

International SOS



YOUR MEDICAL AND SECURITY ASSISTANCE SERVICE

PROTECTING YOU IS OUR PRIORITY

When you are away from home and in unfamiliar or remote locations, there are some events that you cannot predict. If you feel unwell, unsafe or have lost something important to you, simply contact us. Your membership gives you access to 24/7 worldwide medical, security, travel and emergency assistance. Rest assured, we will do everything possible to make your trip memorable for all the right reasons.

YOU ARE IN SAFE HANDS

Contact our multilingual nurses, doctors, logistics and security experts whatever your problem, wherever you are. Our advice is unlimited and it is free to call and speak to us. Collect calls are accepted.

Columbia University works with Aetna and International SOS to facilitate a seamless experience for international travelers. All assistance services and insurance benefits are initiated by calling International SOS at +1 215-942-8478.



Aetna Insurance Benefits Include:

- Urgent and Emergent Medical Expenses (no coverage for preventative or routine care)
- Medical and Security Evacuation and Repatriation
- Trip Interruption Insurance
- Lost Luggage Insurance



**WORLDWIDE REACH.
HUMAN TOUCH.**

internationalsos.com

FROM FRANKFURT TO HO CHI MINH CITY, WHEREVER YOU ARE, WE ARE THERE TOO.



WHEN DO I USE INTERNATIONAL SOS?

PREPARE

before you leave home:

- Keep your membership card safe and with you at all times
- Call an Assistance Centre for free pre-travel information (i.e. vaccination, required medication and travel security concerns)
- Download the Assistance App, log in using your membership number to help you make more informed travel decisions based on our online medical and security reports and country travel risk guides
- Sign up for health and security email alerts
- Inform friends and family that you are with International SOS, so they can get in touch with us should they have any concerns for your welfare while you are away.

WHILE ABROAD

all medical and security enquiries, be they of a routine or emergency nature:

- Free and unlimited health, safety, and security advice
- Find a local nurse, internationally-trained doctor or security specialist near you
- Find medication or medical equipment
- Travel advice on loss of travel documents or legal assistance
- Assistance paying your medical fees.

IN AN EMERGENCY

we provide all necessary emergency services, including:

- Arranging medical transportation and care
- Monitoring your condition and provide advice along the way
- Evacuating you when necessary
- Contacting your family, so they know you are in good hands.

DOWNLOAD

the free Assistance App* from app.internationalsos.com to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.



*available on Android®, BlackBerry®, Windows® & iPhone®.

A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language, anytime 24/7.



MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



SECURITY SPECIALISTS

24/7 access to security reporting, analysis and expert advice from our security consultants, analysts and tracking experts around the world.



CLINICS

An integrated network of clinics around the world, practising international standards of medicine - mostly in emerging countries.



ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

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