healthcare advocacy provides tailored guidance based on individual needs, ensuring that patients receive the most appropriate care and treatment options.



## Reduced Stress for Patients and Families

Having a healthcare advocate alleviates the emotional and logistical burden on patients and their families, allowing them to focus on recovery rather than navigating the complexities of the healthcare system.



## Rights and Safety Assurance

Advocacy services ensure that patients' rights are upheld, and they are treated with respect and fairness while navigating the healthcare system, reducing the risk of medical errors or negligence.



## Improved Communication

Advocates bridge the gap between patients and healthcare providers, facilitating clear communication and helping patients understand complex medical information.



## Holistic Care

By offering a holistic approach, advocacy and coordination services not only address immediate medical concerns but also consider the patient's emotional, mental, and long-term well-being.



## WESTAYCLOSE: YOUR HEALTH, OUR PRIORITY

At Westayclose, we prioritize your health and well-being by offering comprehensive in-home health screenings designed to deliver vital insights into your condition — all from the comfort of your home. Our process begins with an initial screening of essential vitals, including blood pressure, diabetes indicators, height, weight, and oxygen saturation, ensuring we capture a complete picture of your health status.

To further enhance our service, we coordinate with NABL-certified labs to conduct thorough lab tests. This combination of vital data and lab results allows us to analyse potential health issues effectively.

With our thorough assessments, we provide both preventive healthcare strategies and immediate measures tailored to your specific needs. At Westayclose, we're dedicated to empowering you with the knowledge and support you need to maintain your health and well-being.



# HOW WESTAYCLOSE HELPS NRI & PROFESSIONALS WHO STAYS OUT OF THEIR FAMILY MEMBERS

Westayclose offers invaluable support to NRIs and professionals who are separated from their loved ones, ensuring that distance does not compromise their family's health and well-being. We keep you updated with real-time health reports, allowing you to stay informed about any medical concerns. In emergencies, we act swiftly to connect your loved ones with the necessary medical services, bridging the gap.



## Case Study

### Patient:

Mrs. Vasundra, a 75-year-old widow with multiple chronic conditions, including diabetes, hypertension, and arthritis.

### Challenge:

Mrs. Vasundra was struggling to manage her complex medical needs, with multiple hospitalizations and emergency room visits in the past year. As her son Mr. Ramakrishnan is working in MNC as a client service consultant and his profession demands lots of travel both within and outside India. He was forced to take multiple leaves to take care of his mother which has directly affected his career in numerous ways.

### WeStayClose Intervention:

WeStayClose assigned a dedicated member to work with Mrs. Vasundra. Westayclose coordinated her care across multiple providers, facilitated communication between healthcare teams and prompt updation to Mr.Ramakrishnan.



## Outcomes

### Reduced hospitalizations:

Mrs. Vasundra's hospitalizations decreased by 50% over the next 6 months.

### Improved medication management:

Mrs. Vasundra's westayclose ensured that she was taking her medications correctly, resulting in improved blood sugar control and reduced blood pressure.

### Increased patient engagement:

Mrs. Ramakrishnan reported feeling more empowered and confident in managing her health, with a significant reduction in anxiety and stress.

### Family support:

Mrs. Vasundra's family reported feeling more supported and less overwhelmed, with a significant reduction in caregiving burden.



## TESTIMONIAL

" WeStayClose has been a game-changer for our family. Westayclose has been a constant source of support and guidance, helping us navigate the complex healthcare system and ensuring that Grandma receives the best possible care. We can't thank them enough for their compassion, expertise, and dedication." - Ms. Aishwarya, Mr.Ramakrishnan's daughter



# OUR SERVICES

## PROXY CARE: PEACE OF MIND FOR YOUR LOVED ONES

Away from home, but still want to ensure your parents or loved ones receive the best care? Our Proxy Care service is here to help.

With Proxy Care, you can trust that your loved ones will receive Basic and wellness care, Preventive Screening, including lab investigations, specialist consultations, emergency care coordination. Whether you're away for work, travel, or other commitments, our service gives you peace of mind, knowing your family members are in good hands.

Proxy Care (50 parameters)		
Service	Parameters	Description
24/7 Healthcare Assistant		24/7 Healthcare Assistant for any assistance beneficiary can reach and get clarification.
WSC Care Coordinator's Home Visit		Monthly Home Visit by WSC Care Coordinator to collect Vitals such (Bp, Respiratory Rate Oxygen Saturation, Height, Weight, Pulse rate, CBG & temperature)
Lab Investigations		
Complete Blood Count	29	
Urine Routine	19	
TSH (Thyroid Stimulating Hormone)	1	
HbA1C (Hemoglobin A1c - glycosylated hemoglobin)	1	
Zoom Session with General Consultant		Max 20 mins



## ELITE 360

## COMPREHENSIVE CARE FOR YOU AND YOUR LOVED ONES

Experience the ultimate in healthcare with Elite 360, our premium service that offers a 360-degree approach to wellness, preventive care, specialist consultations, and emergency care coordination. With Elite 360, you can enjoy peace of mind, knowing that you and your loved ones are receiving the best possible care, no matter where you are in the world. Trust us to be your partner in health, and experience the Elite 360 difference.

Elite 360 (81 Parameters)		
Service	Parameters	Description
24/7 Healthcare Assistant		24/7 Healthcare Assistant for any assistance beneficiary can reach and get clarification.
Lab Investigations		
Complete Blood Count	29	
Urine Routine	19	
TSH (Thyroid Stimulating Hormone)	1	
HbA1C (Hemoglobin A1c - glycosylated hemoglobin)	1	
Random Blood Sugar	1	
Renal Function Test	9	
Liver Function Test	9	
Serum Electrolyte	4	
Serum VIT D	1	
Urine PCR	1	
Peripheral Smear	6	
Consultations		
General Consultant		Max 20 mins, Zoom Session
Preventive Health Physician Specialist		20 mins, Zoom Session
Nutritionist Advice with Diet Chart		1-month, Zoom Session
Home Visits		
Dental Physician		Procedures not included
Ophthal Screening		
General Doctor		
Physiotherapist		Not including session
WSC Care Coordinator		Home Visit by WSC Care Coordinator to collect Vitals such as (Bp, Respiratory Rate Oxygen Saturation, Height, Weight, Pulse rate, CBG & temperature)



## WESTAYCLOSE CUSTOMIZED CARE PLANS: PERSONALIZED TO YOUR NEEDS

At Westayclose, we understand that every individual has unique health needs and concerns. That's why we offer customized add-on plans that cater to your specific requirements, providing comprehensive screenings and care solutions for major health illnesses.

### CHOOSE FROM OUR RANGE OF CUSTOMIZED PLANS

- Heart Care Advanced screenings and monitoring for heart health, including ECG, lipid profile, and cardiac biomarkers.
- Comprehensive management and monitoring of diabetes and thyroid, including HbA1c testing, thyroid function test and lifestyle coaching.
- Specialized care and support for neurological conditions, including cognitive assessments, MRI/CT scans, and medication management.
- Proactive management and monitoring of kidney health, including creatinine testing, urine analysis, and dialysis support.
- Expert diagnosis and treatment for musculoskeletal conditions, including joint pain, osteoporosis, and sports injuries, with personalized physical therapy and rehabilitation plans.



## OUR MISSION

To provide proactive, empathetic, and expert healthcare advocacy and coordination services, connecting individuals and families with the right care, at the right time, and fostering a community of care and support.



## OUR VISION

Transforming the holistic healthcare experience through innovative advocacy and coordination services.

## CONTACT US:



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