



**Emergency Medical Assistance
Customer Process**

**Client Requires Emergency Medical Assistance
Doctor / Dentist / Ambulance / Hospital / Clinic**

Step 1

Contact Travel Guard Immediately On: +44 1273 779 727 (UK)

Please have the following information at hand:

- Full Name
- Contact Information – mobile & land line in county of incident
- Insurance Certificate or Policy Number
- Country, City & Town Of Incident
- Medical Assistance Required

Step 2

Depending On Clients Medical Needs:

- Travel Guard Opens a Medical Case File Containing All Of The Above Information
- Client Provided With Case Manager's Name & Case Reference Number
- Case Manager Will Contact Nearest Approved Medical Facility
- Arrangements Made For Treating Medical Facility To Receive Client
- Case Manager Confirms Client Is Receiving Medical Treatment As Required



- Direct Account Billing Arrangements Will Be Made With Medical Facility Concerned
- To help establish any pre-existing medical conditions quickly, please provide details of your home physician at your earliest opportunity.

Step 3

Customer Medical Case Handling

- Case Manager Remains In Contact With Medical Facility
- Case Manager Requests An Urgent Copy Of Client's Medical Report From Medical Facility
- Case Manager Reviews Medical Report With Travel Guard's In House Medical Team
- Immediate Family In South Africa Are Provided With An Overview Of Client's Condition

Step 4

Medical Treatment Completed

- Case Manager Obtains A Copy Of 'Fit To Travel' Certification From Treating Doctor
- Travel Guard Arranges a New Travel Itinerary To Repatriate Client Back To South Africa
- Case Manager Arranges Suitable Transport For Client To The Departing Airport
- Case Manager Arranges Ambulance / Transport At Arriving Airport If Required
- Travel Guard Contacts Client When In South Africa To Ensure Safe Return & Any Additional Needs



- Case Closed.