



## COVID-19 and Your Travel MedEvac Plan

During these challenging and unprecedented times, please rest assured that Travel MedEvac stands ready to assist you. We understand you may have questions about how worldwide medical and travel restrictions affect your plan, so we're sharing the relevant information below. This is being provided as of March 24, 2020 and subject to change as we're in a rapidly developing environment.

Travel MedEvac and our assistance partners are monitoring the regulations and updates from a variety of sources including the [U.S. Department of State](#), [Centers for Disease Control and Prevention](#), [U.S. Customs and Border Protection](#), and the [Government of Canada](#) as well as others that might impact service in the U.S. and/or other countries where you may be located. Due to current governmental and regulatory restrictions, Travel MedEvac is not permitted to arrange transport for anyone diagnosed or potentially infected with COVID-19.

### **Please note these current government advisories to U.S. Citizens and Canadians respectively:**

*The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19. In countries where commercial departure options remain available, U.S. citizens who live in the United States should arrange for immediate return to the United States, unless they are prepared to remain abroad for an indefinite period.*

*Avoid non-essential travel outside of Canada until further notice. To limit the spread of COVID-19, many countries have put in place travel or border restrictions and other measures such as movement restrictions and quarantines. Many airlines are suspending flights. Many airports are closing, preventing flights from leaving. Exit bans are becoming more frequent. New restrictions may be imposed with little warning. Your travel plans may be severely disrupted and you may be forced to remain outside of Canada longer than expected. Canadian travellers should return to Canada as soon as possible.*

Please see all Terms & Conditions of your specific Travel MedEvac Plan for details on services/coverages provided and restrictions. These points are a general overview of Travel MedEvac plans at-a-glance and not an interpretation of coverage:

- Travel MedEvac plans are designed to provide emergency medical transport from the hospital where you are first admitted, to your home hospital of choice, when a complete medical assessment determines an emergency evacuation is warranted.
- The medical assessment will also determine if/when the patient is stable enough to be transported.
- Prior to transport, the receiving hospital must agree to accept the patient from both medical and financial perspectives, as well as available bed space.

- The Plan Holder and the aircraft/crew must meet the various Aviation, Customs and Medical regulations of both the sending and receiving governmental jurisdictions.

### **Answers to frequently asked questions regarding COVID-19:**

*Q. Can I be transported if I have COVID-19?*

A. Travel MedEvac is not permitted to arrange transport for anyone diagnosed or potentially infected with COVID-19. Patients with, or displaying symptoms of, COVID-19 are not eligible for transport until tested negative for the virus.

*Q. Can I be transported for an illness or injury unrelated to COVID-19, if deemed medically warranted?*

A. Once a determination is made that the Plan Holder is medically eligible for transport, there are still several steps required before a transport can take place:

1. The receiving hospital must approve the Plan Holder for inpatient treatment.
2. The Plan Holder is determined to be medically stable enough for transport.
3. The Plan Holder has the required Customs documents and all medical requirements are met for the departure/arrival countries.
4. The flight is compliant with all foreign and domestic regulatory agencies (e.g., FAA, CDC, State Dept).
5. If the Plan Holder has been diagnosed with or displays symptoms of COVID-19, they must test negative before a transport can be initiated.

*Q. What does Travel MedEvac suggest I do if I am currently abroad?*

A. Travel MedEvac always recommends you adhere to all governmental health and travel advisories, follow the advice of your physician, and always travel within your individual risk tolerance.

Thank you for trusting Travel MedEvac with your emergency medical evacuation protection and as always please contact us at any time with questions.

Safe travels,

Your Travel MedEvac Team