



The attending physician decides to have you evacuated because your treatment will be handled better in SA

You are in a hospital / your relative

is hospitalized

This guide outlines the procedures for medical evacuations for members who have the air evacuation benefit. There are two primary scenarios in which you may require an evacuation.

The physician/you/relative can call our 24-Hour Call Centre

The Call Centre will get the patients details and check if the patient has the evacuation

benefit, Alliance Health contacts the physician for relevant medical reports and supporting documents

Alliance Health contacts the relevant air ambulance service providers and updates the

physician/you/relative Alliance Health arranges with assistant partners in SA for the facility which you will be airlifted to eradicate confusion, the physician/you/relative must avoid

contacting a variety of providers.

The air ambulance provider will send a road ambulance to the hospital where you/ relative will be admitted and they will ferry / relative to the airport Scenario 2:

Alliance Health gives the Air Ambulance

Provider the authorization to go ahead with

You have been involved in a serious incident

(accident) that threatens your health in a

remote area with no access to a nearby health

facility

the Evacuation

Contact our 24-Hour Call Centre and they will get your details and location. Alliance Health will contact the relevant provider

depending on your location and accessibility You will be updated on the way forward and the relevant evacuating provider will contact you once given the authorization by Alliance Health

You are to avoid contacting several providers to avoid confusion which can delay the process.

Russell has come a long way

Alliance health

and everything is going to be ok! Alliance Health went above and beyond. Their professionalism, world-class efficiency, and

organisation were outstanding...the medivac to Johannesburg, accommodation, air tickets, and spinal rehabilitation clinic - you had our back, and it was a huge relief that, at such a tough time, you supported and delivered. Thank you for your outstanding support. ~ The Hawkins Family, August 2025

Where Service Still Matters

086 7700 0716 marketing@healthzim.com

Are You in An Emergency?

danger if possible.

avoid panic.

Contact us

of the emergency, and any injuries. Follow instructions from the Call Centre Agent. The correct response unit will be dispatched to your

0569/0867 7000 716/0867 7020 406)

Stay calm and take a deep breath to think clearly and

Ensure safety and move yourself and others away from

Provide clear information and state your location, nature

Call for help through our 24-Hour Call Centre (0808

- location (road or air).

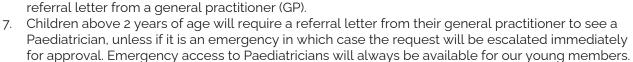


4. Referral letters to specialists are valid for three (3) months from the date of issue. If you require an

5. Claims must be submitted within three (3) months from the date the service was rendered. Claims

8. Should you have any queries at all, we strongly encourage you to contact our team. We are here

6. Children aged two (2) years old and below, can visit the Paediatrician without the need for a



World Suicide Prevention Day

World Patient Safety Day

World Lymphoma Awareness Day

extension or have any questions, kindly contact our office for guidance.

submitted after this period may be declined.

10 September 15 September

17 September

Date / Period **Observance Notes**

to provide the best advice and support throughout your healthcare journey.

- 28 September World Rabies Day Prevention of rabies AHMF online AGM @ 8am (email your name and membership 29 September number for your login details to
- ahmfagm@healthzim.com) 29 September NMAS online AGM @9am (email your name and membership number for your login details to nmasagm@healthzim.com)

Alliance Health General Enquiries clientservices@healthzim.com Claims Submission claimsteam@healthzim.com

How do I get in touch with Alliance Health?

(Ensure all sections of the claim form are completed fully)

callcentre@healthzim.com

Global WHO supported

2025 Theme - Newborn / Child Safety

Cancer awareness

Alliance Health Pre-Authorisation



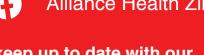
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ALLIANCE HEALTH ON SOCIAL MEDIA!



alliance_health_zim (F) Alliance Health Zim

7 Fleetwood Road, Alexandra Park, Harare. 7 Oak Avenue, Suburbs, Bulawayo. I 273 Adam Stander Drive, Elephant's Walk, Victoria Falls.



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