



Medical evacuation and repatriation

We're with you all the way

Emergency evacuation and repatriation is included as standard with your cover. That means that in an emergency, if you can't get the help you need locally as an in-patient, we can get you to where you need to be to access treatment.

How it works



Get in touch

Following a medical emergency where local in-patient care isn't enough, simply call the **Emergency Assistance Centre** on **+44 (0) 1892 513 999***. The team are on hand 24/7 to help and take the details of where you are and what your current situation is. If you can't call us, the hospital or someone you're with can call us on your behalf – they'll just need your membership details, so keep your membership card close by.



Getting you there

A medically trained team will be on hand to review your case and if there's a medical reason to treat you somewhere else, you'll be moved to the nearest appropriate medical facility, quickly and safely. You'll be kept updated throughout the whole process, right up until you're back home and recovering.



Everything taken care of

You won't need to worry about any local health regulations or laws for your journey, they'll be taken care of. And if you need to travel with medics, it'll all be organised for you.



Getting you back

When you're ready and well enough to travel home or where you were evacuated from, we'll get you there.

Hopefully you'll never need to use this service, but just in case why not make sure a relative or next of kin knows you're covered with us?

Full details of this service can be found in your plan handbook.

Simply visit your online account to access your membership documents. [Log in](#) or [register](#) through your healthcare hub.

The Evacuation and Repatriation service is provided by Healix International.

*Lines are open 24 hours a day, seven days a week. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

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