



**MEDIPAC**  
Travel Insurance

**Emergency Contact  
Information Guide**

# FAQ

Frequently  
asked  
questions



**MEDIPAC**  
Travel Insurance

If you are reading this document, you most likely have been chosen by a friend or family member ("friend") to act as an Emergency Contact for the purpose of their Medipac Travel Medical Insurance Policy.

We at Medipac believe that the role of the Emergency Contact is an important one, as you undoubtedly will be an essential resource and provide a level of comfort during a time of uncertainty.

The purpose of this document is to help familiarize you with what to expect from Medipac in the unlikely event that your friend experiences a medical emergency during his or her travels.

## **When would I be contacted?**

Not all emergencies will require that you be contacted, however if the need arises, the following are circumstances during which you may be contacted by Medipac Assist:

- **If Medipac is unable to reach your friend.** There are times when Medipac may have important information to deliver to your friend, or that may need clarification. We may reach out and ask for your assistance in connecting with him/her.
- **If your friend has specifically asked Medipac to contact you.** If this is the case, usually a medical emergency has transpired and your friend would like for you to be kept apprised of their condition as a precaution.
- **If your friend experiences a medical emergency and is rendered incapacitated.** Medipac, at this point, may require your assistance in contacting his/her next of kin or another individual who has a Medical Power of Attorney.

Travel Insurance  
for Canadians 





## **Why Medipac and who is Medipac Assist?**

During a medical emergency, it's important to have medical professionals on your side. Medipac employs medical professionals who are available 24/7 through our own dedicated emergency assistance lines at Medipac Assist. From Application to Assistance™, Medipac performs all critical functions in-house; from customer service, to emergency assistance, to a safe return home.

## **How will I be contacted?**

In most cases, we'll simply call you at the number provided by your friend.

In other situations, it is possible that you will need to contact Medipac. As a condition of the insurance policy, should an emergency occur, **it is imperative that YOU or someone else contact Medipac, as soon as possible, on your friend's behalf.**

## **What are my responsibilities as the Emergency Contact?**

Every scenario is different and will require a different level of involvement, depending on the type of emergency or reason for contact. While an Emergency Contact does not have a legal standing in terms of obligations or rights, your responsibilities will be determined by your own comfort level. We suggest having a discussion with your friend about what may be expected of you in the event of an emergency, or should Medipac contact you directly.

## **Will I have to make decisions regarding medical treatment?**

During a medical emergency, attending physicians will rely on their expertise and established protocols to determine the best course of action and a treatment plan. Typically, you will not be asked for direction regarding medical treatment; rather, you may be kept informed of any material decisions. If, however, you hold a Medical Power of Attorney for your friend, or are the next of kin, you may be requested to make medical decisions on his/her behalf, if they are incapacitated. If applicable, be sure to have the Power of Attorney on hand, as a copy may be necessary.

## **Is there any other information that I may require?**

As the Emergency Contact, you should be aware of your friend's travel plans and have on hand any phone numbers, e-mails and addresses of where they will be staying. In certain situations, it may be helpful to have your friend's passport number, government health (GHIP) card number and their Medipac Travel Insurance Policy number. Space on the back of this guide has been provided for such information.



## Emergency Assistance Line

**1-800-813-9374**  
or 416-441-6337 (collect)

## Non-Emergency Inquiries

**1-800-633-4722**  
E-mail: [admin@medipac.com](mailto:admin@medipac.com)

Full name: \_\_\_\_\_

Medipac policy number: \_\_\_\_\_

GHIP number: \_\_\_\_\_

Passport number: \_\_\_\_\_

Foreign telephone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Travel dates: \_\_\_\_\_

Foreign address: \_\_\_\_\_

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Medipac Travel Insurance is endorsed by the Royal Canadian Legion and the Canadian Snowbird Association,  
and underwritten by Old Republic Company of Canada.



[www.Medipac.com](http://www.Medipac.com)  
**1-800-633-4722**  
[admin@medipac.com](mailto:admin@medipac.com)

