



**International
Medical Assistance
Without Compromise**



firstassist

Part of the Capita Group



"I would like to thank your company for the amazing help, as you can imagine it is very frightening to deal with sickness when in a foreign country and you dealt extremely well with both advice and calming me down."

Our multi-lingual international assistance team of medical professionals and case managers provide 24/7 emergency medical assistance worldwide:

- Immediate assessment of emergencies
- Evacuation to a place of safety
- Co-ordination of treatment with local medical teams
- Medical advice and practical help
- Communication with business colleagues and family
- Repatriation
- Payment of medical and other costs

A trusted health and wellbeing organisation protecting millions of business travellers and employees, we will also provide you with:

- Up-to-date pre travel medical advice
- Global health risk scoring
- Essential information storage
- Specialist security advice, information and services
- Legal advice
- Counselling
- Identity theft helpline
- Bereavement advice





International Medical Assistance

FirstAssist Services provides worldwide assistance solutions for business travellers and expatriates.

We take pride in delivering travel and medical assistance services with integrity and without compromise. We are not owned or controlled by an insurer and therefore have the freedom and flexibility to provide you the highest levels of care.

The health and wellbeing of your employees is always our primary concern. Every decision we make, every action we take is determined by what is in the best interests of those we are called to assist.

FirstAssist is truly passionate about the care we deliver, providing assistance over and above your expectations. Our flexible and adaptable approach ensures our services are provided quickly and effectively.

As the sole UK member of the International Assistance Group we are able to provide local support and expertise, vetted hospitals, shared supplier networks and greater purchasing power. With operations in more than 45 countries, the International Assistance Group spans the globe through a network of members and thousands of agents who are leading providers in their respective markets. The group provides services to 74 million people and assisted in over 400,000 medical cases last year.

“Access was easy and the information provided was clear. The staff were friendly and helpful and always called me back to check up on my progress.”

Care Without Compromise

Medical excellence wherever you are in the world

Sudden illness or injury can be worrying and stressful at home and even more so when abroad. In these situations you can rely on FirstAssist's medical team to make the safest decisions and obtain the best treatment, based on their profound understanding of global healthcare and aviation medicine.

The experience and passion of our medical and operations teams results in consistently good outcomes. Selected for their background in acute medicine and surgery, and with many years experience in aviation and travel medicine, our teams are uniquely able to advise, guide and reassure. We will discuss treatment with physicians abroad, clearly explain what is planned and discuss the options available. When circumstances require, we will arrange transfer to a regional centre of excellence.

We provide physicians, surgeons or nurses to ensure patients remain safe during their journey. Our teams are drawn from UK hospitals and work for us on a rota basis. All have aeromedical qualifications, many also have experience working in remote and hazardous locations and are used to providing care on air ambulances and commercial flights.

- 24hr 365 day access to experienced aviation and travel physicians and nurses
- Global medical databases
- The most experienced multi-lingual assistance medical team in the world
- Highly qualified and capable transfer teams
- Comprehensive specialist aeromedical equipment
- Worldwide network of practitioners
- Strong culture of patient advocacy

"I was treated as an individual, and the people I spoke to genuinely seemed to care about the situation I was in."

Around the clock, around the globe

FirstAssist is experienced in the provision of worldwide assistance for business travellers and employees travelling overseas.

As FirstAssist is not tied to specific hospitals or suppliers, we are free to choose the most suitable providers and most appropriate actions to deliver the highest level of care and quickest emergency response.

Benefit from FirstAssist's 'no compromise' approach to care:

- 24hr 365 day advice and support – help is just a phone call away
- High calibre of customer care – specialist personnel and multi-lingual helpline
- Global reach and local experts – with operations in more than 45 countries
- Highly experienced in-house team – on-site doctors, nurses and counsellors
- Immediate response – including emergency evacuation and repatriation



"Your prompt and efficient response in sorting everything out was amazing. The hospital in Mumbai was excellent as was the staff and the treatment my husband received. We will be forever in your debt."



“I was in a foreign country in a lot of pain and was comforted by the caring and sympathetic way your staff treated me.”

Why choose FirstAssist

FirstAssist provides Assistance Services to thousands of business travellers across the world and manages large numbers of medical cases and patient transfers annually.

As an international assistance partner with compassion and integrity, we do whatever it takes to ensure the wellbeing of your employees and their dependants wherever they are in the world.

FirstAssist is a founder member of the International Assistance Group and is the only UK member of this global group of assistance companies.

The International Assistance Group provides FirstAssist with a flexible and comprehensive international network, facilitating access to local expertise, vetted hospitals and suppliers, shared networks and a greater purchasing power worldwide.

FirstAssist will provide peace of mind when you need help abroad, in the knowledge that the resources of a globally respected company are at your disposal.



"The support we received from FirstAssist was outstanding. It is impossible to express sufficient thanks to all of the individuals involved."




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Your Worldwide Assistance Partner

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As well as International Assistance Services, FirstAssist Services also provides the following:

- Employee Assistance Programmes
- Absence Management Solutions
- Wellbeing Services
- Consultancy Services



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FirstAssist International Assistance Services are a founding member of the International Assistance Group

