



MEDICAL TOURISM

OVERSEAS TREATMENT

HEALTH & WELLNESS



MEDICAL ESCORT

EMERGENCY REPATRIATION

CONCIERGE

ABOUT US

Ucall Medical Assistance (UMA) is a Health, Wellness & Medical Service Facilitator serving the Indian Ocean, UK, East Africa, the Middle East and India. UMA provides an end-to-end concierge service and medical facilitation to those who need treatment home and abroad.

Based in Mauritius, UMA opens the doors to for **clinical excellence in Mauritius and across the globe**. We aim to assist patients selecting the best hospitals, doctors and treatment options in different parts of the world.

Our organisation works with **accredited institutions** that ensures a world class service to all. Medical treatment overseas can be a daunting experience for patients and their families as accessing treatment and care abroad can be a complex matter. Whether it is for routine medical procedures, wellness programmes or complex treatment procedures, UMA has the ability to respond in a timely manner, drawing all of its global resources and know-how, thus ensures a seamless and **hassle-free experience** for all.

Our experienced team from UK, Mauritius and India are on alert at all times to provide a range of treatment options to patients. We provide access to treatment in many specialties like **Cardiac Care, Dental Care, Eye Care, ENT Care, Oncology, Spine Surgery, Cosmetic Care, Skin Care, Orthopaedic Care, Minimally Invasive & Endoscopic Surgery, and many more.**



MISSION

To provide world class medical support by connecting patients to globally renowned healthcare facilities, ensuring safe, affordable and individualised care and contemporary treatment. We are committed to enhance the well-being and recovery of our patients through our dedicated support and seamless coordination throughout their journey with us.

VISION

To be the leading regional medical service facilitator, recognised as a centre of excellence for patients, innovations in healthcare solution, and committed to ethical practices. We envision the region to have reasonable access to world class treatment at any time.

OUR VALUES

Honesty

We will always be open and sincere in everything we do.

Integrity

We take responsibility for our actions and treat everyone with utmost respect.

Transparency

We promote open and honest communication with all stakeholders of the organisation.

Respect

We treat everyone with respect showing regard for their abilities and worth, valuing their feelings and views, even if we don't necessarily agree with them.

Commitment

We are committed to our work and take responsibility in our work leaving no stone unturned in everything we do.

Excellence

We strive to push our boundaries to achieve the highest standard of care and services.



QUALITY SERVICE MATTERS

We are committed to providing a dedicated service that is tailored according to patients' needs. This means pulling together all its resources to reach out to the best available treatment facilities and provide the safest traveling means. Where appropriate, UMA provides a range of travelling options that includes **Medical Escort via Commercial Flights, Air and Land Ambulance**.



Our Team works in close collaboration with the **patients, their families and the relevant authorities** to ensure a seamless approach for all involved. We always provide an assessment of each case and provide the most suitable solutions for the patients. Whether the patients are in Intensive Care Units, General Wards or their homes and need to travel abroad, UMA is here to support the patients throughout their journey to their treatment destinations.

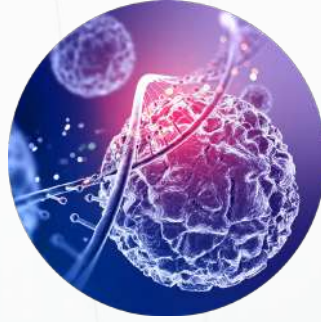
A **bed-to-bed service** is often the best way to move patients from one place to another. Our experienced team ensures all necessary logistics are in place for the most comfortable travel as far as possible.



