

Using the ISOS Program

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an ISOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the ISOS alarm centers will assist you.

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., **Columbia University off-campus program in _____.**
- ✓ Your International SOS membership number: **11BGSC000064**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you.)
- ✓ 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)

Program Benefits

Medical Services

- 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

Q: What is the role of International SOS?

A: International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Columbia University emergency services, procedures and policies. You should always attempt to contact Columbia University and/or your program's on-site emergency contacts first, who will assist you. If they are not available, then proceed to contact International SOS.

Q: How can International SOS help?

A: 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.

Q: How does it work?

A: You will be provided with an International SOS membership card. Carry the International SOS membership card with you at all times. It 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.

Q: What do I need to do to use the program?

A: In order to utilize any of the medical or travel services listed under contract, call any ISOS 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: **Columbia University off-campus program in _____.**
- ✓ Your International SOS membership number: **11BGSC000064**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you.)
- ✓ 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)

Q: What if I have pre-trip questions about my travel destination or questions about the current status in that location?

A: 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:

<http://www.internationalsos.com>

Use your membership number, **11BGSC000064**, as your member login. 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.

Q: Do I need to activate my membership?

A: 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. 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. 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.

Q: What are Email Alerts?

A: 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 ISOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when ISOS Security professionals have identified a security risk in a specific country.

Q: What if I need a doctor?

A: You should first activate the on-site emergency support network for your location. If you are traveling, or in a situation where you cannot contact the on-site support staff or Columbia University, you should then contact ISOS. The International SOS Alarm Centers are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

Q: What if I need a lawyer while overseas?

A: Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you or a student requires legal assistance, the Off-Campus Programs Office should be informed of this immediately.

Q: What if I need prescription medication?

A: 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. (Additional Fees for the Medication Apply)

Q: What if I am hospitalized?

A: If you are in a situation or location where you cannot reach the on site support staff (if available) or Columbia University, 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. International SOS will notify Columbia University immediately if you have not already done so.

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

A: If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from Columbia University 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.

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

A: 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 again obtain approval from Columbia University and arrange the repatriation under medical supervision.

Q: Will International SOS pay my medical bills?

A: After a line of credit is opened in your name, International SOS will guarantee and pay all costs associated with your medical care. You are responsible for the costs of medical care. 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 acknowledge that you will be billed for such care.

Q: How can International SOS assist in the event of death?

A: International SOS will render all assistance possible to the Columbia University to obtain clearances and arrange transportation for the return of mortal remains. In such an event, Columbia University will be the point of contact for the family in this situation.

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

A: Call an alarm center listed on the back of your membership card, and a security specialist will assist you.

Q: What is security evacuation assistance and coordination?

A: The ISOS Security Division will assist Columbia University 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.

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

A: You can visit the website below:
http://www.internationalsos.com/members_home/Security/

ISOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:

Philadelphia, PA

24 hours: 1-215-942-8226 (call collect where available)

Within U.S.A. call: 1-800-523-6586

If calling from Europe, CIS, Africa or the Middle East:

London, England

24 hours: 44-20-8762-8008 (call collect where available)

If calling from Asia, Australia or the Pacific Rim:

Singapore

24 hours: 65-6338-7800 (call collect where available)

Additional Alarm Center and Clinic contact information can be found at the ISOS website at www.internationalsos.com/world-network