

Quick Reference to Using International SOS

University of Dayton
member number:
11BYSG000008

International SOS (SOS) provides worldwide medical, travel, and security assistance and evacuation services for all University of Dayton faculty, staff and students participating in university-related international travel. Enrollment is automatic. For more information, visit <http://international.udayton.edu/edabroad/sos>

INTERNATIONAL SOS DOES NOT SERVE AS AN INSURANCE PLAN OR PAY MEDICAL BILLS. After a line of credit is opened in an individual's name, International SOS will guarantee and pay all costs associated with your medical care. You are responsible for the costs of medical care. This is why we require you (and your students) to have health insurance coverage that will cover you while abroad.

BEFORE YOU TRAVEL

Go to <http://www.internationalsos.com> to access the UD/SOS Portal. Log-in using the UD member number: 11BYSG000008.

Before leaving, you and your students should:

1. Sign up for e-mail alerts by logging on to <http://www.internationalsos.com> 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 visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.
2. Review up-to-date reports on safety and security, health issues, medical care, and vaccination requirements for any countries to which you will travel. Also review city and country guides.
3. Complete the University of Dayton Travel Registry (<http://travel.udayton.edu>) so that the University and SOS can best respond to your needs while abroad.
4. Contact the Alarm Center with any questions regarding medication, preexisting conditions, etc. You may also wish to ask about preferred hospitals for the city to which you are travelling.

WHILE YOU ARE ABROAD

To utilize SOS medical, security or travel services, contact an SOS Alarm Center from anywhere in the world by calling direct or collect, or by calling the toll-free number. While the Philadelphia center (215-942-8226) has been designated as UD's primary contact, any of the SOS Alarm Centers can assist in an emergency and will notify the University of Dayton of the situation. You should always attempt to contact the Education Abroad office and/or your program's on-site emergency contacts first. If they are not available, then proceed to contact International SOS.

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
- » Your International SOS membership number: 11BYSG000008
- » The telephone number from which you are calling (in case you are disconnected)
- » Your relationship to member (if 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 doctor can be reached (when applicable)

What to do if...

someone needs a doctor or is hospitalized	If it is life threatening situation, immediately contact the nearest International SOS Alarm Center. If it is not a life threatening situation, contact the site director for your location, the education abroad office, or the nearest International SOS Alarm Center.
someone needs a lawyer	Call the nearest International SOS Alarm Center for legal referrals.
someone needs prescription medication	If a local physician cannot obtain the prescription, 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.)
there is a security emergency	Call an International SOS Alarm center, and a security specialist will assist you.

WHEN IN DOUBT, CALL AN INTERNATIONAL SOS ALARM CENTER

Services Offered through International SOS

Please be aware that some of SOS's services outlined below carry additional charges. These services have been marked so that you are aware of them. Should you request a service which has an additional charge, SOS will inform you in advance and will require a credit card number in order to activate the service.

*Fees will apply.

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*
Inpatient medical expense guarantee, cost review and payment*
Dispatch of medication and medical supplies*

TRAVEL SERVICES

Legal referrals
Emergency message transmission
Lost document advice
International SOS Clinics
Translations and interpreters*
Ground transportation and accommodations for accompanying family members*
Emergency personal cash advances*

SECURITY SERVICES

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

WHAT INTERNATIONAL SOS COVERS

International SOS services can be used in many situations. However, some conditions and activities, and their related or consequential expenses, are excluded from SOS services. A partial list of what is covered and what is not is included here:

COVERED by International SOS services:

- » Expenses incurred as a result of a pre-existing condition (other than those listed below)
- » Expenses incurred for emotional, mental or psychiatric illness

EXCLUDED from International SOS services

(SOS will still help in these situations, but expenses are not covered)

- » Any event occurring when a student is within the territory of his/her home country
- » Evacuation or repatriation if the student can be adequately treated locally or if treatment can be delayed
- » Expenses incurred as a result of or related to:
 - » self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse, or sexually transmitted diseases
 - » AIDS or any AIDS related condition or disease
 - » an accident or injury occurring while caving, mountaineering or rock climbing, skydiving, parachuting, bungee-jumping, hang gliding, deep sea diving, and other extreme sports
 - » engaging in any sort of aerial flight that is not as a passenger on a scheduled airline flight
 - » committing, or attempting to commit, a crime
 - » childbirth, miscarriage or pregnancy unless complication endangers life of mother or unborn child during first 24 weeks of pregnancy
 - » treatment by a non-registered practitioner

Important Contact Information

SOS 24-Hour Alarm Centers

If calling from the U.S., Mexico, Central or South America: Philadelphia, PA (please call here first, when possible)

24 hours: 1-215-942-8226*

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

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

24 hours: 44-20-8762-8008*

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:

<http://www.internationalsos.com/world-network>

University of Dayton Contact Information

Education Abroad 1-937-229-3728

UD Public Safety 1-937-229-2121