

International SOS

Temple University is pleased to announce a service that is available to all students participating in one of our study abroad programs. The university entered into a contract with International SOS, a company that provides travel assistance and emergency medical and evacuation services. Help in an emergency is available to you via the International SOS network. Below we explain the benefits of International SOS (ISOS), as well as how students can use these services.

International SOS services range from telephone advice and referrals to full-scale evacuation by private air ambulance. The ISOS network of multilingual critical care and aero-medical specialists operates 24 hours a day, 365 days a year from ISOS Alarm Centers around the world. Your free ISOS membership, provided by Temple University, is additional protection against unexpected difficulties that can arise when you are away from home. It is designed to supplement personal international insurance, the International Student Identity Card, and the policies, procedures and support staff that Temple University International Programs already has in place at all of Temple's sites abroad.

Should you find yourself in an emergency situation while you are abroad, you should always attempt to contact Temple's in-country program staff first, as instructed during your on-site orientation. However, if you are traveling, and/or are in a situation where you are not able to reach your program director or in-country Temple staff, you should contact ISOS. ISOS will contact Temple University's on-call staff in the United States while coordinating services with your family and your program director or in-country Temple staff. Please be aware that some of the services outlined below that ISOS provides have additional charges. These services have been marked so that you are aware of them. Should you activate a service which has an additional charge, you authorize Temple University to bill your student account for this charge once we have been informed of the actual amount by ISOS. Please know that such charges may not appear on your account until after you have returned from your time abroad.

While the services listed below are comprehensive, we stress that International SOS is NOT international health insurance. Temple University is working with International SOS to offer students travel, medical and security advice and services, as well as on-line access to information that many insurance companies do not offer. ISOS will assist you in obtaining medical care but will not pay your medical expenses. Requests for reimbursement of expenses for medical care received while abroad should be submitted to your health insurance provider. In some cases when critical care is required, and the health provider overseas will not accept your insurance, Temple may authorize ISOS to advance payment on your behalf. If payment is made by Temple University or ISOS in connection with your international medical or personal expenses, you will be expected to reimburse the university.

Below we provide information on how to use the International SOS services. If you have any questions, do not hesitate to contact International Programs at 215-204-0720 or study.abroad@temple.edu.

Using the International SOS Program

Program Benefits

Medical Services (*For evacuation and travel, fees may apply.*)

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals

- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (*Fees will apply.*)
- Inpatient medical expense guarantee, cost review and payment (*Fees will apply.*)
- Dispatch of medication and medical supplies (*Fees will apply.*)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (*Fees will apply.*)
- Lost document advice
- Ground transportation and accommodations for accompanying family Members (*Fees will apply.*)
- Emergency personal cash advances (*Fees will apply.*)
- International SOS Clinics

Security Services

- Security evacuation assistance
- Online travel security information
- Access to security crisis center

Frequently Asked Questions

- What is the role of International SOS?

International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Temple University services, procedures and policies. In the event of an emergency, you should always attempt to contact your in-country Temple program staff first.

- How can International SOS help?

International SOS provides you with peace of mind. One phone call connects you to the International SOS network of multilingual specialists for immediate help in an emergency. International SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

- How does it work?

Carry the International SOS membership card with you at all times. A PDF version of the card is attached, and you will receive the actual card during your orientation. The card includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card (we recommend that students on Temple University study abroad programs call the Philadelphia alarm center first, even when overseas. Their number is 1-215-942-8226, and they will accept collect calls).

- What do I need to do to use the program?

In order to utilize any of the medical or travel services listed, call any SOS Alarm Center from anywhere in the world by calling directly, calling collect or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- ✓ Your name, location, age, sex, and nationality
- ✓ The program with which you are associated (i.e. Temple University Study Abroad in Rome)

- ✓ Your International SOS membership number (11BSGC000017)
- ✓ The telephone number from which you are calling (in case you are disconnected)
- ✓ Your relationship to the member (if the person calling is not the member.)
- ✓ Name, location, and telephone number of the hospital or clinic (when applicable)
- ✓ Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)
- What if I have pre-trip questions about my travel destination or questions about the current status in that location?

In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website:

www.internationalsos.com/members_home/login/login.cfm.

Use your membership number (11BSGC000017) as your member login. In addition to the information covered at the pre-departure and on-site orientations conducted by your Temple study abroad program, the ISOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette, and financial and voltage/plug information.

- Do I need to activate my membership?

No, your membership is already active. Simply carry the card at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card (always try the Philadelphia center first at 1-215-942-8226). You do not need to report specific trip dates to International SOS each time you travel. However, you can create a personal on-line account with ISOS into which you can save medical, family and emergency information. In addition to advising the in-country Temple program staff of your non- TU travel, you can also put this information into your account, which would be accessible by ISOS staff in case of an emergency. Unless you input your information into an account it will not be available for staff. Medical and personal information can only be accessed by an ISOS doctor.

- What are Email Alerts?

You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and signing up. Medical alerts are issued when there is an unusual health risk that, in the opinion of the SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.

- What if I need a doctor?

You should first try to contact your in-country Temple program staff. If you are traveling, or in a situation where you cannot reach your Temple program staff, you should then contact ISOS. The International SOS Alarm Centers are listed on the back of your card (always try the Philadelphia center first at 1-215-942-8226).

- What if I need a lawyer while overseas?

Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, your in-country Temple program staff should be informed of this immediately.

- What if I need prescription medication?

If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, International SOS will, when permissible by local law, send the needed medication to you.

- What if I am hospitalized?

If hospitalized, call the nearest International SOS Alarm Center. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery. SOS will notify Temple University immediately if you have not already done so.

- What if local medical facilities are not adequate for my specific requirements?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will attempt to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

- What happens when I am released from the hospital and still need help?

When your condition is stabilized 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 obtain approval from Temple University and arrange the repatriation under medical supervision.

- Will International SOS pay my medical bills?

ISOS essentially fronts the money you need to receive critical medical care. You will then be billed by Temple University for any and all charges. International SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating ISOS you authorize medical care as necessary, and agree to pay any charges in connection with such care. Since one of the biggest challenges facing students overseas is paying upfront for emergency medical care, ISOS provides peace of mind to students and their families knowing that care will not be delayed due to lack of access to funds.

- What should I do in the event of a security emergency?

Call an alarm center listed on the back of your membership card, and a security specialist will assist you. Always try the Philadelphia alarm center first at 1-215-942-8226 (they accept collect calls).

- What is security evacuation assistance and coordination?

The SOS Security Division will assist Temple University and their on-site staff in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

- How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

You can visit the following website: www.internationalsos.com/members_home/Security/