

University of Auckland Emergency Travel Assistance Programme



Dear Traveller,

University of Auckland prioritises the health and wellbeing of their employees, especially when on business trips and assignments. That's why they've partnered with Healix to provide comprehensive medical and security support during your travellers.

Healix is a leading emergency assistance and risk management provider, offering a wide range of services designed to keep you safe and healthy wherever your journey takes you and your family. With Healix's integrated solutions, you'll have a reliable partner by your side, ensuring your peace of mind 24/7/365.

In addition, members can access a consolidated resource of medical and travel safety information online through <https://tow.healix.com/login>

When should you use the service?

Pre-Trip: Know Before You Go

- Access the University of Auckland Travel Oracle [webpage](#) or download the mobile app to access real-time alerts and travel safety information for over 200 countries worldwide.
- If you have any health or security concerns before your trip, don't hesitate to contact the University of Auckland Global Assistance Helpline (contact information provided on the next page). Our team of experts can offer pre-trip advice and guidance.

During Your Trip

- Whether your concerns are minor or more serious, your initial point of contact should always be the University of Auckland Global Assistance Helpline (contact information available on the next page).
- For medical-concerns, our operations team will provide assistance and, when appropriate, help you locate approved clinics or hospitals or even arrange for a doctor to visit you. They can also provide support and facilitate replacements for cases involving prescriptions or medications as needed.
- For travel-concerns, our case handlers can assist for issues like lost or stolen documents, money, or baggage, as well as access to legal assistance.
- Should you encounter security-related concerns, our team of security consultants is on standby to offer well-informed guidance and advice.

Crisis Management

Emergency Response Teams are on standby to assist with any crisis and will coordinate all necessary resources to ensure expedient evacuations and repatriations.

Frequently Asked Questions

How do I access the University of Auckland Emergency Travel Assistance Programme?

- Download the mobile app from [Apple App Store](#) or [Google Play Store](#)
Please be sure to register the first time with policy number **UOA17478**
- Go to Travel Oracle web at: <https://tow.healix.com/login>
Please be sure to register the first time with policy number **UOA17478**
- Call the University of Auckland Assistance Helpline any time 24/7/365 on **+64 9 3741736**
(Note: collect calls or 'reverse toll' charges will be accepted)
- Email us on nzunisecurity@healix.com
(Note: email responses will come from GSOC@healix.com)

What if during my trip I need medical/security advice or assistance?

- Call the Assistance Helplines whenever you have a medical issue or travel safety issue – major or minor – and medical and security experts will provide qualified advice for every country worldwide.

What will happen in an emergency?

- Emergency response teams are on standby to assist. Crisis management specialists will coordinate all necessary resources to ensure your protection in a volatile medical or security situation or scene of natural disaster.

What are other reasons I could call the University of Auckland Emergency Travel Assistance Helpline?

- Pre-trip medical/security advice
- Outpatient referral
- Lost visa/passport
- Stolen wallet
- Vaccination requirements
- Prescription replacement/refill
- Medical emergency
- Lost contact/missing employee
- Detention by authorities
- Civil unrest/violent protest or disorder
- Natural disaster/ severe weather events

What will I be asked when I call into the University of Auckland Helpline?

- First you will be prompted to determine the nature of your call and the team will triage the call to the right professional for assistance.
- You will be asked your name/name of the affected employee (other personal information will also be recorded).
- You will be asked for your contact information (so we can call or email you back in case we lose contact with you).
- You may be asked for your consent to share medical information with your employer.
- We will need to identify if you are a traveller or an expatriate travelling outside of your country of assignment.
- We will need to know what country and city you are calling from.
- Any other questions that are deemed relevant to provide you the best-in-class service.