

## **FLAGSHIP GLOBAL HEALTH 24-HOUR STUDENT EMERGENCY CAREHOT LINE**

(Flagship Global Health is not affiliated with the AIG Companies<sup>SM</sup>)

**For confidential health care advice and information,  
24 hours a day, 365 days a year, call toll-free 866-315-8756.**

### **•Comprehensive Resources and Advice from Registered Nurses**

- Direct access to an extensive Health Information Library, covering issues ranging from women's health to pediatrics. Detailed directories with topic codes and instructions for access to health-related topics.
- Choose to talk directly with a nurse. Discuss a current illness or health issue, or receive counseling on chronic conditions. Nurses can also educate callers about treatments, lifestyle choices and self-care strategies.
- Integrated phone services to specially trained personnel, trained to provide referral services for mental health concerns.

### **•Special Care for Real Emergencies**

- Integrated Emergency Support Services are available whenever members are in an emergency room or unexpectedly hospitalized. In serious emergencies, the clinical team, including doctors and registered nurses, assist patients and their families so they can make informed decisions about their care and treatment.
- The clinical team provides emotional reassurance, explains medical terms, discusses hospital culture and common routines, recommends resources and facilitates communications between patient and family to help them through the emergency.