

## COVID-19 Support Services

With employers under increasing pressure to ensure they provide their employees with accurate advice and support during this evolving coronavirus pandemic, Healix are pleased to offer two new supplementary services designed to provide HR teams and employees with expert COVID-19 support throughout this difficult time.

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### Covid-19 Medical Advice Helpline

With direct access to our team of medical experts, an organisation's Human Resources department (or any department involved in employee welfare) and their employees can call our dedicated helpline to receive the following COVID-19 support and advice:

- ☞ For employees experiencing symptoms, we can offer a remote health screening service, advising them if they should be self-isolating to limit the potential spread of infection and directing them down an appropriate care pathway where required
- ☞ Further advice for self-isolation in cases where employees could be considered "high-risk", if family members or dependants are considered "high-risk", or if a member of the household is displaying symptoms
- ☞ Detailed guidance on self-isolation best practice, advising on all of the do's and don'ts to ensure the safety of the employee and those around them
- ☞ Providing additional general COVID-19 support, answering related questions, providing up-to-date recommendations and reassurance
- ☞ For key workers who have been self-isolating, we can provide return to work advice for when it is safe to do so
- ☞ Providing HR teams with COVID-19 advice and support.



## Senior Medical Adviser Consultancy Service

We can also provide organisations with access to our dedicated team of Healix doctors, offering a Chief Medical Officer service for the company where required. Our medical advisers therefore become a dedicated and trusted resource for the senior management team, enabling them to provide much needed guidance, direction and advice to the business including:

- Help to review your COVID-19 protocols and advice on company best practice
- Factual and relevant information about specific locations and the implications of COVID-19 on your workforce
- Input into crisis conference calls and support to your business continuity teams.

## Other Supplementary Services

Healix's supplementary range of risk mitigation and medical assistance services are intended to complement our clients' existing international business travel insurance policies, without duplication in benefits or cover. These services offer a valuable addition to the insurance provided to your organisation by addressing any perceived shortfalls you may have, helping you meet your wider global travel risk management and duty of care needs. By choosing Healix, you can be certain that you will have the flexibility to tailor your package to suit your business needs, risk appetite and budget.

In addition to the COVID-19 Support Services, we also offer these other supplementary services:

- COVID-19 risk monitoring
- Employee medical screening
- Global medical arrangements
- Medical consultancy
- Medical emergency response plans
- Online learning risk awareness courses for travellers
- Remote site medical support
- Travel Oracle app
- Travel tracker
- Outsourced Global Security Operations Centre
- Bespoke security risk assessments
- Close protection & armed security provision
- Security consultancy
- Security intelligence portal

## FIND OUT MORE

To find out more about our COVID-19 Support Services and our other supplementary services, please contact Juan Peña Núñez at:

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*Healix International is a global leader in international medical, security and travel assistance services. Working on behalf of multinational corporations, governments, NGOs and insurers, Healix is entrusted to look after the welfare of millions of expatriates, travellers and local nationals in ever country of the world, 24 hours a day.*

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