



# TRAVEL RISK MANAGEMENT & EMERGENCY ASSISTANCE

## TELEHEALTH SERVICES

On Call now offers Telehealth as part of our medical assistance service offerings! Telehealth instantly connects travelers to a global network of vetted, local doctors allowing for **24/7 virtual access** to non-emergent medical care from nearly anywhere in the world—including prescription assistance!

### Why Telehealth?

Telehealth not only makes navigating minor medical inconveniences much easier, but also substantially cuts down the time it takes to obtain an appointment with a qualified medical professional abroad. In fact, when travelers utilized telehealth, we've seen:

- A 75% decrease in traveler wait times to obtain a medical appointment
- A Net Promoter Score (NPS) of 81 vs industry standard of 41
- A significant decrease in clients' outpatient claims





## How Does Telehealth Work?

Travelers can access telehealth services through our Global Response Center. If the request for telehealth is appropriate, travelers will receive a link to schedule a virtual appointment. From there, the traveler has complete control of their care journey, from:

- Choosing an appointment time
- Selecting their preferred language
- Modifying the appointment if anything changes!

“

From a very grateful patient... a great big thank you for the help, support and patience you provided a very sick individual over the phone...the whole process exceeded all my expectations!”

**On Call Traveler**

**75%**  
Decreased  
Traveler Wait  
Time