

EMERGENCY MEDICAL ASSISTANCE (EMS) AND PERSONAL HEALTH ADVISOR (PHA)



EMERGENCY MEDICAL ASSISTANCE

For medical advice on subjects ranging from emergencies to information on chronic medication, simply call 0861 779 779, 24-hours a day. The case managers at Europ Assistance South Africa are all highly qualified and trained to deal with all types of medical-related incidents.

PERSONAL HEALTH ADVISOR

The Europ Assistance South Africa nurses and medical staff have access to a variety of protocols to deal with all your medical related queries. They determine the best course of action for you and will ask a number of set questions and thereafter offer advice based on the answers to the questions. The advice could range from home care to visiting the emergency room of a hospital.

THE 24-HOUR EMERGENCY MEDICAL SERVICE CONSISTS OF:

The dispatch of the necessary emergency response. Europ Assistance South Africa will dispatch the most appropriate response vehicle for the emergency;

Telephonic guidance and advice in case of resuscitation, severe bleeding, etc. This is provided by a highly trained paramedic or nurse, who will advise on the progress of the emergency medical response;

Transportation to the most appropriate medical facility. Once the emergency medical response has arrived at the scene and assessed the situation, the member(s) will be taken to the closest, most appropriate place of medical care;

Guaranteed payment on admission to hospital, i.e. up to R2,000 guaranteed deposit to the medical facility for emergency lifesaving treatment (Europ Assistance South Africa will, where applicable, recover the amount from the member);

Child safety for minors left stranded by the emergency. Europ Assistance South Africa will arrange for the safe and accompanied transport of the minor(s) to a place of safety;

Monitoring and updating on request. Europ Assistance South Africa will monitor the member's condition during transportation and provide updates to the family and patient's doctor;

Medical repatriation will occur if the member needs to be transported to their normal place of residence under specialised care, as a result of a medical emergency;

Repatriation of mortal remains should the member die while away from home, as a result of a medical emergency. (If the member dies and is buried away from the normal area of residence, Europ Assistance South Africa will contribute a maximum amount equal to the repatriation costs, towards the burial costs);

Emergency transportation of lifesaving blood, blood products or medication in the event of a life-threatening situation where blood, blood products or medicine is unavailable locally. (The cost of these services/products are for the member's account).

THE 24-HOUR PERSONAL HEALTH ADVISOR SERVICE CONSISTS OF:

General medical advice;

Drug and poison database;

Medical advice and suggestions for travelers;

Qualified assessment on the use of generic medication;

Medical referrals.

WHEN SHOULD YOU CALL EUROP ASSISTANCE SOUTH AFRICA:

When you feel slightly ill and need guidance on suitable medication, or if you are unsure about whether you should see a doctor.

If you have a medical emergency and need first aid guidance and/or the dispatching of emergency medical services.

For advice on various illnesses such as measles, cancer, sexually transmitted diseases, cardiac disorders etc.

WHEN SHOULD YOU CALL EUROP ASSISTANCE SOUTH AFRICA:

All medical transportation must be authorised by Europ Assistance South Africa. Failure to obtain proper authorization could result in the member being liable for costs incurred.