

# EUROCROSS

Your assistance partner in The Netherlands, Europe and beyond

Europe is the global leader in international tourism, with millions of foreign travellers arriving in the region each year. Whether you are an insurance company or an assistance company, we make sure that your customers (business and leisure travellers) can rely on high quality medical and travel assistance services.



# Eurocross, your assistance partner

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### We understand the importance of local expertise

As an emergency response centre, we offer worldwide assistance. We fully understand the importance of working with the right local partners. We are your local partner for Europe and beyond. We offer you advice and support to help you deliver the best possible service and quality to your customers.

### Why clients choose our services?

- 24/7 Emergency contact centre
- In-house medical team for case assessment
- Multi-lingual support staff
- Local expertise
- An extensive partner network in Europe and beyond
- Fast response time and prompt case handling
- Price advantage through cooperation with fellow emergency response centres within the Astrum Assistance Alliance

### Customised services

Our services can be fully tailored to your needs. We offer:

- healthcare consultation services;
- inpatient and outpatient case management services;
- repatriation and evacuation services;
- cost containment.



### Healthcare consultation services

- Information about the nearest medical provider
- Consult and research regarding payment options for local providers

### Inpatient and outpatient case management services

- Cost control and payment of local provider invoices; reporting and monitoring medical costs
- Medical report from a local medical provider
- Translation of medical report
- Doctor's appointment in the Netherlands
- Local transfer (road ambulance)

### Repatriation and evacuation services

- Medical repatriation and evacuation (air ambulance)
- Medical escort
- Non-medical evacuation
- Repatriation of mortal remains

### Cost containment

- Spain, Portugal, Greece and the USA providers

# Healthcare consultation services

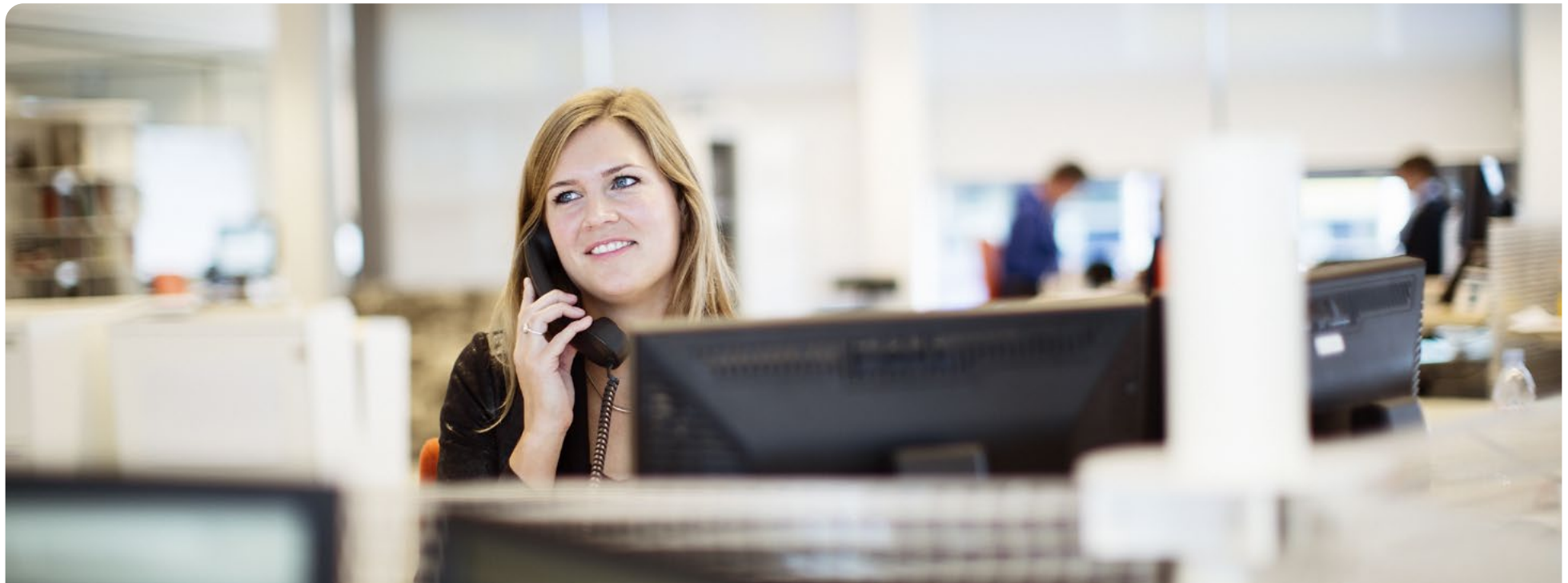
If you have any questions about the local health providers or healthcare system, our specialised team is standing by to support you 24/7. We will start an investigation into the possibilities, based on your requirements.

## **Information about the nearest medical provider**

If you need information about medical care on behalf of your customer, we can provide information about local health providers, based on years of experience.

## **Consult and research regarding payment options for local providers**

If you need medical care information on behalf of your customer, we will contact the local health provider and investigate the payment options. If possible, we will also estimate costs.





# Inpatient and outpatient case management services



Once your customer needs medical care, you can send us an inquiry, and we will go to work for you. Based on the mandate that you have given us in advance, as well as the coverage offered by the patient's insurance policy, we can provide the following services:

## **Cost control and payment of local provider invoices; reporting and monitoring medical costs**

We can pay medical bills. We will closely monitor the costs during treatment and report to you when necessary.

## **Medical report from a local medical provider**

During the medical treatment, we can ask the medical provider to draw up a medical report, which we will summarise to inform you of the medical treatment.

## **Translation of medical report**

We can provide a translation of the report into English, if necessary.

## **Doctor's appointment in the Netherlands**

In the Netherlands, we offer the option to make an appointment with a General Practitioner via our partners. House calls at your hotel are possible as well.

## **Local transfer (road ambulance)**

We offer the possibility to transport the patient by road ambulance, e.g. transport to another healthcare provider or the airport.

# Repatriation and evacuation services

We can transport anyone from any corner of the world. Based on the mandate that you have given us in advance, and the patient's insurance coverage, we can provide the following services:

## Medical repatriation and evacuation (air ambulance)

If the patient needs to be transported to a medical facility (medical evacuation) or their country of residence (medical repatriation) for medical treatment, we can provide air ambulances anywhere in the world. We will also arrange the necessary documents for repatriation, e.g. Fit to fly documentation.

## Medical escort

If necessary, we make use of specialised personnel to assist the patient during the repatriation.

## Non-medical evacuation

If your customer has to be transported for any other reason than medical reasons, we will arrange the journey.

## Repatriation of mortal remains

We can carry out the transportation of a deceased body back to their home country and arrange the associated formalities.



# Cost containment



Our cost containment team consistently achieves significant savings worldwide by continually benchmarking and negotiating prices to ensure the best value for money. We pass on the benefits of negotiated discounts to our clients.

## **Spain, Portugal, Greece and the USA**

In many countries, we achieve savings through negotiation. As your partner in Europe, we are specialised in cost containment in Spain, Portugal, Greece.

Because we are very successful in Cost Containment in the USA, we offer you the possibility to benefit from our purchasing advantages in the USA.

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