

ZOOM

Emergency assistance for Fedhealth members

Here's the help you can expect from Fedhealth in case of an emergency situation:

1. Fedhealth Emergency Medical Benefit

Europ Assistance provides a 24-hour medical advice and evacuation service, which is available to you according to the benefit rules and includes the co-ordination and management of emergency transport. Call **0860 333 432** to access this service, and press 1.

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

Did you know that your emergency assistance benefit also includes a Personal Health Adviser Benefit? So, before making that appointment with 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 a professional 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.

These valuable benefits are available to all Fedhealth members, so use them! Simply call **0860 333 432** and **press 1** for emergency medical assistance (ambulance) or **2** to speak to your very own nurse.



CONTACT DETAILS

For more information, please visit fedhealth.co.za, or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management : 0860 101 306
Europ Assistance : 0860 333 432
MVA Third Party Recovery Department : 012 431 9718
Fedhealth Baby : 0861 116 016