

## In the event of a Medical Emergency

### BEFORE YOU LEAVE:

- Ensure that you have your health insurance card and policy number.
- Have available the 24 hour service number for your insurance provider.
- Contact your insurance provider and verify whether your policy covers:
  1. International physician and hospital fees.
  2. Medical emergency transports via air ambulance.

*If your policy does not cover services listed above, it is recommended that you consider a supplemental travel insurance policy.*

### TAKE CONTROL:

- Ask questions regarding medical training, accreditation, etc.
- If necessary request a waiver to release medical responsibility and arrange for a medical transfer.
- If in doubt about the medical treatment required contact your physician or META for assistance.



## Methodist Emergency Travel Assistance

### HAVE A PLAN:

A medical emergency can occur at any time. It is essential to have a contingency plan and to know your alternatives. Take charge in making decisions should a medical emergency occur.

In order to respond immediately to medical emergencies, META, a service of Methodist Healthcare, facilitates air ambulance transfers from international destinations to its world-class tertiary care hospitals in San Antonio, Texas.

### META ACTIVATION

To activate META dial one of the following numbers. A bilingual (English/Spanish) International Services representative is on call 24 hours a day.

### FROM MEXICO:

\*Toll Free: 001-800-333-7333

### FROM THE UNITED STATES:

\*Toll Free: 1-800-333-7333

\*Direct: (210) 575-4000.

### ONE CALL FOR:

- Medical Emergency Service 24 hours a day, 7 days a week
- Panel of physician specialists on call 24 hours a day
- Physician to physician consults
- Air ambulance service

## Methodist Emergency Travel Assistance

## International Services

Methodist Healthcare was the first healthcare organization in San Antonio to establish an international department. Created over a decade ago, International Services offers patients and family members a range of services designed to meet your needs and ease concerns. These services include:

- Providing patients easy access to healthcare resources at **Methodist Healthcare**
- Serve as a point of contact for all patient related issues pertaining to their health care prior to, during and after their visit to **Methodist Healthcare**
- Coordination of air ambulance service
- Concierge Services

A special group of skillful physicians work with International Services. The International Physicians' Panel provides the patient with comprehensive care in a broad spectrum of specialties.

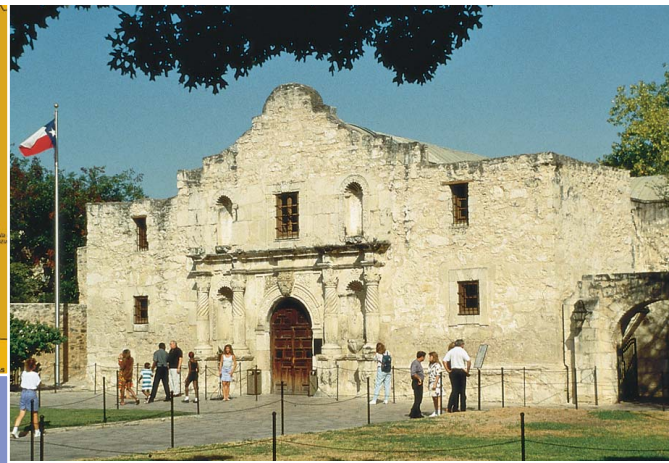
Methodist Healthcare has arrangements with a number of hotels in the South Texas Medical Center to offer discounted rates, and other amenities. Please notify us if you need assistance.

Please refer to the attached META card for valuable travel tips and important phone numbers.

For a comprehensive list of health and travel tips please visit our website at [www.SAHealth.com](http://www.SAHealth.com).

To activate the META Program simply call one of the following numbers and ask for the International Services Representative on-call:

- **Toll Free within USA: 1-800-333-7333**
- **Toll Free from México: 001-800-333-7333**
- **Direct: 210-575-4000**



## San Antonio, Texas

### The Healthcare and Biosciences Industry

The San Antonio Healthcare and Biosciences Industry, is the largest and most dominant sector of the San Antonio economy. In 2005, the total economic impact of the industry was \$14.3 billion and it employed over 108,275 people or 14.3% of the San Antonio workforce.

San Antonio is internationally renowned for world-class hospitals and medical care, having received the “Best In Class” designation in Cardiology, Transplants, Urology, Orthopedics, Neurosurgery, Burn Treatment and Women’s Services. San Antonio has 3 Level 1 Trauma Centers each working in close collaboration with each other. This is the only Trauma Consortium of its kind anywhere in the nation.

The South Texas Medical Center, is considered the largest medical center for health care facilities in the United States in terms of land mass, and employs 26,000 medical professionals who serve 4.5 million patients a year.

### The City of San Antonio

San Antonio is the nation’s eighth largest city. The population of San Antonio is 59% Hispanic with a large percentage being bilingual. Visitors will see a definite Mexican influence in the culture and the people of San Antonio. San Antonio is in close proximity to the border – it’s only a two hour drive to Northern Mexico.

### San Antonio International Airport (SAT)

San Antonio International Airport is serviced by 14 air carriers, providing non-stop flights to 28 destinations.

