



Travel Medik

Telephone medical assistance for travelling 24/7

- Revolutionary assistance to provide expert advice in the event of a health problem on your travels.
- Do you need to have a Czech-speaking, high-quality doctor on hand to discuss and provide information on current problems for you or your travel companions?
- Are you concerned about using medical facilities abroad, e.g. because of a language barrier, or because of a lack of confidence in the quality of healthcare, or for any other reason?
- Are you travelling with children and would you like to consult your or your family's health problem in the comfort of your hotel, in your language, and with your domestic doctor?
- Our assistance call centre with experienced operators together with medical staff and our doctors with the necessary expertise are at your disposal 24/7.

Benefits of this assistance product:

- Proven call center with **experienced operators and doctors with the necessary expertise**.
- **Certified triage** – a smart and fast form based on artificial intelligence.
- **Variability in the number of operators** depending on the growth in the number of assistance interventions, to the extent that all requests for medical consultation can be handled.
- Travel Medik (hereinafter referred to as assistance services) are **provided 365/24/7**.
- The eligibility to use Travel Medik assistance services applies to anyone who has paid for medical assistance services with a travel agent, agency, IATA agency or other entity.



Assistance services are provided:



By phone



By video call



You just need to be connected to internet and have a mobile phone

How does the assistance service work and what does it include?

It's pretty easy to use.



You can add Travel Medik assistance service to your tour or ticket or other travel service, or it is already part of your purchased travel services with our partner.

Assistance Procedure:

1. In case a medical problem occurs on your trip and you need to consult it, just quickly validate yourself in an online form.

You will receive the online form link/address with the the travel / insurance service.



2. When you make a phone call, you will receive a text message link that will connect you directly to a **smart online form to collect symptoms and current information about your health problem.**

Don't worry, it's short and all in accordance with current standards and data protection laws. Your data is completely safe with us.

The information from the form will be evaluated by our medical staff and escalated to the serving physician according to the expertise needed. He or she will review the output from the form and **let you know within a few minutes that he or she is ready for a video call.**



You will receive a second text message on your phone with another link to the so-called **virtual waiting room**.

3. Clicking on this link will take you to this virtual waiting room where you will wait briefly to be connected to a doctor. Within a few moments you will be connected with a doctor and you can consult with him face to face about your health problem.

Once the consultation is over, the doctor prepares a **medical report**, saves it in the system, and it is automatically archived and **sent to your email**.

Based on your **GPS location** or information about your location, the system prepares an indicative translation for the local doctor. This way you will have the medical report in Czech and an indicative translation into English and the local language.

In most locations we are able to send you the contacts of the local medical facilities.

What does the service contain?

The service includes a consultation and the possible providing of explanatory information (see below)

- A 'Triage' (or simple, smart, interactive health form that takes just a few minutes to complete)
- A set of questions aimed at describing the traveller's subjective feelings of health, prior to any medical consultation with a doctor of the relevant speciality.
- A video health consultation with a doctor of the necessary specialty - a possible course of action for the described non-acute health problems.
- Explanation:
 - symptoms of the disease,
 - medical reports from the attending physician abroad,
 - laboratory test results,
 - the effects of the drugs and any interactions.
- Information on active ingredients and advice on how to obtain a suitable topical medicine.
- Output of the triage - forms and consultation with a specialist doctor in Czech, English and, if necessary, in the language of the specific locality in which the client is located. None of these outputs replaces the medical report. Translations into English and local language are for guidance only.
- Information about the nearest medical facility of the specific specialty
 - address of the medical facility,
 - range of services,
 - opening hours,
 - contacts.

The Travel Medik medical assistance service is primarily a consultation of the patient's health condition, it does not replace

- Health care or diagnosis paid for by health insurance.
- Determination of a treatment plan.
- Acute care.

The assistance service also does not cover events that occurred prior to departure abroad.

The service is provided by experienced doctors and nurses in the following specialties:

- general medicine,
- cardiology,
- diabetology,
- paediatrics,
- dermatology,
- neurology,
- allergology,
- gastroenterology,
- dermatology-venerology.

Travel with Travel Medik.

With us, you can manage your health problem with the confidence and quality of a home medical system, anytime and anywhere in the world.