AGIAMONDO
FID Fachstelle internationale Freiwilligendienste

Emergency and Crisis Management

Which numbers will help along?

In the case of life-threatening diseases, the health assurance helps immediately (for all insured persons in the AGIAMONDO/FID-group contract):

In the case of emergency for a confirmation of cover and return transport:

DR-WALTER 24-h Emergency-Nr.: 0049-(0)2247-92250 13

In the event of a personal crisis:

***FID*-Emergency-Phone (Mobile, 24-h): 0049-(0)163-8830 882**

Stationary treatment in hospital: *In the case of predictable stationary treatment in the hospital, (if possible!) ask for a "cover note" for the hospital from* DR-WALTER *in advance. The DR-WALTER* Company will make sure that the hospital concerned receives a confirmation immediately via fax stating that the treatment can be delivered. Thus, the insured person does not need to pay himself/herself in advance (Number of the group contract: AW 3001!)

Return transport: For urgent and medically required (!) return transport for further treatment in another (neighboring) country or in Germany, please contact DR-WALTER immediately. Scheduled flights or rescue flights are organized quickly without delay, provided that the medical reason applies and DR-WALTER Company approves the transport. The DR-WALTER will place an order to the corresponding airline.

Evacuation: In times of riots, war or civil war, please keep close contact with the German embassy!

Counselling hotline: For personal crisis *FID* (AGIAMONDO). Please call: 0049(0)163-8830-882 (Standby 24/7)

Notes:

→ In order to make calls from/to Germany, it is necessary to have an appropriate prepaid card with sufficient credit.

→ If contacting MD-Medicus by phone does not work, inquiries can be sent by e-mail to assistance@md-medicus.net. In such cases, contact will be made promptly→ Please write all important info in the email (name/first name; phone number, type of emergency, location/hospital). It should be clear in the subject of the email that it is an emergency so that the email is prioritized.