

Travel Health and Wellbeing



Travel GP

We want to keep your customers travelling to many of their favourite holiday destinations. If your customers are faced with a non-urgent medical issue we want to help them get back on their feet sooner, and back to their trip.

Our new Travel GP service can provide 'the comfort of the familiar' to your customers when they need to consult a doctor. No tackling foreign languages or health care systems.

With Travel GP, we can:

- Connect your customers with an Australian-based GP, if our medical assistance team believes that is the best way to help them.
- Provide clear, simple advice and guidance with medicine
- Provide a medical referral depending on your customer's needs.
- Help find the most suitable medical facility nearest to them.

Important facts

- We are the only medical assistance provider in Australia to offer this service.
- Our Travel GP service can be offered as an additional benefit for your clients and customers, or employees.
- Your customers do not pay anything extra for this service.

How Travel GP works

Customers call our Medical Assistance team.

Our Medical Assistance registered nurse will assess if the customer's condition can be managed by a Travel GP, or alternatively, refer the customer to the nearest suitable medical facility for more specialised medical treatment.

A GP will call the customer back to assess and recommend treatment.

IF FURTHER MEDICAL TREATMENT IS REQUIRED:

The GP will transfer the customer on the phone back to the Medical Assistance team.

The Medical Assistance team will identify the customer's location, refer the patient to the most suitable medical facility.

IF FURTHER MEDICAL TREATMENT IS NOT REQUIRED:

Customer keeps travelling.

Customers can call our Medical Assistance team in Australia direct and toll free while they're travelling overseas.

Charges may apply if calling from a pay phone or mobile phone.

For more information contact our Customer Care New Business Manager via email: opportunities@medicalassistance.com.au



The Travel GP service is offered to customers at the discretion of the assistance provider. Circumstances including age, location, medical condition or issue, proximity to appropriate medical care and medical history will also be considered. Any advice provided is general advice only. CustomerCare Pty Ltd (ABN 80 079 071 579) arranges and handles medical assistance and claims on behalf of insurers. Information is correct at time of printing but is subject to change without notice.