

OUR GLOBAL HEALTH ASSIST PROGRAMME

Looking after you when you need us most

Our unique Global Health Assist programme is carried out by our dedicated team of doctors and nurses, who work hand in hand with customers with serious or complex health conditions to bring them the full medical support they deserve.

We are dedicated to helping you and your family live happier, healthier lives with an exceptional level of clinical expertise, which grants all beneficiaries access to:



DECISION SUPPORT PROGRAMME

We provide our customers with access to speak with a doctor or nurse. This can offer an international second opinion service or simple reassurance to our customers at what can often be a sensitive and potentially emotional time. Included within this service may be an independent view on their diagnosis or treatment plan.



NURSE COMPLEX CASE MANAGEMENT

When treatment is more complex, our nurses can take over the case providing clinical guidance and reassurance. In addition, that nurse can become the beneficiary's dedicated point of contact throughout the treatment process.



Our Global Health Assist service works with a proactive and personalised approach to manage complex health conditions.

Our qualified nurses from the Clinical team will immediately contact customers suffering from pre-existing conditions or serious illnesses and confirm a personalised and dedicated point of contact for the customer, and you will receive personalised support and information about:

- > Our decision support programme;
- > Medical network/preferred provider information;
- > Hospital visits and accessing the right level of healthcare;
- > Detailed coverage information;
- > Personalised support and case management and;
- > Global Care on Demand.

Together, all the way.™



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