

## Here are things to note when accessing care at the hospital

### Prioritise your visit

We highly advise utilizing the 'Visit Hospital' button as your first step. This helps us track your progress and prepares for your arrival, even in delays or emergencies.

### Present your HMO I.D

When you arrive at the hospital, make sure to present this as it contains essential information for your healthcare coverage.

### Check HMO I.D Details

Find your personal details on the HMO I.D. Below, you'll see your HMO provider's name (e.g., "Hygeia"). Tell them you are from Hygeia.

### Contact Support

If you encounter challenges or have questions at the hospital, refer to the support line listed on your HMO I.D.

**08088188002** (WhatsApp Only)

**09070008899** (WhatsApp and Call)

**09039810004** (Call Only)