

MANULIFE FINANCIAL TRAVEL INSURANCE

Medical Concierge Services



The StandbyMD program – let your clients know the doctor is in 24/7 and the house call is back.

Did you know that Manulife Financial Travel Insurance includes a **Medical Concierge Service, StandbyMD?**¹ This is perfect for those Canadians travelling to the United States and covered by Manulife Financial Travel Insurance.

The “**human touch**” is never more important than in times of unanticipated medical needs. Medical Concierge Services can address the major challenges encountered when seeking medical services while travelling, such as:

- Difficulty accessing care
- Urgent care centres’ inconsistent hours of operation
- Long emergency room wait times

The average U.S. hospital wait time can be lengthy. Why wait? With Medical Concierge Services, the StandbyMD program **brings the doctor to your client, 24 hours a day, 7 days a week.**

FAQ

What are Medical Concierge Services?

The StandbyMD program provides quick, easy access to a qualified physician who can assess your client’s symptoms and provide treatment options.

¹Manulife cannot guarantee the availability of this benefit indefinitely.



The StandbyMD program will assist your client with:

- Self care treatment
- A physician house call visit
- Clinic referral
- Emergency room admission
- A medical specialist appointment

StandbyMD offers you:

- Anywhere you travel, telephone access to a qualified physician who can assess your symptoms and provide treatment options.
- In 86 countries and over 4,000 cities, access to physician house call visits.

In addition, when you travel to the United States, StandbyMD offers the following services:

- Same-day co-ordination and delivery of lost or forgotten prescription maintenance medication, eyeglasses or contact lenses, and medical supplies.
- Referral to medical specialists, chiropractors, dentists, walk-in clinics, urgent care centres or more than 50,000 hospitals for evaluation and treatment.
- Physician co-ordination to an emergency room and, whenever possible in select cities, “fast tracking” through the emergency room.

How does this benefit work in terms of my coverage?

If your client's policy includes Emergency Medical Insurance, the StandbyMD program can assist with co-ordination of payment of eligible expenses, subject to the terms and conditions of the policy.

How can my clients access Medical Concierge Services?

To access the Medical Concierge Services offered through the StandbyMD program, your clients simply need to call the Assistance Centre using the phone number(s) indicated on their wallet card.

What you should know

StandbyMD is not a medical provider.

Medical providers utilized by StandbyMD are not employees, agents, nor in any way affiliated with StandbyMD, and StandbyMD does not have any control over the medical judgment of participating medical providers, nor their actions or inactions.

StandbyMD, upon making referrals, doesn't assume any responsibility for the availability, quality, results or outcome of any treatment or service, or any Insured's failure to obtain any treatment or service covered under these terms.



For more product and marketing information about Manulife Financial Travel Insurance, contact our sales team at 1-800-346-9285.



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