



# How we organise medevacs in Africa

When a member falls ill or suffers an injury, there's a chance the treatment they need isn't available locally. In Africa, this chance is much higher. It's a huge continent and, depending on the severity of the injury or illness, suitable medical facilities may be few and far between. This is where emergency medical evacuation cover comes in.



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## How a medevac works



Emergency medical evacuation is a vital part of any expat's medical coverage, especially if residing in a country with limited medical services that may not be up to the standards you would expect at home.

**Megan Lewis**

Expert on health insurance in Africa

### Step 1 | Member notifies us of a medical emergency

A member (or representative) calls our 24/7 emergency medical assistance helpline to notify us of an emergency.

### Step 2 | We assess the situation

Our operations team assesses the situation on the ground, while our medical team establishes the particulars of the member's medical condition.

### Step 3 | We sort the logistics

We organise the evacuation destination and the means of transport that best suit the member's interests. We take several criteria into account, including severity of the member's medical condition and air ambulance availability.

### Step 4 | Transport arrives to pick up member

With the member's admission secured at a destination hospital, we dispatch transport. We collect the member from their medical team on the ground and get them to an air ambulance.

## Who provides the emergency medical evacuation?

### We partner with Charles Taylor

Charles Taylor (formerly CEGA) is one of the world's leading providers of medical assistance and provide over 500 air evacuations per year. They are EURAMI accredited.

We handle all aspects of the evacuation, including liaising with medical teams on the ground, logistics, securing admission at the destination hospital, and handling passport/visa issues.

We work with a number of air ambulances in Africa, on a case-by-case basis, including:

- ✓ Awesome Air
- ✓ Aspen Medical
- ✓ Netcare 911
- ✓ Okavango Air Rescue
- ✓ Amref Flying Doctors

