

# Emergency medical services



## Are you prepared for a medical emergency?

Emergencies aren't always predictable but the medical care for your globally mobile employee on international assignment is with our emergency medical and evacuation services.<sup>1</sup> So you can have confidence that they will receive quality care in an emergency — even if it requires transportation to the nearest medical facility. Having that peace of mind is important, especially in locations where local medical care and facilities are limited.

## Planning for an emergency, an essential part of your global benefits program

Whether it's medical assistance, evacuation or repatriation, our capabilities include:

- Extensive benefit coverage, ready to provide assistance for all medical emergencies, including the transportation of patients that can't be treated locally.
- Capabilities that include the right team of global medical professionals with extensive resources and the flexibility to work with a preferred vendor, if requested.
- Around the clock access to medical professionals and resources providing the coverage needed any place, any time.<sup>2</sup>

## Putting our plans into practice

You can be confident that your employees are covered, like in this example:<sup>4</sup>



**Meet Patty, a globally-mobile employee on assignment in Cameroon.**

Admitted to a rural hospital in Cameroon, Patty received an initial diagnosis of renal failure. The Regional Service Center was contacted by the hospital and provided the details of Patty's diagnosis.

Based on the severity of symptoms and limited medical resources, it was determined that Patty would require an air evacuation to South Africa for treatment.

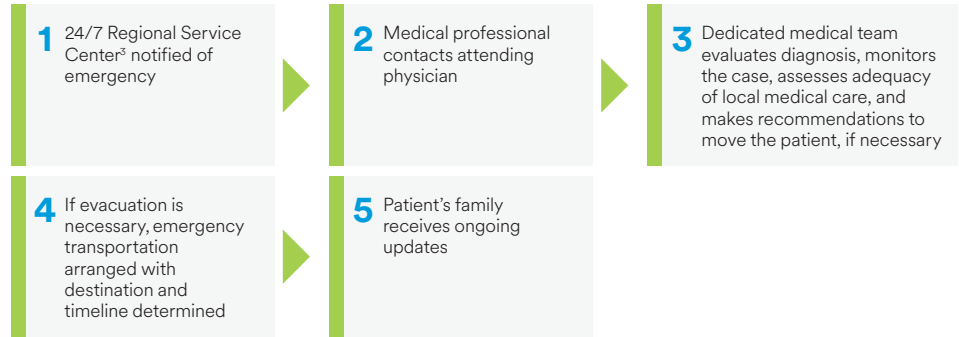
Arrangements were quickly coordinated through our global and local teams and Patty's family was notified and updated on her status. The air evacuation occurred quickly and after more advanced testing, the final diagnosis was changed to malaria. Patty received the treatment needed and made a full recovery.

## Coverage to count on when it matters most

We know it's important to act quickly and make arrangements for treatment. That's why we have the right team ready to respond in case of emergency so you can be confident that we have your employees covered with:

- **Medical Evacuation** — experienced medical staff of physicians and nurses

Here's how it works:



- **Advantages<sup>1</sup>**

- Trained medical professionals familiar with international travel medicine available 24/7 to evaluate, coordinate and monitor care with attending physician
- Multi-lingual call center with over 20 languages spoken on-site
- Access to medical capabilities in over 200 countries

- **Additional Medical Services<sup>1</sup>**

- Provider referrals
- Medical monitoring
- Emergency prescription replacement
- Arrange special medical services
- Bedside visitor arrangement

## Extensive capabilities to get the care that is needed

- **The right team** — Access to a network with a global medical team of physicians, nurses and medical directors trained in international travel and emergency medicine available 24/7 to evaluate and arrange evacuation if medically necessary.
- **Emergency services ready to respond** — Access to emergency facilities and services including over 100 air ambulance companies. All complemented by the contracted providers and resources available through our Regional Service Centers.



## For more information,

**contact your MetLife sales representative today.**

1. Emergency medical and travel assistance services are provided through vendor not affiliated with MetLife.
2. Subject to applicable legal, contractual and regulatory restrictions.
3. Some Regional Service Centers are operated by MetLife affiliates and some by third parties contracted by MetLife.
4. Patient name, location and certain other details have been altered to protect the identity of the member.

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Delaware American Life Insurance Company | 600 North King Street | Wilmington, DE 19801

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