The Medical Emergency Service of FirstAssist Group Limited
(Provided with Medical and Emergency Travel Expenses Insurance)

In the event of a medical emergency abroad

Please call FirstAssist Group Limited and provide them with a contact address, telephone/fax number or telex reference.

You can contact FirstAssist 24 hours a day, 365 days a year

Telephone: +44 (0)20 8763 3155  Fax: +44 (0)20 8763 3035
Telex L 8951673 IAS-G

32 High Street, Purley, Surrey, CR8 2PP, England

Who are FirstAssist
FirstAssist Group Limited is a wholly owned subsidiary of Royal & Sun Alliance Insurance Group Plc. FirstAssist are a specialist assistance organisation with many years experience in providing Travel and Medical assistance helplines for emergencies throughout the world.

The FirstAssist Emergency Centre operates 24 hours a day, 365 days a year. Assistance Co-ordinators are there to provide help and offer advice.

What is the procedure for providing medical assistance?
In the event of an emergency the telephone number above should be contacted. If you experience any difficulty getting through, you can call the operator and ask for an operator assisted/collect call. Alternatively, you may send FirstAssist a fax or telex.

In all cases, please be prepared to give your Name, Policy Number, Employer’s Details and your Contact Number.

We will discuss the emergency with you and decide on the best course of action.
What is covered by the FirstAssist Medical Emergency Services?

Before Departure
FirstAssist will provide advice and guidance on:

• Customs regulations  
• Inoculations  
• Currency  
• Visa requirements  
• Banking procedures

Following Departure

Medical Assistance
Whilst travelling abroad, assistance will be provided in the event of a medical emergency in the following way:

1 FirstAssist will provide multi-lingual assistance co-ordinators to converse with doctors and hospitals abroad. Names and addresses of the most suitable doctors, hospitals, clinics and dentists available locally may be provided if admission, consultation or minor treatment is required.

2 Medical advice will be given.

3 Arrangements will be made for a doctor to visit where possible and for hospitalisation, if necessary.

4 Any necessary fees will be guaranteed.

5 Special drugs, if unobtainable locally, will be obtained and dispatched to the patient.

6 A FirstAssist-appointed Medical Officer will continue to monitor the patient’s condition.

7 FirstAssist will consult Medical Advisers at the outset for their views on the desirability of arranging repatriation and the best method to be adopted. Whenever necessary, patients will be escorted by a qualified medical attendant.

8 Specially equipped air ambulances will be available for critical cases on the recommendation of the Medical Officer (who will liaise with the treating doctor). For less serious conditions, other suitable methods of transport will be used.

9 Upon arrival in the UK, suitable transport will be provided to take the patient to a state hospital or their home address.

10 Arrangements may be made for any other members of the party to travel home.

11 If it is necessary to transport the next-of-kin to a sick or injured person, all the necessary arrangements will be made for the outward and return journeys.

Lost Luggage
FirstAssist will liaise with the airline and local representative at the scene to assist you with locating the lost luggage.

Supply of Blood and Blood Products
Where a patient’s condition has been stabilised and screened blood is not readily available, FirstAssist will endeavour either to transport the person to the nearest suitable medical facility or courier a supply of the correct blood group and any blood products to the victim, anywhere in the world.

FirstAssist Group Limited provide a professional 24 hour emergency service, so please bear the following in mind:

1 Do not try to provide your own solution to your problems but let FirstAssist act for you from the outset.

2 FirstAssist need to be informed promptly of your problem although it is usually sensible whenever practical to obtain an initial report from a doctor before making your first call to FirstAssist. This helps FirstAssist to provide the best advice.

3 You must leave FirstAssist to decide what is most suitable, most practical and the most reasonable solution to any problem.

4 You must read the policy exclusions appropriate to the medical and emergency travel expenses insurance.