



15 February 2018

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AIG Marsh and Global Choices – HIV Assist & Trauma Assist

A. HIV ASSIST – PROCEDURES TO BE FOLLOWED

Call Centre Number: 0861 105 803

In the event of an exposure event, the member must immediately call the Global Choices Call Centre.

The call centre should be contacted within 24 hours of the exposure but may be treated up to 72 hours after exposure. If Global Choices Call Centre is not contacted within 48 hours from the exposure event the assist program is not covered!

The staff working at the medical call centre will provide the patient with step-by-step guidance as to what the patient needs to do. As a basic indication of the program procedure, the following key steps are followed:

STEP 1

Contact the emergency call centre where staff will:

- Establish contact details of the caller;
- Ascertain the nature of the incident and what assistance is required;
- Establish the geographical location of the patient;
- Establish, verify and record details of patient as well as membership details (i.e. Please quote your name and ID number, and let us know you are a member);
- Counsel the individual on the procedure he/she must follow. The medical staff at the treatment facility will advise the patient on the procedure to follow should they wish to report the incident to the police;
- Provide additional medical emergency advice if required.

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STEP 2

The member is transferred (or call back is provided) to the HIV case manager or physician responsible for managing the specific process. The member is (if not done previously) counselled regarding the HIV exposure and the necessary medical protocol that needs to be followed.

STEP 3

The appointment is held with the network doctor where the appropriate rapid and ELISA test is conducted; the member receives counselling and any other related medication for the specific case. The following medication is (where applicable) made available by the treating doctor. As specified, all treatment and prophylaxis protocols are determined by the treating doctor.

- **ARV's:** Triple combination (various options available, again dependent on the specific circumstances of the case). ARV regime is prescribed for an initial period of 3 days and following the follow-up doctor consultation will be provided for a further 28 days.
- **STI's:** Medicine for Sexually Transmitted Diseases (Other than HIV) is staggered/delayed to avoid acute pill load. They include treatment for various parasitic, bacterial and fungal infections.
- **Antibiotics:** Standard protocol.
- **Tranquilisers:** For mainly anxiolytic requirements and at higher doses also sedative, hypnotic and skeletal muscle relaxant requirements.
- **Pregnancy:** the morning after or emergency contraceptive pill for termination of pregnancy.

STEP 4

Post treatment follow up by the dedicated Case Manager to ensure any necessary treatment adherence and to set up the two follow up appointments (with necessary follow up ELISA tests).

STEP 5

Follow up appointments with a doctor are scheduled, executed and paid for. The follow-up appointments are strictly related to the event for which the patient underwent emergency treatment as defined in the programme policy document.



STEP 6

Post treatment assessment and telephonic counselling will be provided at no cost for 12 months following the event. Should additional third party medical treatment, medical reporting or any other procedures or medico-legal services be required, these will be for the account of the patient.

B. TRAUMA ASSISTANCE – PROCEDURES TO BE FOLLOWED

In addition to the HIV assist program the following assistance is also provided.

In the event of a violent or traumatic accident within the borders of Republic of South Africa we will provide you with counselling by trained medical professionals. The member must immediately call the Global Choices Call Centre on the Call centre number.

0861 555 114

This is a 24-hour emergency assistance helpline that:

- Arranges the nearest local emergency assistance service and provides emergency transport to the nearest, most appropriate medical facility
 - Offers referrals for psychiatric consultations
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