

## Obtaining Medical Care in Australia

You are free to seek medical care from the Medical Practitioner of your choice. In Australia you can confidently go to any clinic. Primary care doctors (Physicians) are called GPs - General Practitioners - and are uniformly reliable. A GP will refer you to a Specialist Physician when necessary.

In the event of an accident, or any type of medical emergency, then proceed to the nearest hospital medical clinic or doctor, or arrange to call an ambulance. You are covered at both private and public hospitals. In an emergency the ambulance will transport you to the nearest casualty hospital.

Request the Admissions Office to advise IMAN/AHP so that we can confirm your Membership and verify your coverage so accounts will be forwarded directly to our office.

You do not need our prior approval to attend any hospital, General Practitioner or specialist. Your choice will not affect your level of benefits.

Mostly GPs require you to pay for the visit. We will pay Specialist Physician and hospital bills directly on your behalf because often these bills are very large. Hospitals and Specialist Physicians will always telephone IMAN/AHP to arrange payment.

Never hesitate in seeking medical care, and always call IMAN Assistance if you need advice or help of any kind.

## IMAN Assistance Services

Membership of IMAN Assistance gives you peace of mind knowing that in the event of any medical or travel emergency, expert help is only a telephone call away.

The IMAN Emergency Medical Card is your passport to the best available medical care in Australia. Hopefully you will never need to use it but it's reassuring to know you have 100% medical and hospital cover.

These are some of the services available to Members of IMAN/AHP.

- Members can contact IMAN/AHP by calling the telephone number on their Emergency Medical Card. In Australia the Freephone number is 1800 22 11 33.
- IMAN/AHP advisers will assist you with any problem whatsoever.
- Immediate and positive response in the case of a medical emergency to ensure you access to the best care available and evacuation to specialised care if required.
- Verification of your Health Plan, with payment guarantees to physicians and hospitals.
- If you are hospitalised IMAN/AHP will monitor all aspects of your case right through to your discharge and return home.
- In a travel emergency we can forward a cash advance of up to \$500.
- 100% cover for medically necessary repatriation to home country
- Burial expenses or the cost of returning your body or ashes to your home country.