

**THOMAS
MILLER**
CLAIMS MANAGEMENT

Wherever your people are in the world, **TMCM** is there with them





Combining our global network and claims expertise with leading telemedicine and repatriation specialists, TMCM offers the ultimate in total claim management.

24/7 Emergency Helpline

When one of your people suffers a sudden illness or injury abroad, you need immediate guidance and reassurance.

Members of our 24/7 Medical Support programme get just that.

- Dedicated emergency helpline
- Fully qualified medical operators
- Fast assessment of key information
- Advice on what to do while local emergency assistance is arranged

Unrivalled reach

Emergencies don't always happen within easy reach of a hospital. Proper care may be hours, miles or half an ocean away.

Time is too precious for gaps in your emergency medical service.

Unlike many well-known providers, TMCM's global reach has long enabled us to locate the right facility and get the patient there, fast.

- Over 700 correspondent offices in every major city and every port worldwide
- Arrangement of emergency evacuation by land, sea and air
- Liaison with local authorities

Never out of sight, never out of mind

Once hospitalised, a patient's progress is monitored constantly.

- Fully-qualified Case Managers to discuss treatment and repatriation
- Doctor-to-Doctor conferences in any language
- Translators, toiletries/clothes, phone access, religious/pastoral care and out-patient accommodation

All the way home

Whether the patient needs simple local care and a flight home, or a fully escorted medical repatriation, we'll arrange it.

- Flights (including special arrangements)
- In-flight medical escorts to give medication, sedation or sanitary care
- Intensive care on scheduled flights
- Fully-equipped Air Ambulances for medical transfer/repatriation

Back to health and back to work

TMCM doesn't stop when the plane lands. Where treatment/rehabilitation is needed in the home country, we advise on your options and obligations.

- Monitoring of progress
- Advice on private or state treatment
- Assessment of statutory, contractual and civil entitlements to treatment/sick-pay
- Arrangement of "back to work" medical examination
- Monitoring and negotiation of medical costs worldwide, including USA

Protecting you as well as your people

When medical cases become problem claims overseas or at home, TMCM offers an extra dimension

- Defending against fines/penalties overseas
- Appointment of specialists and investigators to report on claims
- Advice on compensation liabilities
- Defence of litigation worldwide

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