TREATMENT AVAILABILITY



CARDIOLOGY



**CANCER
TREATMENT**



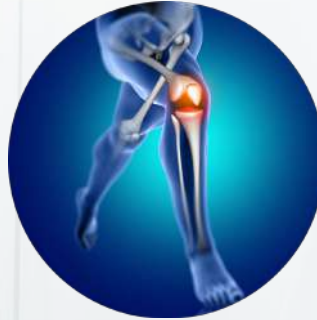
**MULTI-ORGAN
TRANSPLANT**



ONCOLOGY



GASTROENTEROLOGY



**ORTHOPEDIC
SURGERY**



COSMETIC SURGERY



**FERTILITY
TREATMENT**



OPHTHALMOLOGY



**NEURO &
SPINE SURGERIES**



UROLOGY

*** Further treatments available upon request**

INTENSIVE CARE AND TRAVEL PREPARATIONS

Where patients are in critical state requiring emergency medical airlift, we work jointly with the medical teams and airline personnel to prepare for the best possible scenarios. Where **Medical Escorts** are required, our **Certified Medical Travel Professionals** shall make all arrangements from **clearances, stretcher, medications and set up a team to escort the patient.**

We take care of all administration including **visas and legal permits and air traffic clearances.** All travelling patients are subject to an assessment and approval by a **Certified Medical Travel Doctor** prior to their travel.

A Travel Plan including **airport pick-ups** and destinations, hospitals, dates, times is normally shared with all involved. For **emergency cases** where patients are in critical conditions and time is a factor, we often resort to our **Medical Air Ambulances services** which is a far more rapid way to transfer patients from one country to another.

We collaborate with several airlines that allow us to prepare the environment with the most appropriate **medical equipment on-board.** Our experienced team ensures that all necessary flight logistics and personnel are available in all cases.



Why Choose Us?

Dedicated Team:

Members of a dedicated team are deeply committed to the team's objectives and contribute to the team's success. Patients' health journey matters to us and we take great care ensuring that they are supported right from the first contact until the end.

Advanced & Hi-Tech Medical Facilities:

We have an established number of Multi-Specialty Hospitals and Health & Wellness Centres that we work with. These are top institutions with highest treatment outcomes.

Contemporary Knowledge & Practice:

Our Team has a wealth of knowledge, skills and experience in the medical field from UK, Europe, Africa and India. We partner and collaborate with the best available resources to ensure that our patients benefit from best practice when they most need it.

Cost Estimates from Multiple Hospitals:

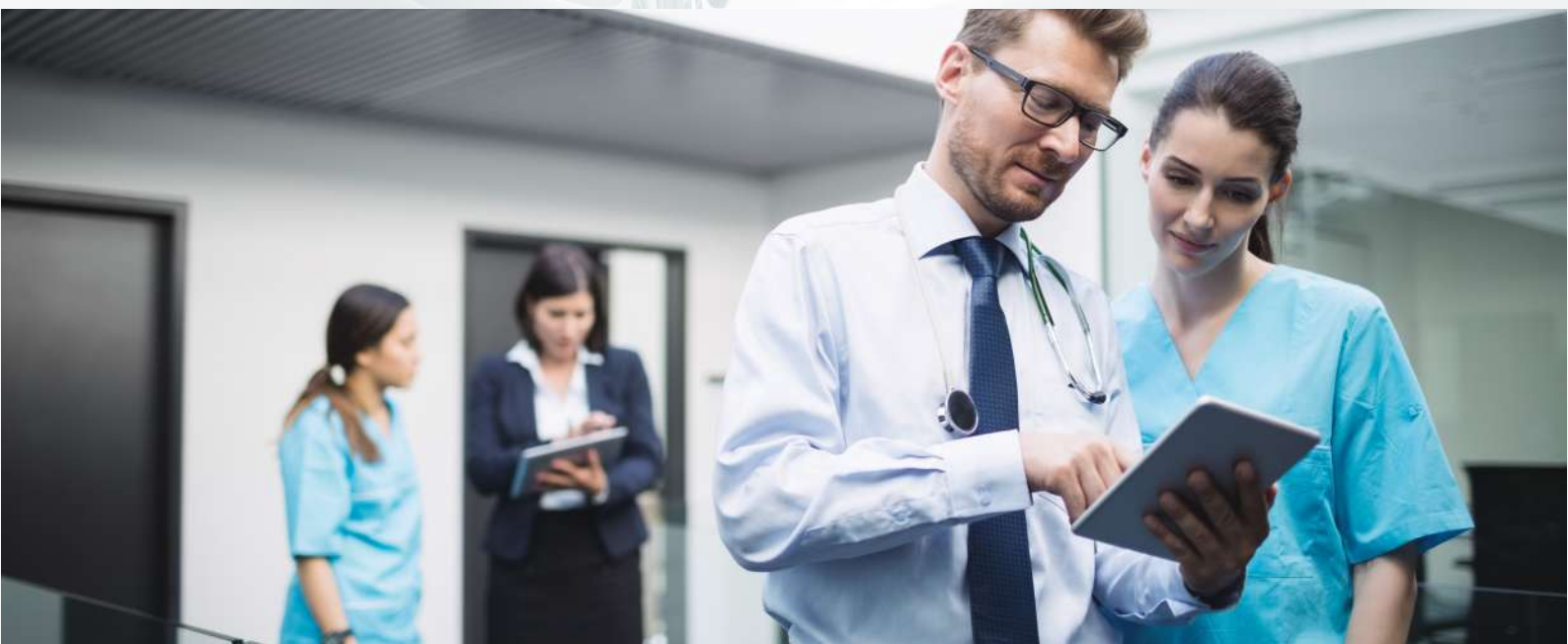
You can expect reasonable quotes from specialist hospitals. We offer a transparent service with a breakdown of all costs of treatment and associated costs. We guarantee that the fees for treatment are direct from the hospitals. All treatment costs are paid directly to the hospitals.

