

MEDICAL ASSISTANCE INFORMATION

This information sheet is prepared by Green School Bali for persons who need medical assistance, to be hospitalised and for those who may have to be privately medically evacuated overseas. Much of the information in this document is provided by the Australian Consulate General in Bali. Please see their website for further information <http://www.bali.indonesia.embassy.gov.au/bli/medical.html>.

Hospital/Medical Services

Decisions regarding hospitalisation are taken by the patient or a family member in consultation with the treating doctor or other sources of professional medical assistance (such as insurance company doctors, hotel doctors etc.).

There are seven hospitals most often used by foreigners in Bali - Denpasar General Hospital (RSUP Sanglah), Prima Medika Hospital, Bali Royal Hospital, BIMC Hospital, Surya Husada Hospital, Bali Med Hospital and Kasih Ibu Hospital. RSUP Sanglah is the main provincial public hospital, which opened a new International Wing and a Burns Unit in 2005. Difficult/critical cases would normally be transferred from other hospitals to Sanglah Hospital. Prima Medika Hospital, BIMC Hospital, Surya Husada Hospital, Bali Med Hospital and Kasih Ibu Hospital are private hospitals.

Hospital contact details:

Siloam Hospital Denpasar

Emergency Phone number (0361) 77 9911

JL. SUNSET ROAD NO. 818

KUTA, BADUNG, BALI

PHONE: +62 361 779900

FAX : 361 779933

General inquiry email address: info.bali@silohospitals.com

Sanglah Public Hospital

Specialities: Rabies/dog bites, snake bites, burns unit

Jl. Kesehatan Selatan 1

Sanglah Denpasar

Tel: (+62 361) 227 911 - 15

(+62 361) 232 603 (VIP rooms)

(+62 361) 247 250/5 (Super VIP rooms)

Fax: (+62 361) 226 363

Prima Medika Hospital

Jl. P Serangan 9x, Denpasar

Tel: (+62 361) 236225

Bali Royal Hospital

Specialty: Very good radiology department for broken bones, CT Scan machine, International Assistance Centre

Jalan Letda Tantular No.6 Renon Denpasar

Tel:(+62 361) 247 499, 222 588

Fax : (+62 361) 226 051

Email : info@baliroyalhospital.co.id

Website: http://www.baliroyalhospital.co.id/halaman_ripac.php

Kasih Ibu Hospital

Jl. Teuku Umar 120 Denpasar

Tel: (+62 361) 223 036

BIMC Hospital

Jl. Bypass Ngurah Rai No. 100X
Kuta 80361
Tel: (+62-361) 761 263
Fax: (+62-361) 764 345
E-mail: info@bimcbali.com
Website: www.bimcbali.com

Surya Husada Hospital

Jl. P. Serangan 1
Denpasar
Tel: (+62-361) 233787 or 235041
Fax: (+62 361) 231177

Bali Med Hospital

Jl Mahendradatta no 57X
Denpasar
Tel: (+62-361) 484748
Fax: (+62-361) 484748

Medical Clinics

There are two medical clinics in Kuta that cater almost exclusively to foreigners in Bali. Both are western owned and operated, and are well located for access from Kuta, Nusa Dua and Sanur. For assistance in Ubud, Toya Medika Clinic is a good resource for general medical visits.

Clinic contact details:

BIMC Hospital

Jl. Bypass Ngurah Rai No. 100X
Kuta 80361
Tel: (+62-361) 761 263
Fax: (+62-361) 764 345
E-mail: info@bimcbali.com
website: www.bimcbali.com

International SOS Medika

Jl. Bypass Ngurah Rai No. 505X
Kuta 80361
Tel: (+62-361) 710 505
Fax: (+62-361)710 515
E-mail: baliassistoperation@internationalsos.com
website: www.sos-bali.com

Toya Medika Clinic

Jl. Raya Pengosekan, between the gas station and ARMA Museum
Ubud 80571
Tel: (+62-361) 978078
Fax: (+62-361) 971 264
E-mail: toyamedika@yahoo.com
website: www.toyamedikaclinic.com

Doctors

Doctors in Indonesia who practice in the public health system also have private practices or lecture at the University, which often makes it difficult to contact them. The ratio of doctors to patients in Indonesia is much lower than in Australia and other western countries. At present foreign doctors and nurses are not permitted to practice in Indonesia.

Hospital visits/follow-up

A member of the Green School medical response team will endeavour to visit patients after details of the hospitalisation are known. Follow-up visits will be made in the more serious cases and cases where patients have no family or travelling companion to assist them.

