



# Evacuation and Repatriation



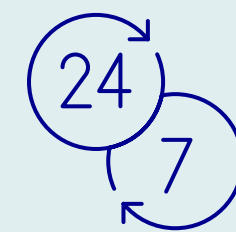
If one of your clients has a serious accident or illness and can't get the help they need locally, their AXA plan enables them to be evacuated to the nearest suitable medical facility – whether that's a short drive or an international flight away. And then, when they're ready and well enough, they'll be taken back home.

The Evacuation and Repatriation service is available 24/7, 365 days a year.

## How it works

Following a medical emergency where local care isn't enough, customers can call their **Emergency Assistance Centre** for help. The team is on hand 24/7 to take the details of where the customer is, and where they need to go. Whether the journey's by road or air, arrangements will be made for them to be transported to a medical provider where they can receive the appropriate care. We'll cover the costs of getting them there and, once the customer has received treatment and is well enough to travel, they'll be transported back to where they need to be.

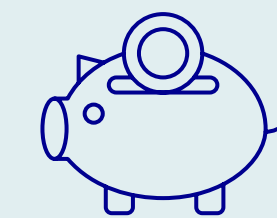
In the unfortunate event a customer passes away while working or travelling abroad, their repatriation service is also available to bring them home.



24/7 emergency medical assistance



Transport to appropriate treatment provider for better medical outcomes



Evacuation claims don't impact benefit allowance



## The customer journey



**1.** Customer has a medical emergency which can't be treated at a local inpatient facility.



**2.** Customer calls their helpline\*, quoting membership number, for assistance.



**3.** Healix International will arrange evacuation to nearest appropriate treatment facility.



**4.** Customer receives treatment.



**5.** Customer is returned home.

The Evacuation and Repatriation service is provided by Healix International to all customers with a global health plan from AXA. In a medical emergency where appropriate treatment isn't available locally, customers can contact:

**+44 (0)1892 513 999\***



### Handy hint

It's a good idea for your customers to share their insurance details with a travelling companion or next of kin – just in case someone needs to make the call on their behalf.

\* This helpline is provided by Healix International. Lines are open 24/7. Calls may be recorded and/or monitored for quality assurance, training and as a record of the conversation.



## Benefits for individuals and families

- ✓ Reassurance that support is available in a medical emergency, even when travelling alone.
- ✓ With access to more appropriate treatment facilities, customers are more likely to receive the right treatment, right away – meaning they can be on their path to recovery sooner.
- ✓ There's no additional cost for using the service, so the customer isn't left out of pocket because of costly medical transport fees following an incident.
- ✓ No need to worry about any local health regulations or laws for their journey – it's all taken care of.

## Benefits for businesses

- ✓ While costly, evacuation and repatriation claims don't impact the claims fund – so there's no effect on the business' renewal price, even if employees need to make a claim.
- ✓ Employee is transported to a facility where they can receive the appropriate treatment quickly, which can lead to better medical outcomes and get them back to work sooner.
- ✓ Employers can demonstrate duty of care, providing emergency assistance to employees living or working in remote areas.

### £10k+

The average cost of an emergency medical evacuation is over £10,000<sup>1</sup>

### 20+ years

Healix International has been providing global healthcare solutions since 1992<sup>2</sup>

### 55k

primary and secondary healthcare providers in Healix International's global network<sup>2</sup>

### 2k+ cases

Healix International carry out around 2,000 emergency medical transport cases each year<sup>2</sup>

## Useful links

### **For your clients:**

[An introduction to medical evacuation and repatriation:](#)  
[AXA's guide to emergency medical evacuation insurance](#)

### **For your business clients:**

[Evacuation and Repatriation guide](#)

<sup>1</sup> According to our Global Network Management team, as of July 2021. <sup>2</sup> According to Healix International, December 2022.

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