Emergency Medical Services

In any medical emergency, it is important for injured people to reach the most suitable care facility in the shortest possible time. The care received in the period immediately after the incident together with proper care in hospital will determine the patient’s survival and recovery. Lack of proper treatment may worsen injuries and cause permanent damage and/or disability.

Europ Assistance provides a 24-hour medical advice and evacuation service, which includes the co-ordination and management of emergency transport and is available to the members according to the benefit rules.

The Medical Emergency Benefit

1. Medical Advice in any Emergency Situation
Qualified nurses will give telephonic advice in any emergency situation. This means that you will have information that may save a life while the medical team is on its way to the scene of the incident.

2. Emergency Road or Air Response
You will enjoy added protection because emergency vehicles or any other appropriate means of transport will be dispatched immediately. The vehicles and aircraft are manned by professional health care personnel and are equipped with the most appropriate equipment needed for medical emergency treatment.

3. Most Appropriate Facility and Ambulance Transfers
Initially you will be transferred to the nearest, most appropriate medical facility for treatment. Unless air transport is essential for survival, transfers to medical facilities will be by road ambulance.

When you are well enough to return home or to a medical care facility closer to home, this will be arranged. The benefit is limited to patients who require medical assistance at such time.

4. Delivery of Medication/Blood
In an emergency, if medicines to treat your or your family are not available locally, Care Assist will arrange for medicine or blood products to be delivered to the medical facility where you are being treated.

5. Patient Monitoring
Europ Assistance will monitor the member’s condition constantly until he/she has been moved safely to a medical facility.

6. Care for Stranded Minors or Frail Companions
Should minors or frail companions be left stranded due to a medical emergency situation, Europ Assistance will arrange for a companion to accompany them to a place of safety.

24-Hour Personal Health Advisor
Your have a personal health adviser in fedhealth

Did you know that your emergency assistance benefit provided by Europ Assistance also includes a Personal Health Adviser Benefit?
Having your own personal health adviser available 24 hours a day, 365 days a year, or whenever you need advice, is only a phone call away.
Questions about unfamiliar symptoms, medical and drug information or common home remedies for dealing with sick children, nutrition and diet or more sensitive questions relating to health are answered in the most confidential and professional manner by our experienced nursing staff. Before making that appointment at the doctor or rushing off to the emergency room, get the right advice and you can save time and money.

The Personal Health Adviser:
- Assesses your symptoms and refers you to the appropriate type of health care
- Provides you with important health knowledge on any aspect of health from surgery to detailed information on varying problems such as lice, moles, measles or mumps
- Provides expert counselling on any chronic ailments or diseases to help you live with the condition or that of a loved one
- Provides expert information on medicines, including purpose, side effects, and contra-indications

Call your Personal Health Adviser for:

Emergency Medical Advice
In the event of a medical emergency, the Personal Health Adviser will provide appropriate first aid advice to you in order to assist you until medical help arrives.

Assessing day-to-day symptoms
The Personal Health Adviser can give advice on various common illnesses such as colds. Although unable to diagnose, the nurses have access to a computer database and their own clinical experience to guide you through various home care advice strategies.
Important health knowledge
The Personal Health Adviser can explain various medical terms; results of tests and explain procedures to you as well as give dietary information.

Drug database
A complete drug database is available to assist you with information on a specific drug; the contra-indications; when it should be taken and whether there are any dietary specifications linked to the usage of the drug.

Poisoning
A database with poisoning protocols is available for the nurses to assist you. The immediate and long-term needs are addressed and an ambulance will be dispatched if the patient is critical and in need of immediate medical care.

Health Counselling
The Personal Health Adviser can offer you a better understanding of various chronic ailments such as cancer, HIV/Aids, diabetes, asthma etc. and offer specific treatment to help the patient, and those around them, cope better with their circumstances.

The ailments covered are:
- HIV/Aids and Cancer
  The registered nurses are amongst the leading counsellors in this field and can assist you in managing and living with the condition.
- Addiction
  All the nurses are trained counsellors and can offer advice on coping skills or refer you to appropriate medical care clinics.

Stress Management
The Personal Health Adviser can assist stressed members on a daily basis offering counselling, advice and relaxation techniques. In cases where the nurse realises that there is a need for further assistance, the patient will be referred to a doctor for initial assessment and further treatment.

Teen Line
The nurses offer advice to teenagers and counsel them on physical, emotional and sexual questions and problems they may be experiencing. The caller is spoken to in his/ her home language and advice given includes:
- Drug related questions
- Coping with studies
- Peer pressure
- Living with HIV/ Aids

Abused or neglected children are also encouraged to phone the Teen line as the nurses are trained to address such issues in a sensitive manner. The nurses will help the abused child understand that the abuse is not their fault and that they can do something about their situation. Following the assessment of symptoms and if the nurse concludes that there is some kind of abuse, they will:
- Persistently guide the victim to act in their own best interests;
- Encourage them to speak to their parents, teachers, or priest;
- Make them understand that abuse needs to be reported;
- Refer them to the social welfare department.

This service is provided free of charge to all Fedhealth members. Don’t wait, call them any time on **0860 333 432**

Contact numbers
Please call **0860 002 153** for all general enquiries and customer care assistance, including benefit and limit confirmation and document requests, as well as Hospital authorisations, chronic medication enquiries and oncology related authorisations.

Disease Management 0860 101 306
Europ Assistance 0860 333 432
MVA Third Party Recovery Department (011) 669 3163/6/9
Fedhealth Baby 0861 116 016

DISCLAIMER: This document is a summary for information purposes only and does not supersede the rules of the Scheme. In the event of any discrepancy between this summary and the Rules, the Rules will prevail. A copy of the Rules is available on request.