FOR ADDITIONAL AIRPORT INFORMATION CALL  
**(210) 207-3411**



## Methodist Emergency Travel Assistance



## METHODIST HEALTHCARE

“Serving Humanity to Honor God”

[www.SAHealth.com](http://www.SAHealth.com)

San Antonio, Texas



## Methodist Emergency Travel Assistance (META)

**META** is a service provided by Methodist Healthcare which facilitates access to its world-class tertiary care hospitals in San Antonio, Texas. In an emergency, time is critical. Therefore, it is imperative to carefully weigh your options and to take charge in making decisions.

Methodist Healthcare's International Services Department has over ten years of experience in coordinating transports. In order to respond immediately to a medical emergency, International Services has developed the protocols necessary to arrange emergency medical transfers for patients. A bilingual International Services representative is on-call 24 hours a day to serve as a liaison between patients, physicians, air ambulance and health care facilities.

**META** provides the following services:

- Medical Emergency Service 24 hours a day
- Contact an accepting physician specialist
- Arrange hospital admissions
- Coordinate transport with air ambulance
- Works with air ambulance to secure authorization for transport with your insurance provider

Methodist Healthcare is the largest, most preferred healthcare provider in South Texas, providing health care to close to 40 percent of all patients in San Antonio. Methodist Healthcare is the second largest San Antonio employer with nearly 7,000 employees. Approximately 2,800 physicians practice in a Methodist Healthcare hospital.

## Methodist Healthcare

Methodist Healthcare is a 1,500 bed hospital system consisting of 22 healthcare facilities, including the following 7 acute care hospitals: Methodist Hospital, Methodist Heart Hospital\*, Methodist Children's Hospital\*, Methodist Specialty and Transplant Hospital\*, Metropolitan Methodist Hospital\*, Northeast Methodist Hospital\*, and Methodist Ambulatory Surgery Hospital-Northwest.

**Methodist Heart Hospital** at Methodist Hospital, is the first and largest hospital in the region dedicated to the diagnosis, treatment and rehabilitation of cardiovascular disease and noted for many firsts in this important field.

**Texas Neurosciences Institute** at Methodist Hospital is a comprehensive neurosciences service combining physician experience and expertise with a wide variety of resources, specialized personnel and advanced equipment.

### Specialties of Methodist Healthcare - San Antonio

- Cardiology
- Orthopedics
- Neurosciences
- Emergency/Trauma
- Diagnostic
- Pediatrics
- Surgery
- Internal Medicine
- OB/GYN
- Oncology
- Women's Services
- Transplants



\*A Methodist Hospital Facility



## Air Medical

Air Medical is Methodist Healthcare's preferred provider for air ambulance services. Air Medical provides quick and safe air transport service and is dedicated to setting the industry standards for safety, reliability and integrity.

Air Medical is known for its efficient dispatch and its experienced pilots and medical crews. Medical crews are BCLS, ACLS, BTLs and TNCC certified. All paramedics have a minimum of three years 911 experience. All nurses are licensed RNs and have over three years of ICU and/or ER experience.

As the premier air ambulance provider, Air Medical ensures their planes are fully stocked with state of the art equipment. In addition, all equipment is functionally checked and supply levels are verified prior to and after each flight.

Air Medical has strong ties to the San Antonio Healthcare industry. These ties draw upon the extensive healthcare resources available in San Antonio and make it possible for Air Medical to coordinate access to other healthcare facilities in the city should it be medically necessary.



### Travel Tips

- Leave a detailed itinerary, a copy of your airline ticket, passport number, travelers checks and other travel documents with your emergency contact person, also keep copies for yourself.
- Keep a photo ID with you and the name of the person to contact in the event of serious injury or other emergency.
- Read and abide by the security instructions provided by the hotel.
- Use hotel safety deposit boxes for important documents and valuables.
- Take travelers checks instead of cash.

### Health Tips

- Should you have allergies or a medical condition, wear a medical alert badge and carry additional information describing condition, recommended treatment and a list of medications you are using.
- Eat lightly and ease into local eating and drinking habits. Alcohol should be consumed in moderation. Keep beverage in sight to avoid tampering.
- Take a small first aid kit with you.
- For a comprehensive list of health and travel tips please visit our website at [www.SAHealth.com](http://www.SAHealth.com)

### Emergency Contacts

- U.S. State Department  
For a worldwide listing of U.S. Embassies and Consulates:  
\*Direct: (317) 472-2328  
\*Toll Free: (888) 407-4747
  - META (To Activate Program)  
From Mexico Dial: 001-800-333-7333  
From USA Dial: 1-800-333-7333  
Direct: (210) 575-4000
- HEALTH INSURANCE INFORMATION**
- Company: \_\_\_\_\_
- Phone Number: \_\_\_\_\_
- Policy Holder: \_\_\_\_\_
- Policy Number: \_\_\_\_\_
- Group Number: \_\_\_\_\_
- EMERGENCY CONTACT PERSON:**
- Name: \_\_\_\_\_
- Phone: \_\_\_\_\_

**METHODIST HEALTHCARE**  
"Serving Patients to Honor God"  
[www.SAHealth.com](http://www.SAHealth.com)



### Methodist Emergency Travel Assistance

From Mexico dial: 001-800-333-7333 • From USA dial: 1-800-333-7333

A PROGRAM OF METHODIST HEALTHCARE • SAN ANTONIO, TEXAS