



Life Assured (LA)



HLA



Emergency Assistance Agency (EAA)

Notify Emergency Assistance Agency (EAA) for evacuation or repatriation

Case received by (EAA).
EAA to verify:
1. Hospital location of the LA
2. Name & contact details of the hospital

1. EAA's doctor performs medical evaluation over the phone and obtain full medical report of the LA
2. Notify HLA of the case

Is medical facility adequate for treatment?

NO

Obtain approval from HLA to repatriate LA

YES

Is LA's condition stable to be evacuated?

YES

Obtain approval from HLA to evacuate LA to nearest hospital

NO

Monitor LA's condition until stabilised

Proceed to evacuate LA to nearest hospital with adequate medical facility

Arrange for repatriation back to Home Country