

Transcript

How To Use Travel Medical Insurance

[Upbeat music plays throughout.]

00:00:00 - 00:00:10

[Animation: *An Orion Travel insurance card turns into a passport on screen.*]

[Text on Screen: *Your ticket to travel insurance. Alison Hammill, Orion Travel Insurance.*]

[Graphic: An Orion Travel Insurance logo appears in the bottom right corner.]

00:00:10 - 00:00:26

Alison Hammill >> In this video, we're going to cover the steps to take should you need to use your travel medical insurance while you're away. First step, if you're medically able, call the emergency assistance number on the wallet card that you were given when you purchased the insurance.

[Animation: *A white square appears on a teal backdrop. A card from a wallet appears on screen.*]

[Text on Screen: *How do I use my emergency medical insurance? Step 1: Call Emergency Assistance*]

00:00:26 - 00:00:36

Alison Hammill >> From there, you tell our team what's going on and what you need help with. They will explain your coverage and the benefits and provide any support that you need.

[Animation: *The background turns teal. Two phones begin to converse via text message.*]

[Text on Screen: *You. Orion Travel Insurance. Hello? How can we help you? Help! My brother hurt his leg skiing! Don't worry, we are here to help. Explain your coverage and benefits. Provide any additional support.*]

00:00:36 - 00:00:48

Alison Hammill >> It's so important to call us first. We have access to a global network of healthcare providers. Which allows us to offer you choice in how you seek

medical treatment.

[Animation: *A ringing phone appears on screen. A globe with three pins pinned in it is shown to the right of a blue text square. A backpack opens. A telephone, CAA Store, doctor's bag and a bottle of pills jump out of the backpack.*]

[Text on Screen: *We have access to a global network of healthcare providers. Telemedicine, House Call, Urgent Care Clinic, ER.*]

[Sound effect: *A ringing phone is heard.*]

00:00:48 - 00:01:06

Alison Hammill >> For example, for minor ailments, you can choose telemedicine, which is a video consultation with a local doctor or for your convenience, we can send a physician to where you are at your hotel, your resort, or a family member's house. So, we can bring medical care to you.

[Animation: *A parrot sits on a branch to the right of the screen. A laptop appears featuring a video of a friendly real-life doctor. The parrot begins riding on the roof of a moving vehicle. The car drives past a hotel. Text appears on screen.*]

[Text on Screen: *For minor ailments you can choose telemedicine. We can send a physician to where you are. Hotel. We bring medical care to you.*]

00:01:06 - 00:01:12

Alison Hammill >> If you like, we can always refer you to a local urgent care clinic or an emergency room. It's your choice.

[Animation: *A doctor's office appears. A friendly doctor is chatting with her happy patient and the patient's partner. Two text blocks appear on top of the image.*]

[Text on Screen: *We bring medical care to you. Urgent care clinic. Emergency room. It's your choice.*]

00:01:12 - 00:01:25

Alison Hammill >> The next step, once we've set up your appointment is to make billing arrangements, which means that they send the bill to us and not you. There could be a situation where you're not able to call us first.

[Animation: *The screen turns white. A doctor's bill is shown followed by a CAA Store and a paper airplane that flies around the screen. The screen turns white. A blue text*

square appears to the left of a phone. The phone is showing a low battery symbol.]

[Text on Screen: Once we've set up your appointment. There could be a situation where you're not able to call us first.]

00:01:25 - 00:01:41

Alison Hammill >> It doesn't have to be you that makes the first contact. The hospital or a family member can call on your behalf. This is why it's valuable to keep your wallet card with you or give it to a family member. This way we can monitor your care and ensure proper medical treatment.

[Animation: The phone rotates and shows a video of a rocket landing. The screen turns teal and text is shown. A card from a wallet appears. The screen turns white and text is shown.]

[Text on Screen: It doesn't have to be you that makes the first contact. The hospital or a family member can call on your behalf. Monitor your care. Ensure proper medical treatment.]

00:01:41 - 00:01:46

Alison Hammill >> For more information, visit our website or speak to a trusted insurance professional.

[Animation: A laptop and a CAA Store appear on a white screen.]

00:01:46 - 00:01:56

Alison Hammill >> Thanks for watching. Please check out our full suite of educational videos to learn more about travel insurance. Safe travels.

[Graphic: An Orion Travel Insurance logo appears in the centre of the frame. A CAA logo is below it.]

[Text on Screen: Safe Travels. Oriontravelinsurance.ca]

[Music ends.]