

Healthcare Service:

Crew Members on Duty Travel



During your travel as a United Airlines employee you have a single-call solution should you become ill or injured while on duty and away from base. The Crew Support services are provided by MedAire, an International SOS Company, and the same organization that assists you with MedLink medical advice while in flight and at the airport.

MedAire's Crew Support program gives you immediate, direct 24/7 access to a team of doctors, nurses and communication specialists.

MedAire will help you with your medical concern and monitor your care until you are feeling better – or are safely home.

MedAire Crew Support provides access to a network of quality medical providers and hospitals/clinics that meet and exceed international standards of medical care. Depending on your location and the nature and severity of your medical concern, the MedAire medical team may dispatch a doctor to come to your hotel, although this option may take longer than an office visit due to travel time and working around the doctor's office schedule.



NEW CARD **ONE NUMBER**
GLOBAL MEDICAL ASSISTANCE
WHEN YOU NEED HELP,
SIMPLY CALL

00 +1 480 333 3883 *



When MedAire Crew Support is contacted in response to an emergency, they will arrange for emergency transportation to a hospital or medical clinic. Routine transportation for non-life threatening medical events is the responsibility of the Crewmember.

MedAire Crew Support will provide advice and make recommendations to help you find a local dentist if you require any emergency dental work or will even assist in finding a physician should you lose your medication and need a temporary prescription refill.

Remember, this is not a substitute for insurance, but rather a benefit for medical assistance while on duty in a foreign country. Crewmembers are still responsible for ensuring all deductibles and co-payments are met through your normal insurance coverage once you return to your home base.

Your New Card

The attached is our newly designed MedAire Crew Support Membership card. Please note the phone number and save it in your mobile device. Ensure that you carry your new card with you when you travel.

This new card replaces your current International SOS card. One phone number is all you need for global medical assistance: 00 +1 480 333 3883.

Should you have any questions, please contact your direct Supervisor.

* Direct dialing to the USA may require a different prefix in some countries. Check local international dialing standards.