



on Fedhealth benefits

The emergency assistance available to you as a Fedhealth member

1. Fedhealth Emergency Medical Benefit

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 you according to the benefit rules. Call **0860 333 432** to access this service, and press 1.

When to call **0860 333 432**... There are different valuable services available on this line:

Press 1 - when you need an **ambulance**, i.e. emergency medical services

Press 2 - for personal health advice through the **Fedhealth Nurse Line**

Press 3 - to **declare travel dates** for the international travel insurance benefit

Press 4 - for **international travel emergencies**

Press 5 - for **MediTaxi**, the point-to-point service

The following services are available to you as a Fedhealth member under the Medical Emergency Benefit:

Medical advice in any emergency situation

Qualified nurses will give telephonic advice in any emergency situation – information that may save a life while the medical team is on its way to the scene of the incident.

Emergency road or air response

Emergency vehicles or any other appropriate means of transport will be dispatched immediately. The vehicles and aircraft are manned by professional healthcare personnel, and are equipped for emergency medical treatment.

Most appropriate facility and ambulance transfers

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.

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.

Patient monitoring

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

Care for stranded minors or frail companions

Should minors or frail companions be left stranded due to a medical emergency, Europ Assistance will arrange for a companion to accompany them to a place of safety.



2. 24-hour Fedhealth Nurse Line (a.k.a. Personal Health Advisor)

Did you know that your emergency assistance benefit also includes a Personal Health Adviser Benefit? So, before making that appointment at your GP or rushing off to the emergency room, get the right advice to save you time and money. Call 0860 333 432 to access this service, and press 2.

Speak to your personal health advisor/nurse:

- To help you assess day-to-day medical symptoms
- For important health knowledge, e.g. to explain medical terms and give dietary advice
- For a complete drug database – i.e. to understand everything about a specific medication including the side-effects and dietary requirements
- For advice on poisoning and whether or not to send an ambulance if the patient is critical
- Health counselling on diseases like HIV/Aids, cancer, diabetes and asthma and support for caregivers, as well advice on dealing with addiction
- To give you advice on stress management
- To access the Teen Line – advice for teenagers on a wide range of topics, and support for children who are neglected and/or abused

Make use of these wonderful benefits – **FREE to you as a Fedhealth member!** Simply call **0860 333 432** and press 1 for emergency medical assistance (ambulance) or 2 to speak to your very own nurse/personal health advisor.



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
012 431 9720/18

Fedhealth Baby
0861 116 016