

Compassionate Visits:

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

Repatriation of Mortal Remains

In the event of your death outside of your home town (greater than 100km from place of residence), we will assist with the necessary formalities involved in transporting your mortal remains to a location in your home town.



EMERGENCY TOLLFREE NUMBER

0800 127 620

+27 11 541 1339

REVERSE CHARGES ACCEPTED

International SOS Assistance (Pty) Ltd

New Road, Midrand

P O Box 4561, Halfway House, 1685

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24 Hour Alarm Centre + 27 11 541 1339

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BENEFIT SUMMARY: INTL. SOS MEDICAL ACCESS	
INTL.SOS MEDICAL ASSISTANCE BENEFIT / LIMIT	
Intl. SOS will provide the Member with the following services as a result of a Medical Emergency within the Territory:	
Medical Advice and Information	Advice Only
Emergency Medical Advice Line	Advice Only
Referrals to Crisis Lines	Advice Only
Referrals To Medical Practitioners & Facilities	Advice Only
Emergency Response	Access Only
Medical Transportation	Access Only
Inter-Hospital Transfer	Access Only
Medical Repatriation	Access Only
Escorted Return Of Minors	Access Only
Repatriation of Mortal Remains	Access Only
In-Hospital Medical Monitoring	Access Only
Compassionate Visits	Access Only

“Every hour of every day we are there to help”

Worldwide reach
Human touch

Pick n Pay
Medical scheme

International
SOS



International SOS Medical Assistance Access Programme

This is a summary of the services offered, and is always subject to the terms, conditions and exclusions of the Master Contract, of which details can be obtained from the holder of the contract with International SOS.

Intl. SOS will provide You with the following services as a result of your involvement in a Medical Emergency, subject to the limits of the Benefit Table:

Medical Advice and Information Hotline:

The International SOS 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 only, as a telephonic conversation does not permit an accurate diagnosis.

Medical Advice and Assistance Hotline:

In addition to the general medical advice service, one call to the same number will trigger the International SOS 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 need utilizing the 24 hour Alarm Centre Doctor.

This service includes referrals to Crisis lines in case of: Family and Domestic Abuse, Rape, Trauma, Child Abuse, Bereavement, HIV, Suicide Hotline – Life Line and Poison Hotline – In House

Medical Doctor present in Alarm Centre 24 Hours per day:

International SOS is the only 24 hour Alarm Centre in Southern Africa that can guarantee a Medical Doctor on duty in the Alarm Centre 24 hours a day, seven days a week.

Emergency Medical Response to the scene of a Medical Emergency: (Primary Response)

An appropriate road and/or air response, whichever is the most medically appropriate and logistically possible will be undertaken utilising an ambulance, a rapid response vehicle or a helicopter (all of which are manned by appropriately qualified and experienced emergency care practitioners, paramedics or doctors) immediately to the scene of a medical emergency where appropriate life saving support will be provided to the member/s and where relevant, the member/s will be stabilised before transfer is provided to the closest most appropriate medical facility.

Medical Transportation:

In the event of your involvement in a Medical Emergency, International SOS will arrange for Emergency Medical Transportation, if required, by road and/or by air ambulance, under appropriate medical supervision 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 International SOS Doctor and support staff will determine whether transport will be provided by medically equipped fixed wing Air Ambulance, helicopter, scheduled commercial flight or road ambulance.



Inter-hospital Transfer:

Interhospital transfer or Interfacility transfer is defined as the transportation of a member or patient by road or air ambulance transport, whichever is most medically appropriate in the opinion of the International SOS Doctor, one way to a more suitable or appropriate medical facility for managing the members condition.

Medical Repatriation:

In the event of your hospitalisation outside of your home town (greater than 100km from place of residence), International SOS will arrange for your repatriation to a hospital in or near your home town: Provided that such repatriation is recommended by the International SOS doctor as being medically justified (long term inpatient treatment is required) and requiring medical supervision for the transfer. International SOS will also, at its sole discretion, determine the means of transportation and timing of the repatriation.

Escorted Return of Minors:

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

In-hospital Medical Monitoring:

We will monitor your medical condition for the duration of your hospitalisation outside of your hometown. Should You require it we will keep a nominated family member of business colleague informed of your medical progress.