

## MEDICAL EVACUATION PROCESS

### CONTACT

TOLL-FREE: 1.800.401.2678  
 DIRECT DIAL: +1.817.826.7008  
 FAX: +1.713.583.8851  
 E-MAIL: [aigtravelassistance@aig.com](mailto:aigtravelassistance@aig.com)

### HELPFUL INFORMATION TO HAVE AVAILABLE:

- Client name
- Current location
- Symptoms and medical reports (if available)
- Current Medical Facility/Physician
- Contact phone number
- Email address
- Secondary point of contact
- Date of birth
- Passport information
- Visa or alien number

The medical evacuation process is designed to be simple. If you think you need a medical evacuation, call Travel Guard® Medical Assistance. A medical assistance coordinator will answer, collect important information, explain the evacuation process and coordinate your medical assistance plan with our medical case manager and physician. If it is determined that a medical evacuation is necessary, the medical assistance coordinator will coordinate the arrangements. If a medical evacuation is not necessary, a medical assistance coordinator and our medical team will remain involved in the process to monitor your medical care locally.

Typically, this includes:



### Client calls for Travel Guard® Medical Assistance

#### Medical Assistance Coordinator

- Collects name of patient/caller, contact details, location, and description of symptoms/diagnoses
- Notifies medical case manager and physician of case
- Sustains ongoing communication with client and/or designated point of contact throughout the case



### AIG Travel Medical Case Managers and Physicians

- Obtains current medical information during consultations with local medical professionals
- Completes a medical evaluation
- Determines next steps and necessity of evacuation
- Identifies appropriate method of transportation, destination of proper medical facility, and timeline of evacuation if evacuation is required
- Physician reviews and approves all medical evacuation arrangements



Two Primary Options for Medical Evacuation: Air Ambulance Evacuation or Commercial Airline Medical Evacuation based upon medical necessity

### Medical Evacuation (if appropriate)



#### Medical Assistance Coordinator

- Coordinates travel arrangements according to the medical recommendations made by the medical case manager and/or physician based on a consultation with local medical professionals
- Sources a provider for a medical escort and/or air ambulance as recommended based on resources and ability to meet time requirements
- Works in tandem with medical staff and transport provider to ensure medical arrangements are carried out as planned
- Obtains government approvals for transfer, if required
- Ensures client has all necessary travel documents on hand (i.e. passport, visa, etc.)
- Assist travel companions with changing and/or making new flight arrangements



### Medical Evacuation Not Necessary



#### Medical Case Managers and Physicians

- Continues to provide assistance and monitoring through local medical professionals
- Monitors client's medical condition until released from treatment

Every emergency situation is unique and requires emergency-specific planning. AIG Travel reserves the right to select what it deems is the appropriate emergency medical evacuation arrangement in case of emergency. Emergency medical evacuation arrangement determinations will be made on a case-by-case basis.

AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance solutions and assistance. Travel Guard® is the marketing name for its portfolio of travel insurance solutions and travel-related services, including assistance and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.aig.com/travelguard](http://www.aig.com/travelguard).

AIG is a leading international insurance organization serving customers in more than 130 countries. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange. Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>.

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at [www.aig.com](http://www.aig.com). All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.