

## Staff and Students frequently asked questions

### Introduction

Our organisation has partnered with International SOS, to provide you with medical and security advice and assistance whilst abroad.

Prior to travel, it is highly recommended that you view the online country information. If you need more in-depth information or have questions specific to your personal health and safety, call the International SOS Assistance Centre before you travel.

Some examples of services available to you while away from home include:

- Medical advice on vaccinations for your group and travel safety tips before travelling overseas
- One of the students in your group or you yourself have a medical condition that you wish to discuss with a doctor
- If you become unwell with a cold and are unsure where to find a doctor or pharmacy
- You, or possibly someone in your group, are injured, or have concerns for your safety
- Speak to your organisation's program manager today to find out more about what is available to you under the membership.

### FAQs

#### Q. Who is International SOS?

International SOS is the world's leading medical & security services company. Our global services include medical and security risk planning, in-country expertise and emergency response for travellers.

At the core of our service is a comprehensive, members-only website ([internationalsos.com](http://internationalsos.com)) and more than 27 Assistance Centres around the world. With 54+ International SOS clinics and a fleet of air ambulances, members are assured of the very best routine or emergency medical and security assistance.

We operate from over 850 sites in 70 countries with 11,000+ employees, led by 1,400 physicians and 200 security specialists.

#### Q. When do I call International SOS?

Anytime! You can call us with a simple medical, security or travel related question or in an emergency. As member you get 24-hour expert advice and assistance – whether you need

vaccinations before travelling; medical advice while abroad;

or immediate care in a medical emergency. International SOS assistance services are designed to help you with any medical, personal, travel or legal problems when you are outside your home country.

#### Q. What is an Assistance Centre?

International SOS Assistance Centres are 24/7/365 operations centres kind of like a call centre (on steroids!), staffed by doctors and nurses, security experts, multi-lingual coordinators, and logistics support personnel. We can respond rapidly to any type of emergency or call for assistance.

#### Q. Is International SOS an insurance company?

No. We are a 24-hour medical assistance company. Simplified, insurance takes care of the bills and we help keep you and your tour group safe, healthy and secure around the world. We do so by helping you thoroughly prepare before travel. During travel we also offer expert advice, referral assistance, medical monitoring, activating ambulances, alerting the emergency staff if required, arranging hotel/ home visits, arranging bedside nursing, all done by our in-house doctors, nurses and security professionals.

Our medical staff credential a worldwide network of providers. Also, we have signed agreements with many of these providers and are able to provide guarantee of payments on your behalf in most cases. This means we can take care of the costs, without you having to worry.

#### Q. Do I have to pay to use International SOS services?

As a member, all of our advisory services are complimentary. Your organisation subscribes to a membership program to access these services.

#### Q. Will International SOS pay my medical bills?

Many countries around the world have medical systems that require upfront payment before treatment, even in an emergency. International SOS will guarantee and pay up-front costs associated with your medical care to ensure you receive immediate treatment. We also gain approval to do so through your organisation. Given our worldwide presence, many providers are accustomed to working with our teams.

Whether you need to see a doctor, physio, or need an emergency replacement of prescription medication, give us a call, we can help.

### Q. Do I need to activate my membership?

No, your membership is already active. Simply download the assistance app on your mobile phone and carry the International SOS card in your wallet at all times while travelling. Whenever you need assistance, the mobile app will direct you to the nearest Assistance Centre.

### Q. Do I have to carry my membership card with me at all times?

No, however it is a good idea to always carry your membership card with you since it includes the telephone numbers of our Assistance Centres and your organisation's membership number. Also should you ever lose consciousness, emergency services are trained to look for identification. They know International SOS and often do alert us when they find your membership card in your wallet.

### Q. What information should I have available before calling International SOS?

To ensure a prompt response when calling, you should be prepared to provide the following:

1. You will be asked for basic contact information so International SOS can call you back if you get cut-off
2. You will need to provide a brief description of your issue or concern so you can be put through to the appropriate medical or security consultant

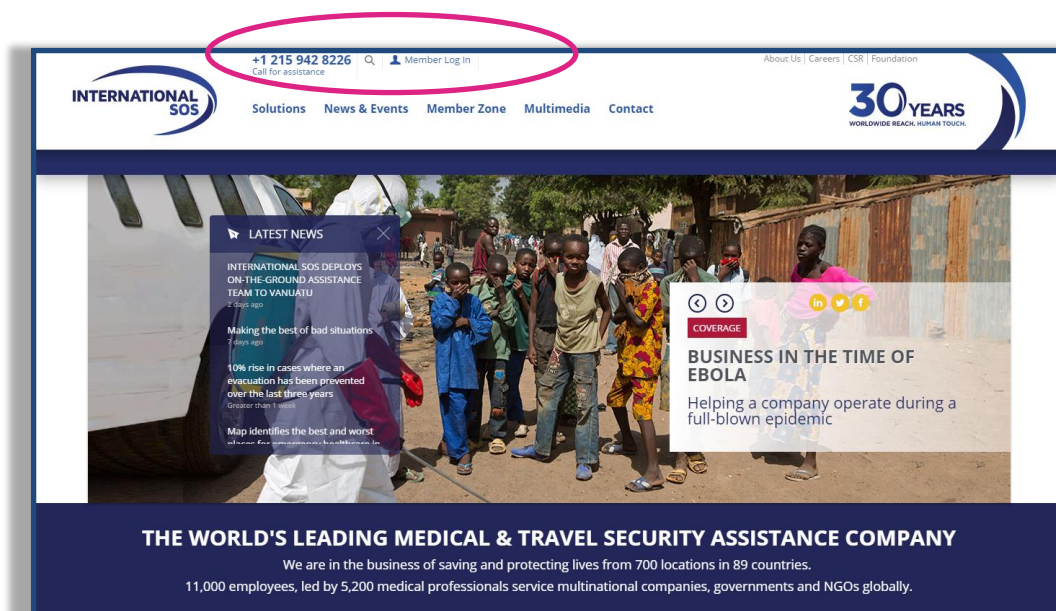
3. You may be asked personal questions, the information you provide is bound by privacy laws, so please speak frankly with your consultant so you can receive the best possible care and advice
4. Provide your membership number (this can be found on the membership card or on the mobile app) – it's ok if you don't have this, International SOS will still assist you

