



Zenith Tourist Evacuation Assist



MEDICAL ASSISTANCE AND EVACUATION CALL CENTRE

In order to access the services described below, you can dial the following telephone number:

0860 999 112

MEDICAL ADVICE AND INFORMATION HOTLINE

Medical personnel, including paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice. This is an advisory service, as a telephonic conversation does not allow for an accurate diagnosis.

EMERGENCY MEDICAL ADVICE AND ASSISTANCE HOTLINE

In addition to the general medical advice service, one call to the same number will trigger the medical operators who will guide you through a medical crisis situation, provide you with emergency advice and organise for you to receive the support you require.

REFERRAL TO CRISIS LINE

Bereavement counselling, HIV counselling, suicide counselling.



REFERRALS TO MEDICAL PRACTITIONERS AND FACILITIES

Global Choices will refer you to the nearest medical facility or practitioners.

EMERGENCY MEDICAL RESPONSE TO THE SCENE OF A MEDICAL EMERGENCY

An appropriate response will be undertaken whereby a response vehicle will be dispatched immediately to the scene of a medical emergency where appropriate lifesaving support will be provided to the member/s and where relevant, the member/s will be stabilised before transfer is provided to the closest appropriate medical facility.

MEDICAL TRANSPORTATION

In the event of you experiencing a medical emergency, Global Choices will arrange for emergency medical transport to the nearest medical facility capable of providing adequate care. Medical considerations, the degree of urgency, your state and fitness to travel and other considerations, including but not limited to, airport availability, weather conditions and distance to be covered, as assessed by the doctor and support staff, will determine whether transport will be provided by private, medically equipped aircraft, helicopter, regular schedule flight, rail or road.

INTER-HOSPITAL TRANSFER

If the doctor, in consultation with the attending doctor, determines that treatment should continue at an alternate medical facility (because the necessary treatment cannot be continued at the present facility) Global Choices will arrange for transportation to the closest facility where the treatment can be continued after you have been stabilised.

MEDICAL REPATRIATION

In the event of your hospitalisation outside of your hometown, Global Choices will assist in arranging for your repatriation to your home town once you have been treated.

ESCORTED RETURN OF MINORS

In the event of your children being stranded as a result of your hospitalisation, Global Choices will arrange for their transportation, under supervision where necessary, into the care of a person nominated by you.

COMPASSIONATE VISITS

Should you be hospitalised outside your hometown for a period exceeding five (5) consecutive days, Global Choices will arrange for the transportation of a close relative to visit you.

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