



European
Joint
Support Unit

Medical – Registering with HEALIX





HEALIX HEALTHCARE

The Healix Group of Companies has provided healthcare and risk management solutions to clients around the world since 1992 and offers bespoke services to clients wanting control over their health, travel and risk provision. With a medical team of over 90 fully qualified doctors and nurses in the UK alone, they have the highest ratio of clinically trained staff in the managed health services industry.

Their combined medical and risk management expertise places them in a position to deliver efficient solutions without compromising on high quality support for the end-user.

While on posting, Healix will manage your healthcare needs to support you overseas. Your healthcare is ultimately paid for by the MOD. The Healthline (Healix) arrangements do **NOT** replace the requirement for travel insurance should you travel on holiday outside the country in which you are living. You should therefore ensure you have appropriate travel insurance in place for such journeys. In addition, for all travel within the European Union you should carry your

Global Health Insurance Card (GHIC), you can apply for your card [here](#) Dental care is **NOT** included under the Healix arrangements at present.

Healix will ensure, where practical, that your healthcare is safe and effective. Secondary Healthcare will be benchmarked to NHS England standards and NICE guidelines. Obviously, this may not be achievable in some overseas locations and so return to UK may be required in some circumstances. Where required, Healix will liaise with the military medical authority regarding an individual's situation. If necessary, the chain of command will also be involved as it may require authorisation for any travel and subsistence costs.

Emergency Health Care - Healix is NOT an alternative to emergency care and if you consider the situation to be an emergency or life threatening you should ring the local ambulance service, which will take you to the local emergency facility. You must contact Healix as soon as you are able should you or a member of your family be taken to hospital in an emergency. FCO Healthline Healix will be able to support and assist in such cases. If a situation occurs where the registered patient is incapacitated a third party should contact Healix as soon as possible in order to inform them of the situation.

Registering with HEALIX should be done for yourself and your dependants before coming to France. The advantage of registering with them is that they will authorise secondary care for you in line with NHS policy. To contact them for more information please see below:

Medical Staff, FCO Healthline

Email: FCOHealthline@healix.com

Tel: +44 (0) 20 8481 7800

Fax: +44 (0) 20 8481 7810



If your family are with you at post. Each individual will need to register, regardless of age. You will obviously need to do this on behalf of young children. The same Medical Clearance Code is used for the whole family, but each member of the family needs to register their own account.

Upon logging in, you should be directed to a "Pre-Posting Officer" clearance form. Forms are age-dependant and Officers complete a different set of questions to family members, which is why they ask that each individual have their own username and account. Your family will therefore complete "Pre-Posting Dependant" forms.

Ensure that your staff number is correct on all forms, as their system will link you as a family using this number.

Complete and submit your forms, being sure to answer all questions fully and to tick the Declaration at the end of the form. You will receive an on-screen message, confirming that your form(s) have been successfully submitted. Their medical team will review the forms accordingly. A nurse may get in touch with you or one of your family members, if they require additional information about a medical condition declared on the form.

They will look to medically clear you and your dependants (as a family unit) for your full posting.

A copy of confirmation of clearance will be sent to you (as the Officer, with your family listed as your dependants) and another will be sent directly to your Parent Department (MOD).

You can call them on +44 (0) 208 481 7800 for assistance.

They operate a 24-hour service, 7 days a week on the phone number above and at

FCOhealthline@healix.com