### Q. Does International SOS have any helpful pre-travel information available?

Absolutely! In addition to calling the Assistance Centre for any pre-trip questions you may have, you can access the country guides by logging in with your membership number at [internationalsos.com](http://internationalsos.com).

You can access this comprehensive and up-to-date site providing essential information including the following:

- vaccination requirements
- passport and visa requirements
- quality of health care
- advice on prevalent diseases
- personal and driving safety information
- hygiene: quality of food and water
- culture and customs
- currency
- weather and what clothes to take
- compatibility of electrical items
- personal safety advice



The screenshot shows the International SOS website homepage. At the top, there is a navigation bar with the International SOS logo on the left, a contact number (+1 215 942 8226) and a 'Member Log In' link in the center, and 'About Us | Careers | CSR | Foundation' on the right. Below the navigation bar is a main content area featuring a large image of a group of people in a community setting. Overlaid on this image are several news snippets: 'INTERNATIONAL SOS DEPLOYS ON-THE-GROUND ASSISTANCE TEAM TO VANUATU', 'Making the best of bad situations', '10% rise in cases where an evacuation has been prevented over the last three years', and 'Map identifies the best and worst'. A 'LATEST NEWS' sidebar is also visible. At the bottom of the page, a dark blue banner contains the text: 'THE WORLD'S LEADING MEDICAL & TRAVEL SECURITY ASSISTANCE COMPANY', 'We are in the business of saving and protecting lives from 700 locations in 89 countries.', and '11,000 employees, led by 5,200 medical professionals service multinational companies, governments and NGOs globally.'

### Q. How do I sign-up for travel email alerts for my destinations?

It is important to sign up for email alerts at least 7 days prior to travel. If you are a member of staff taking a group of students on a tour, or simply going on a trip for professional development, log onto the International SOS Portal and sign up. You might also be a member of staff approving and reviewing risk assessments, and may wish to monitor the destinations of your annual travel. Sign up for a daily digest to stay informed all year round. (Note: If it is a high risk destination, the recommendation is to receive real-time email alerts to monitor activity.)

Go to [www.internationalsos.com](http://www.internationalsos.com) and insert the membership number in the member log in section centre of the page.

On the left hand menu, click on email alerts and follow the on-screen instructions.



#### **HINT:**

*When you return, if you are not travelling to the same destination in the near future, don't forget to log back in to unsubscribe from the alerts*

### Q. What if I need medical advice or a referral to a doctor or dentist?

If you have any medical concerns, minor or serious, your first contact should be International SOS. Our multilingual medical staff will listen to your concerns, offer advice and if necessary, direct you to the appropriate local healthcare provider for treatment. Also, we can assist you in arranging an appointment at the nearest approved medical centre. This even includes help with identifying a pharmacy that sells genuine medication, and guidance with what to ask for. If you need a replacement script from a doctor, we can help with that too.

In some countries you can attend International SOS clinics also. Simply call and ask.

### Q. What if I, or a member of my group, is hospitalised?

Call International SOS as soon as possible or have someone do so on your behalf. International SOS will immediately take steps to evaluate the care the patient is receiving and determine what actions must be taken to ensure their safe and speedy recovery.

### Q. What if I need medicine or equipment?

If you've lost or run out of medication, first aid equipment or other supplies, we can help you replace it (in accordance with local and international regulations). In some cases we send fresh supplies, get you a prescription from your doctor at home, or if required arrange a prescription from a local physician.

### Q. What if local medical facilities are not adequate?

If you, or a member of your group, are hospitalised in an area where adequate medical facilities are not available, International SOS will obtain approval from your organisation to move you to a medical facility capable of providing the required care. A physician supervises these movements, and when necessary, a medical specialist or nurse will accompany you during the transportation. A commercial flight or air ambulance will be used when required.

### Q. What happens when I am released from the hospital and still need help?

When your condition is stabilised and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from your school and arrange the repatriation under medical supervision. This also applies to members of your group.

**Q. What other travel assistance services do you help members with?**

International SOS assists with replacing important travel documents (e.g. passport, credit cards). If you have a change in plans we can advise you on how to extend your visa or get further vaccinations.

International SOS can refer you to a lawyer or interpreter, help to replace lost tickets, and if your organisation authorises, we can also provide emergency cash advances. However, for routine travel arrangements please use your organisation's travel management provider.

**SOME IMPORTANT NOTES TO REMEMBER:**

- *For specific details regarding your membership program contact your program manager, or your International SOS Client Services Manager or closest Assistance Centre.*
- *International SOS provides a wide range of medical, security, and travel services to assist people in almost every situation; whether it is an emergency or routine advice.*
- *The International SOS Assistance App and card is the best resource a traveller can have. It provides critical contact numbers for assistance, as well as up to date medical and security information provided by International SOS experts who monitor global situations 24/7.*
- *International SOS provides pre-travel information to help you prepare for your trip.*
- *Members can access this information by logging into the members section of our website ([www.internationalsos.com](http://www.internationalsos.com)) or calling any of our Assistance Centres.*