High Standards of Care & Services:

We collaborate with accredited health facilities that ensures a high standard of care and treatment is delivered at all times.

International Networks:

UMA has established a global network of specialist medical facilities and professionals from different medical fields in different countries. Our dedicated team and trusted partners are readily available for consultation, advice and costing for a range of treatment options. Our presence in different parts of the world means you can rest assured about a world class care and treatment.



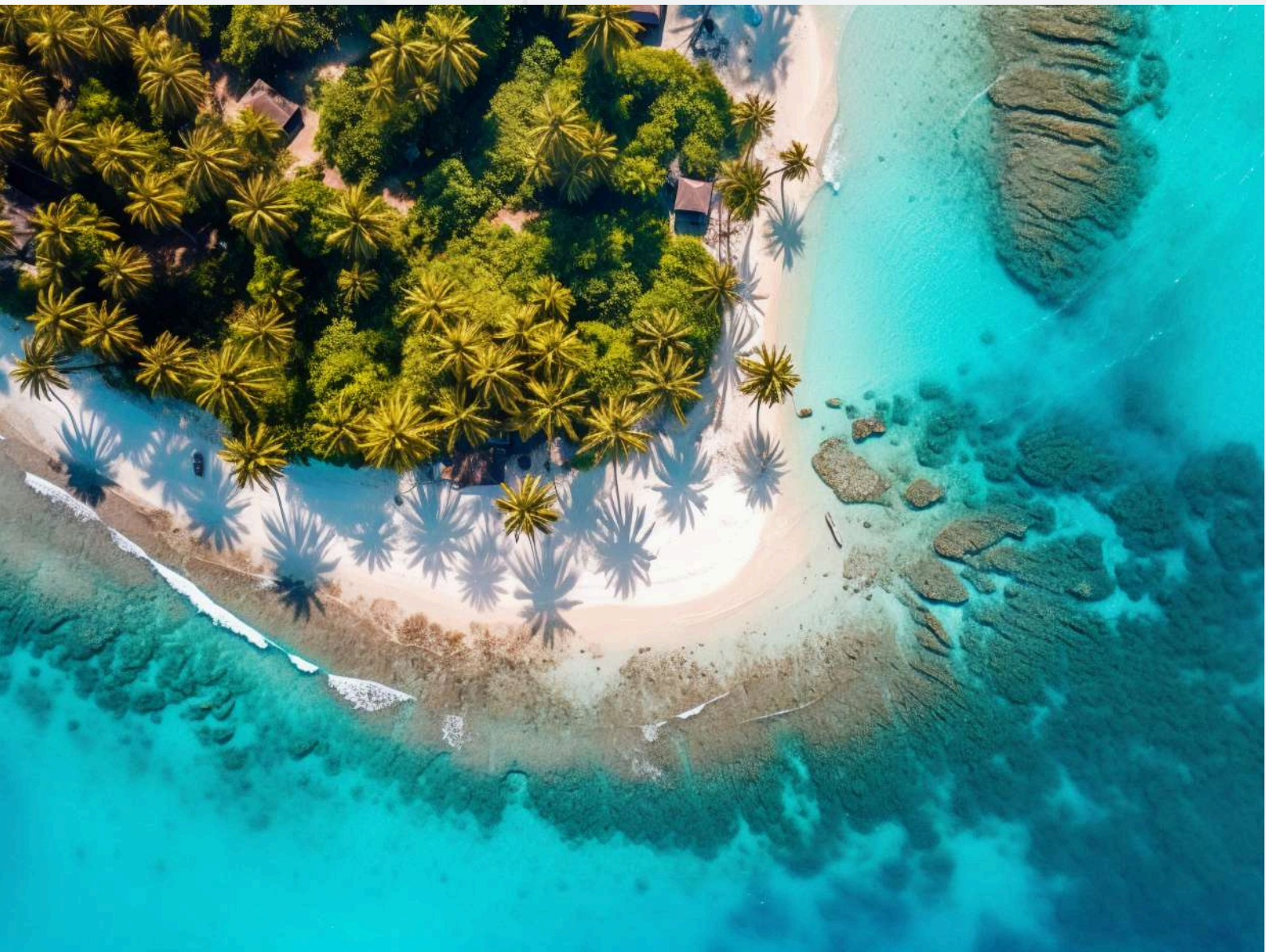
HEALTH, WELLNESS & MEDICAL TOURISM IN MAURITIUS

