



KEY TRAVEL



Part of the KT Wellbeing Suite

The KT Wellbeing Suite is a portfolio of services uniquely designed to manage the wellbeing of both travellers and the environment alike, and comprises; **KT Risk Manager, KT Welfare Card, KT Alert, KT Gold Offset and KT Priority Pass.**

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KT Welfare Card

Falling ill away from home can be very unnerving, even more so if you're in a foreign speaking part of the world, or in an area that has poor medical facilities. The consequences of low quality or miscommunicated medical intervention could be problematic at best and life threatening at worst.

The Key Travel Welfare Card gives the organisation, the traveller and their family peace of mind whilst the traveller is on the move. In times of vulnerability and need, the card gives the traveller information, support and familiarity when it is needed most.

What is it?

Designed by doctors for doctors, the card is both a medical information card, and a 24 hour access point to a uniquely licensed remote medical support service based in the UK. The card offers a proactive and holistic approach to managing the medical welfare of the traveller whilst away from home, in compliance with Duty of Care obligations and the recent Corporate Manslaughter legislation.

Medical Card

Issued as a sealed card, but also available on your mobile and via the web, the medical card securely holds your essential personal medical information and contact details. This can be cut open by the traveller, emergency services or doctor when in need, speeding up your medical treatment, reducing the risk of medical error and ensuring family and employers are contacted.

Remote Medical Support

Contact details of a remote medical support service printed on the Welfare Card give the traveller 24 hour access to over 150 experienced, UK-based doctors and hospital specialists, providing everything from peace of mind and reassurance, to comprehensive and potentially life saving advice in an emergency situation.

Welfare Card: How does it work?

Your Medical Information

The KT Welfare Card details diagnosed medical conditions, prescribed medications, allergies, blood type, eye lens power, medical history, insurance policy number and contact details, and next of kin. The card also includes a URL, Username and Password allowing online 'read only' access to the individuals full medical record, giving local doctors more information to use appropriately.

Freedom and Control

The information on the card is managed by the traveller via a secure online portal. Here, information can be edited and updated 24 hours a day, ensuring that you always have the most up to date information to enable the most accurate diagnosis possible.

The information can be accessed in 3 ways:

- **OnCard:** via the medical card to be carried in your wallet
- **OnMobile:** you can download your medical data to your mobile device in one of 13 languages to provide the local doctors with your information in their own language
- **OnWeb:** Personal health portal where all registered data can be accessed, again in 13 languages

For further details on any product in the Wellbeing Suite or for information on our full range of services, contact us on +44 (0)20 7843 9660 (UK), +32(0)2 627 5300 (Brussels) or tellmemore@keytravel.com

www.keytravel.com



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Universal Classifications

The Welfare Card uses a universal classification system devised by the World Health Organisation (WHO) to code diagnosed conditions and medications. The codes are recognised worldwide and are not restricted to local languages

Remote Medical Support: How does it work?

Accessibility

The remote medical support service delivers confidential prepaid access to a team of 150 UK based doctors and specialists via email and phone 24/7, meaning that support is only ever a call or a click away.

Specialist Advice

The service is delivered via a 'Virtual Hospital' menu system that allows callers to speak to a doctor or hospital specialist in:

- Trauma and primary care
- Musculoskeletal injuries
- Sexual health
- Child health
- Women's health
- General adult health
- Men's health
- Surgical questions
- Tropical disease and hazardous chemicals

Continuity of Care

Each call is assigned a PIN number, thereby allowing you to call back and speak to the same doctor, offering continuity and a sense of familiarity in what might be a stressful situation. For the mutual benefit of the caller and service provider all calls are recorded and stored.

Accreditations:

The service is the first one of its kind in the UK to be licensed to provide medical information in this way. The Independent Committee for the Supervision of Standards of Telephone Information Services (ISCTIS) awarded the license after independent consultations were carried out over 6 months with

- The General Medical Council
- The British Medical Association
- The United Kingdom Department of Health

The KT Welfare Card is an ideal way to enhance your risk management programme by proactively overseeing the medical health of your travellers, and at the same time improving their peace of mind.

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