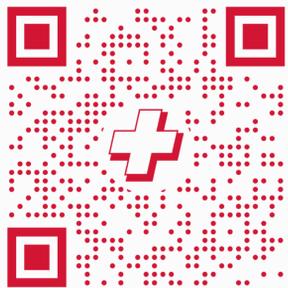


We are delighted to welcome you to Tropical Medical Services Company (Tropical Med), your gateway to premium emergency, urgent and concierge routine medical care. This is a quick-start guide to using your membership.

+ How to Use the Global Rescue Mobile App

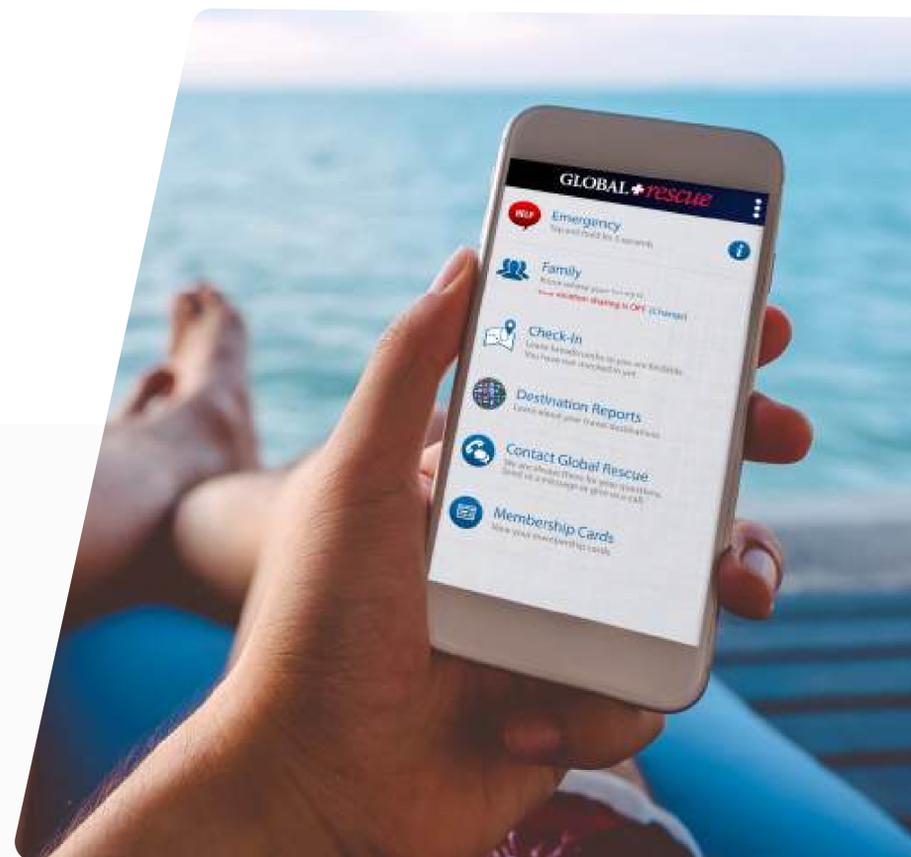
We have recorded a demo on how to use the Global Rescue Mobile App. This is a short 10-minute video with helpful information on how to use the app and adding family members to your membership. If you prefer a more detailed guide on adding family members, you can find a link to a walk through in your membership confirmation email.



Scan the QR Code

Download the App

The Tropical Med My Global Rescue Mobile App lets you connect directly to your Tropical Med benefits. You may already have the app, but if not, we encourage you to download it now.



+ Booking Your First Appointment

To schedule your First Visit, you may either use the My Global Rescue App or the online portal. Alternatively, you can call (617) 402-2070, the dedicated Tropical Med phone line. Our Member Services team will assist in arranging your appointment. Scheduling a First Visit is the only way to ensure that your future hospital experiences are truly seamless.

Please arrive 30 minutes before your appointment time for registration and triage, and be certain to bring your government ID.

- This time allows us to provide the comprehensive, personalized attention you deserve.
- This visit includes your hospital registration, which takes approximately 10-15 minutes.
- Completing it in advance prevents delays if you need to access the emergency room, outpatient clinic or any other hospital service.

Once you book your First Visit, you will receive an email from Doctors' Center Hospital Orlando Health (noreply@meditech.cloud) with a link to pre-register for your upcoming appointment. This is a great proactive self-serve option which will save you time at your first appointment.

Lastly, without a First Visit on record, members risk unnecessary delays at critical moments. By completing this step now, you will have the peace of mind that your care will always be prioritized and expedited.

+ Important Hospital Guidelines

Clinic Appointments and Walk-Ins

Upon arriving at the hospital, please check in at the concierge desk located in the main lobby. Inform the concierge that you are here for a Tropical Med appointment. Our staff will be notified immediately, and a member of the Tropical Med team will personally escort you to the appropriate clinical area.

Emergency Room Services

- If you require access to the Emergency Room, please inform the concierge stationed to the right of the ER entrance, or advise the triage nurse directly, that you are a TotalCare Priority member.
- This ensures the ER staff promptly notify the Tropical Med team of your arrival so that our physicians can respond without delay.
- If you are arriving by ambulance, alert the ER triage nurse of your TotalCare Priority membership.
- We strongly recommend notifying us of an emergency in advance whenever possible by using the "ER Visit Notification" button within your My Global Rescue app. This in-app message allows us to alert the hospital staff of your pending arrival and activate our ER team as quickly as possible.

Hospital Admissions

Should you be admitted, your care will be managed by the hospital's attending physician. However, Tropical Med physicians will continue to follow your case closely, conducting regular visits to ensure continuity, coordination, and the highest standard of care throughout your stay.

Medical Records and Preparation

During your First Visit, please bring any relevant medical records if you wish for us to establish care as your primary physician. Be prepared to discuss any chronic conditions and provide a list of your current medications (including dosages). Please also bring your active insurance card.

If you prefer to transfer medical records in advance, please let us know and we will send you a secure Updox link after scheduling your First Visit. This link allows you to upload past medical reports, laboratory results, and imaging securely before your appointment.

Additionally, here is a link to our FAQ's you might find helpful. ([LINK to FAQ](#))

A Note About Insurance

SSS Pocket (previously called SSS Blue Select Plan) health insurance does not cooperate with the hospital. While services delivered by Tropical Med staff are included in your membership, services provided by the hospital staff beyond Tropical Med are not. Please check your insurance carrier or contact Anthony Nieves, Business Director of the Hospital, at anieves@dchpr.com for more information.

What to Expect

At Tropical Med, we pride ourselves on delivering seamless, world-class medical service for discerning members like you. By completing these first steps, you can be confident that your care will always be smooth, immediate, and uncompromising in quality. If there is anything we can assist with along the way, please do not hesitate to reach out to our team.

Warm regards,

The Tropical Med Concierge Team