Mauritius is home to several **Private Medical Clinics** and **Wellness facilities** with high standard of care. Mauritius is renowned for its beautiful sandy beaches, turquoise waters and stunning landscape and is a dream destination for many. As well as a leading tourism destination, Mauritius is becoming a designated **Medical Hub** for the region, **East Africa & some European countries**.

The emergence of contemporary medical and wellness facilities in the private sector in the last decade has strengthen Mauritius ability to attract more people who are looking for quality treatment and services.

The combination of natural beauties characterised by the outstanding tropical sceneries, sun, sand and sea provides a unique opportunity for successful treatment outcomes alongside a peaceful and enjoyable environment during post surgeries and stages of recovery.

The **private health sector** in Mauritius continues to **invest heavily** in **medical infrastructure, technology, development and practices in Oncology, Cardiology, Gastroenterology, Fertility, Dental Care, Cosmetic Surgery, Hair Transplant, Addiction & Rehabilitation and Wellness**.



TREATMENT OPTIONS & QUOTATIONS

Once there is a clear picture regarding the patient's presentations, a Treatment plan will be provided that will provide the details of medical interventions to be provided. Where it is not clear or no diagnosis is possible or inconclusive, an Evaluation Service is offered to beneficiaries that includes further medical investigations such as blood tests, scans etc.

Once all the information is provided, UMA will then arrange for 3 different Hospitals/Doctors in UMA's network of providers, based on the specialty which the patient's diagnosis falls under. Up to 3 written quotations will be provided to the patients.

SELECTIONS OF TREATMENT CENTRES

Patients and families are always the ones that decide on the selection of hospitals/wellness centres they want to be treated from. UMA Team will be happy to assist them in making their choice of hospitals/wellness centres.

