

# GAC Medical Assistance Services in the Middle East

Fast, professional support and assistance in case of emergency



GAC was first appointed as agents by medical assistance Principals in 1997 and has since grown to represent over 30 global Principals in the Middle East region alone.



Delivering your strategy.

Being part of the global GAC Group allows us to respond to any major situation with a full range of promptly executed medical assistance services from our offices in the Middle East.



Manned by experienced and qualified staff, our dedicated medical assistance team works round the clock to organise doctors' visits, land and air ambulances, escorted medical evacuation, repatriation of human remains and more.

#### Regional Coverage

We provide a full range of promptly executed and well coordinated medical assistance services from our offices that are strategically located at every port throughout the UAE, Bahrain, Kuwait, Iraq, Oman, Qatar, Saudi Arabia and Jordan. The GAC Middle East Regional Office in Dubai operates as the hub for medical assistance services in the region, ensuring consistent and high levels of service.

#### Local Understanding

Being part of the global GAC Group allows us to respond to any emergency that may arise,

quickly and effectively, and provide comprehensive and proactive medical assistance at all times. Our close ties with local and government hospitals, local authorities and embassies throughout the Middle East region make this possible.

#### Comprehensive Medical Support Services

A reputed leader in its field, GAC handles incidents and claims competently and professionally - all the way from initial notification to the final conclusion. We place guarantees with the hospitals / clinics on behalf of medical assistance principals and follow up closely with medical reports and invoices soon after the subscriber visits. Patients are attended to on a personal basis, as and when required, to ensure that the appropriate medical attention is provided and that all arrangements are in order.



#### Experienced team

We provide a human face to insurance and medical assistance, as the well-being of our customers is paramount. Our team ensures that the appropriate medical attention is rendered and that all arrangements are in order as and when needed. A team of experienced doctors are always at hand to attend to patients in situations where they are required to be escorted from one destination to another.

#### Commitment to Quality & HSSE

We are committed to delivering the highest quality standards to our customers at all times and believe in the importance of feedback for continuous improvement. The GAC Group has a strong Health Safety Security & Environment (HSSE) compliance policy, as we believe that effective HSSE management is essential for the well-being of our employees, customers, visitors and all other stakeholders.



## Services at a glance

- Air Ambulance Evacuation
- Concierge Services
- Human Remains Repatriation
- Medical Claims Handling
- Medical Escort Services



## Round the clock assistance in case of medical emergency

### About the GAC Group

GAC is a global provider of integrated shipping, logistics and marine services. Emphasising world-class performance, a long-term approach, innovation, ethics and a strong human touch, GAC delivers a flexible and value-adding portfolio to help customers achieve their strategic goals. Established since 1956, GAC employs over 9,000 people in more than 300 offices worldwide.

### The GAC advantage

- Highly experienced Middle East team handling an average of 1000 medical cases every year

- In-depth local knowledge, good relationships with private and government hospitals, local authorities and foreign embassies
- Medical claims handled efficiently and cost-effectively
- Contracts with the best private hospitals enabling preferred rates and prompt attention
- GAC's guarantees are accepted at most private hospitals in the ME
- Arrangement of visit / transit visas and concierge services for foreign nationals at short notice
- Team of doctors available to escort patients in critical condition from the ME to anywhere in the world

#### Hub for P&I and Medical Assistance Services in the Middle East

#### GAC Regional Office - MEA

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