

# GLOBAL HEALTH ASSIST

Looking after you when you need us most

**Our unique Global Health Assist program 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 unparalleled level of clinical expertise, which grants all beneficiaries access to:

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 second medical opinion program;
- > Medical network/preferred provider information;
- > Hospital visits and navigating the “Healthcare Maze”;
- > Detailed coverage information and;
- > Personalised support and case management

## MEDICAL SECOND OPINION SERVICE



We provide our customers with access to speak with a doctor or nurse. This can offer a 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

**Together, all the way.<sup>SM</sup>**



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