

Medical Referrals Abroad

Patient and Companion Rights & Duties

July 2018

This presentation is based on the Facebook Live Press Conference of SZV - Tuesday July 10th, 2018. Speakers: Mr. Reginald Willemsberg – Interim Unit Manager Operations and Mrs. Parveen Boertje – Unit Manager Customer Service and Communications.



PATIENT AND COMPANION RIGHTS & DUTIES

The policies are available for download at

WWW.SZV.SX

CONENT

- Rights of Patients
- Obligations of Patients and Companions
- Additional Companion responsibilities
- Complaint procedure Medical Referrals Abroad
- Contacting SZV

PATIENT AND COMPANION RIGHTS & DUTIES

The **Patient** Rights are:

- to receive medical care and to participate in discussions regarding your care;
- to receive information about the care given to you in a way that you understand;
- to obtain a copy of your medical records;
- to report any concerns regarding your care and safety to the hospital or third party logistics coordinator abroad.

PATIENT AND COMPANION RIGHTS & DUTIES

The **Patient** and Companion Responsibilities are;

- to have a valid passport and obtain the necessary visas (if applicable);
- **Patient** must have a valid USZV insurance card;
- to ensure that you do not miss your flight, flight connections and other transport arrangements to and from the destination;
- **Patient** must travel with your medical file and at least 1 month of medication used;
- to travel with enough funds to cover expenses not covered by USZV (to purchase food not covered by vouchers or daily allowance, mini-bar costs, extra clothing, toiletries, activities, transportation, etc.);

PATIENT AND COMPANION RIGHTS & DUTIES

The **Patient** and Companion Responsibilities are;

- to behave appropriately and in accordance with the rules and regulations of the third party logistics coordinators, hospital, hotels, and with the laws of the designated country for treatment abroad;
- **Patient**, to cover all expenses for an unapproved companion;
- to not smoke in the hotels and hospitals, to not buy and use illegal drugs, and to not bring prostitutes and other guests to your apartment or hotel room;
- to treat the third party logistics coordinators, the hospital, medical staff (doctors, nurses) and hotel staff with respect. Repeated (2 or more) documented reports of inappropriate behavior will result in termination of my treatment abroad and that I then will lose all rights to receive compensation for further medical treatment for the condition for which I was sent abroad.

PATIENT AND COMPANION RIGHTS & DUTIES

Additional Companion Responsibilities are;

- to ensure that you have medical travel insurance which covers your stay as a companion abroad and to take at least 1 month of medication used by you;
- to request and receive approval for vacation days from your employer for the trip abroad. USZV does not provide sick-leave compensation for you;
- to accompany the insured to all doctors and treatment appointments where indicated by the third party logistics coordinator or the physician;
- if the insured is hospitalized to stay with the insured (if required by the hospital) at least 8 hours a day or visit minimally once a day for 3 hours or twice a day.
- to communicate with and update the family of the insured regarding the medical condition or concerns of the insured and provide moral support for the insured;

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COMPLAINT PROCEDURE MEDICAL REFERRALS ABROAD

- First point of contact is always the designated health care provider or the international office.

Options:

- File a complaint via the complaint form on our website www.szv.sx
- If needed, contact us to make an appointment with our complaint officer who will assist you with the submission of your complaint.
- In all cases: File your complaint as timely and complete as possible.

CONTACTING SZV

WWW.SZV.SX

 Call us: +1721 546 6782

 E-mail us: info@szv.sx

Visit us and mail us:

Harbour View Building, Sparrow Road 4,
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