

# Getting Medical Help

## 1 FOR LIFE-THREATENING EMERGENCIES, CALL 9-1-1

**You must also call StudyInsured™ Assistance within 48 hours of a serious emergency.**

If you are unable to call, have a reliable person call for you.

## 2 If your injury or illness is not serious, call StudyInsured™ Assistance first

StudyInsured™ Assistance will help to determine if you require a clinic or a hospital, locate the closest facility, and will help organize payment if you are visiting a direct-billing facility. You can also use the Find A Doctor tool on your student insurance website.

Most illnesses and mild injuries can be treated at a clinic. You should only visit a hospital if your injury or illness is serious.

If you are experiencing severe pain, have a high fever, or think you have a broken bone, call StudyInsured™ Assistance before going to the hospital.

Remember: **You must call StudyInsured™ Assistance within 48 hours of a major illness, major injury, or hospitalization for your medical bills to be fully paid.**

## 3 Preparing for your medical visit

- **Bring your StudyInsured™ wallet card, one piece of photo ID, a claim form, and a method of payment like a credit card.**
- If you're worried about your ability to communicate in English, bring someone who can translate for you. There are also apps that can help with translation.
- If applicable, bring a list in English of your medications, allergies, and medical conditions.

**Before you leave the clinic or hospital, make sure you have copies of doctor's notes, reports, prescriptions, receipts, and invoices.** You will need to submit them to StudyInsured™ to complete your claim.

### CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**  
WORLDWIDE **+1 416.640.7865**

#### StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

#### Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada