

Jubilee Insurance unveils revolutionary in-patient care program

Nairobi Kenya, Wednesday, 8th May 2019..... Jubilee Insurance has today launched a first of its kind free hospital in-patient beauty therapy service in all major hospitals in the city. The program named “Recover in Style” seeks to offer a holistic approach to patient care was launched at Aga Khan University Hospital, Nairobi.

Rather than focusing on illness, Jubilee Insurance will leverage on the connection between the mind, body, spirit and emotion to enhance the overall well-being of our members. Beauty therapy has an important therapeutic role beyond cosmetics and aesthetics as it offers an individual an overall sense of well-being and enhanced self-esteem. Clinical evidence has shown this positive emotional and mental state results in quicker recovery from physical illness.

With complements of Jubilee Insurance, medical policy holders will be pampered with a choice of hair styling, manicure/pedicure, or face make-up, by highly under the Jubilee Insurance medical cover are in for a great surprise!



Mr Shekar Iyer, the Chief Operations Officer at Aga Khan University Hospital hailed Jubilee Insurance for coming up with the initiative relevant to patients who in most cases do not have access to such beauty services during their stay in hospital.

“Every patient admitted to hospital undergoes a recovery period and there is more to them regaining their normal health than just medicine which this initiative offers. Nurses will help identify the suitable patients to undergo the beauty services depending on the patient’s type of illness and critical condition”, said Mr Iyer.

The services have been rolled out at Aga Khan University Hospital and shall be available at Nairobi Hospital, MP Shah Hospital and The Mater Hospital in the next few weeks. Subsequently, the program will be rolled out in all major counties and hospitals across the country.

Jubilee Insurance medical members who may choose not to opt for the beauty therapy program will be offered instead a free Uber ride back home upon discharge, complemented by Jubilee Insurance.

“As we reinvent ourselves focusing on innovative customer experience, Jubilee Insurance is happy to be a trendsetter by giving a unique experience to their customers. With this new program, we are moving away from the conventional insurance practice to a more personalised care approach for our customers. Our aim is to wow our clients and increase customer satisfaction,” Dr. Kipng’etich said.

He added that the long term focus of the program is to reinvent the customer journey with an emphasis on alleviating the anxiety that comes with a hospital stay. This is in line with Sustainable Development Goal 17 that calls for multi-stakeholder strategic partnerships to leverage on knowledge and expertise sharing to achieve a better client experience.

“Recover in Style” is a catalyst to all the relevant stakeholders to be more customer centric in service delivery. Our mutual customers come first and together we will find exciting solutions to address the ever evolving customer needs and wants.