TRAVEL, TRANSFER & ACCOMMODATION

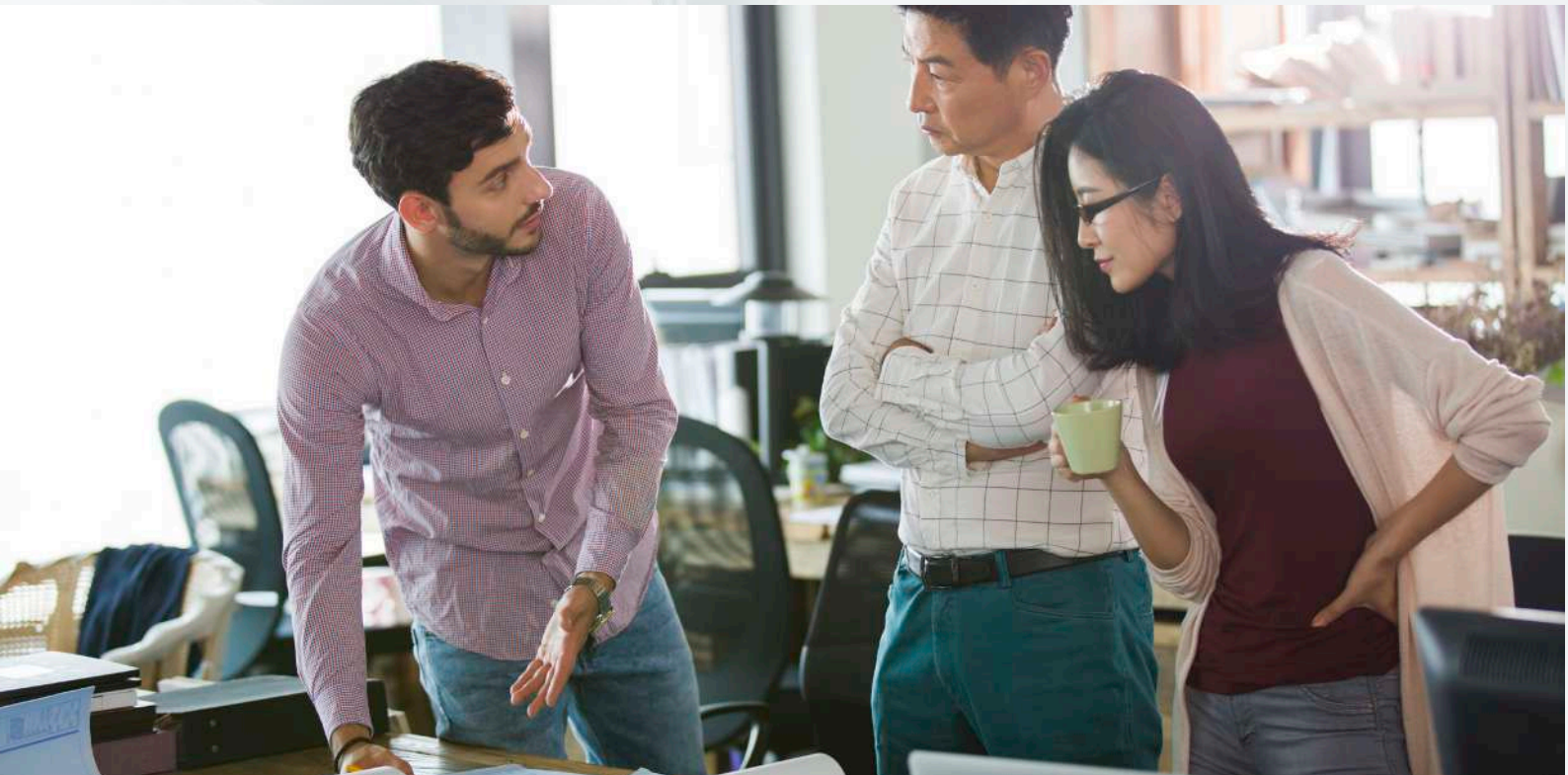
We are committed to provide a quality and comprehensive service. All logistics, including visa applications, accommodation and flight bookings and airport transfers are arranged by the team. We ensure medical visa applications are coordinated and submitted to the appropriate consulate. Patients and their families can rest assured that they will receive the best and safest services possible.

POST TREATMENT SERVICE

UMA Team works closely with the Medical Teams and follow-up its patients after discharged from hospital. The team undertakes post treatment assessment of needs and requirements and will draw up a Care Plan for a smooth transition from hospital to the community.

OUR SUPPORT

Our service is available 24/7 and are always ready to provide assistance right from the first point of contact. The dedicated staff ensures continuity of care by updating all parties concerned including patients and their immediate family and the Medical Teams and Consultant Specialists





**CONTACT US NOW!
24/7 SERVICE AT YOUR FINGERTIPS**

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