

A HELPFUL GUIDE

Seeing a Doctor



Ingle International is here to help.

Visiting a doctor in Canada may be different from your home country, especially if you don't speak the same language. Don't worry! Your visit to the doctor will be less stressful if you follow these simple steps.

STEP 1

React

When you are sick or injured, it is sometimes hard to know what to do. First, stay calm, then take this advice:

- 1.** In life-threatening situations, dial 9-1-1 in Canada and the USA. You must call emergency assistance within 48 hours of a serious emergency. If you are unable to call, have someone you trust call on your behalf.
- 2.** If your emergency is not life-threatening, but you want help in getting the care you need, call the emergency assistance department.
- 3.** If you are ready to see a doctor, determine if you should go to a clinic or a hospital. To find the nearest facility, visit your student insurance website and use the Find-A-Doctor tool or call emergency assistance.
- 4.** Call the facility in advance to confirm availability of services and wait times. The emergency assistance team can also call ahead on your behalf.

Tip: most illnesses and mild injuries can be handled at a clinic, but if you are experiencing severe pain, have a high fever, or you think you have a broken bone, call emergency assistance, then go to the hospital. You must call emergency assistance within 48 hours of hospitalization.

STEP 2

Prepare

When possible, have the following ready before you go!

- 1.** Bring your Ingle wallet card, a piece of photo ID, a claim form, and a method of payment.
- 2.** If you are worried about a language barrier, consider bringing a friend or someone who can help translate for you*.
- 3.** Make a list of your symptoms in English and describe to the doctor how they affect your normal routine.
- 4.** Bring a list of any medical conditions and/or allergies you have and any medications you take.

*translations are not a covered benefit.

STEP 3

Anticipate

Be ready to answer questions. Common questions include:

1. How can I help you? What happened?
2. Where does it hurt? What are your symptoms?
3. When did you start feeling this way?
4. Have you felt this way before? If yes, when? Did you take any medication at that time?
5. What medications are you currently taking?
6. Do you have any allergies?

STEP 4

Review

Keep these important things in mind before you leave the doctor's office:

- 1.** Make sure you fully understand the care instructions given to you by the doctor or nurse. Ask the doctor or nurse to write them out for you to take home.
- 2.** Remember that you can and should ask questions if you are unsure about the next steps.
- 3.** Ask the doctor or front desk staff to give you photocopies of the clinical notes, medical reports, and specialist referrals*.
- 4.** Get copies of all payment receipts and invoices*.

*you will need these when you submit your claims.

KNOW WHO TO CALL

Emergency Assistance

Toll-Free: 1.800.295.5205

Call Collect: 1.416.640.4416

Emergency Assistance, Intrepid 24/7, must be notified within 48 hours if a student:

- ✓ is being hospitalized for any reason
- ✓ requires surgery of any kind (including dental)
- ✓ needs an MRI or CT scan
- ✓ needs air transportation
- ✓ is seeking medical attention of any kind outside of Canada

See policy wording for more information.

Intrepid 24/7 also assists students with services including:

- ✓ Locating the nearest medical facility
- ✓ Coordinating billing
- ✓ Questions about coverage
- ✓ Submitting a claim
- ✓ Arranging emergency transportation

Ingle International

Toll-Free: 1.888.386.8888

Direct: 1.416.644.4870

Our call centre can assist with:

- ✓ Buying travel insurance for visiting friends and family
- ✓ Information on your insurance options after you graduate or leave school
- ✓ Making changes to your existing coverage (name, date, or plan changes)*
- ✓ Claims status

*If your school arranged your insurance coverage, contact them to make any changes.