

# elipsLife is expanding its range of emergency medical assistance services

April 2019

## Medicall AG – our assistance partner

As part of its service strategy, elipsLife is expanding the range of assistance services it offers, i.e. the types of support it can provide in an emergency in the event of an accident. Our new partner for these services is the company Medicall AG with its registered office in Brüttisellen. Medicall AG enjoys a strong reputation and was the first company in Switzerland to offer a range of medical assistance services, back in 1986. Today, Medicall AG is the second-largest provider in the country, with 3.5 million insured persons. It also operates Switzerland's biggest and most experienced alarm centre for personal emergency call systems. All specialist staff of Medicall AG work in accordance with Swiss national standards. Medicall AG is the only assistance provider in Switzerland to have been certified by the European Aeromedical Institute (EURAMI).

Medicall AG is part of the International Assistance Group (IAG). This means it is extremely well connected all over the world, allowing it to call on the very best partners on the ground. That helps to make sure you get fast, effective help in an emergency with a minimum of bureaucracy.

## elipsLife – there for you and for your staff

Whether you are at home, travelling on business or on holiday, accidents can happen to anyone at any time. If you do have an accident, getting the help you need as quickly as possible can stop the worst from happening, which is why elipsLife and Medicall AG will work together to support you in an emergency.

## Comprehensive support in an emergency

- Support in an emergency, 24 hours a day, 7 days a week
- Multilingual emergency medical staff provide an immediate first response by phone; contact a doctor 24 hours a day
- Coordinating assistance between different organisations on site, for example admission to a hospital that has regular quality control checks
- Translating medical reports for local doctors
- Giving detailed advice to patients and providing them and their relatives with regular information
- Repatriation in major medical emergencies, if necessary accompanied by Swiss doctors or medical specialists
- Our partnerships with a variety of providers ensure high levels of availability if repatriation is required – we fly more people with Rega than anyone else

## What is changing?

From 1 May 2019, we will be changing our emergency number in the event of an accident. Calls to the existing number will be diverted to the new number until the end of 2019. Our new emergency numbers are:

German	+41 44 215 43 00
French	+41 44 215 43 01
Italian	+41 44 215 43 02
English	+41 44 215 43 03

elipsLife would like to thank you for your trust. If you have any questions, please do not hesitate to contact us on +41 44 215 45 40. We hope you will never need us – but if you do, we will be there for you.