Green School will also keep in contact with the hospital staff to monitor the patient's progress.

Insurance

A growing number of travelers and expatriates hold travel insurance which provides for different levels of cover. Cover may or may not include all of the costs associated with treatment, hospitalisation and medical evacuation by commercial flight or air ambulance.

The patient, a family member or travelling companion should contact the insurance company as soon as possible after admission to hospital. Insurance companies usually have 24-hour contact numbers for emergency assistance and in most cases will accept a reverse charge call. **It is essential that the insurance company doctor can telephone the treating doctor.** Some insurance companies have representatives in Bali as well as their own contracted Indonesian doctors. The insurance company will be able to advise on medical coverage, assess the treatment and give consideration to medical evacuation after liaising with the treating doctor. They can also assist with changing bookings and ticket arrangements.

Green School is not able to guarantee payment of medical costs, and hospitals are not willing to accept a guarantee letter from an insurance company unless that company has a representative office in Bali. If a guarantee cannot be obtained or is not accepted by the hospital, the patient will need to settle the account at time of release and keep the itemised accounts for reimbursement by the insurance company.

Visa card, Master card and American Express are widely accepted.

Medical evacuation

Medical evacuation from Bali is either by commercial aircraft or private air ambulance. Commercial aircraft medical clearances can only be made after obtaining a report from the relevant airline's doctor to determine whether a patient is a stretcher case and/or whether an escort is needed.

If patients are insured, and if their insurance company has agreed to cover the cost, the company will be able to make any necessary evacuation arrangements. Such arrangements include settling the hospital account, hiring an ambulance to the airport, check-in procedures, immigration processing and tarmac clearance for the ambulance.

If patients are not insured, Green School can assist them to arrange their own medical evacuations. There is no charge for services but the patient must pay all costs associated with the evacuation.

Uninsured patients must fund their evacuation before any arrangements can be confirmed.

In some cases, a commercial airline may not be able to carry a patient, and it may be necessary to charter an air ambulance. As the costs are very high, the insurance company or individuals covering the cost will need to weigh up the necessity on the basis of advice from medical specialists.

Medical evacuation companies

BIMC Hospital

Jl By Pass Ngurah Rai no 100X

Kuta, Bali 80361

Tel: (+62-361) 761263

Fax: (+62-361) 764345

Contact Person:

Lisa Budd, Operations Manager

Careflight International

Sydney Darwin Perth Cairns

Tel: (+61) 1300 655 855 (24 hr phone)

Fax: (+61) 2 9689 2744

International SOS Medika

Jl By Pass Ngurah Rai No 505X

Kuta, Bali 80361

Tel: (+62-361) 710505

Fax: (+62-361) 710515

Contact Person:

Karen O'Keefe, Technical Advisor

Klinik Penta Medica

Jl Teuku Umar Barat - Marlboro No 88

Denpasar, Bali

Tel: (+62-361) 490709 / 7446144

Fax: (+62-361) 490708

Contact person:

Wayan Sukadhana, Operation / Evacuation Manager

Dr Yudi, Head of Medical team

GREEN SCHOOL MEDICAL ASSISTANTS

There are several members of the Green School community who can be contacted in the event of a medical emergency. Some people have agreed to be available for contact 24 hours a day while others are available on campus during school hours - this is noted on the contact list. Often, there are cases where a patient or family member has language difficulties and a few on this list speak Indonesian and can assist with translation. Please don't hesitate to contact people on this list for anything, anytime (as noted) as it can make a big difference in patient and family comfort in a stressful situation.

Name/Contact	Location	Certification	Languages	Specialty	Notes
Sherri Dean 0812 364 0490	Ubud South	Wilderness First Responder	English Indonesian	Patient Advocate, Medical Advisor – local knowledge	24 hours, On campus GS parent
Nikki Macfarlane 0815 5810 1685	Tabanan Close to Canggu, Kerobokan,	Wilderness First Responder, midwife	English	High School Enterprise Teacher Trained nurse Early Childhood problems, Burns	24 hours On campus GS parent
Paul Eperjesi aka. Yeshi 0812 3613 5066	Ubud	Applied First Aid	English	Primary PE teacher,	On campus Mon, Wed & Thursday GS teacher
Renata Hamilton 0813 3829 2986	Ubud	Radiologist	English	Radiology - X-ray and CT scan results	GS parent
Michelle Frasher 0812 4617 1971	Ubud Nyuh Kuning	Registered Nurse	English	Cardiology	GS parent

If you or someone in your family has medical training or skills that could be added to this list to assist the community please email Sherri at shridee@greenschool.org.