



## INTERNATIONAL SOS GLOBAL ASSISTANCE PROGRAM

Your Membership Number: **11BCAS789420**

Florida A&M University (FAMU) partners with International SOS to provide international travel information, support and assistance to FAMU international travelers. Through this partnership, you have access to a global network of 26 assistance centers staffed with international SOS doctors, nurses and security experts. These assistance centers are available to you 24/7/365 to provide travel-related assistance, including pre-trip consults, advice in your language and to support you in case of emergency.

### What do you need to do?

#### *Register Your International Trip*

You are required to register your international travel in our travel registry system as soon as possible, after booking. You can do so here: [FAMU Travel Registry](#)

#### *Take the Travel Risk Awareness Training Courses*

You are required to take three important training courses before your trip. Each course will take about 20 minutes. Upon completion of each course, save and email a copy of your certificate to your program advisor.

<https://traininghub.internationalsos.com/famu>

#### *Download the International SOS Assistance App on Your Smartphone*

- One-touch dial to access the assistance centers
- Expert medical, security and travel assistance
- Receive the latest information about your destination
- Ability to “check-in,” which will provide your last known location to FAMU

#### *Research Your Destination on FAMU’s International SOS Portal*

<https://www.internationalsos.com/MasterPortal/default.aspx?membnum=11BCAS789420>

## What Does International SOS Provide for Me?

### *Before You Travel*

#### **Medical Information**

- On-call: vaccinations, medical information, health threats, etc.
- Online: illness, hygiene, quality and level of local healthcare, precautions to take, access to healthcare, primary care, etc.

#### **Security information**

- On-call: transportation, accommodation, areas to avoid, recommended behavior, advice on a situation, specific advice for your travel profile, etc.
- Online: information on countries and large cities, level and types of risks, local customs, practical (telecommunications, currency, etc.) and political aspects, etc.

#### **For Example**

- What medication do you take with you? Are there any customs restrictions?
- You have mental health concerns you want to discuss with a doctor?
- Your flight arrives at night in a city considered 'dangerous.' What do you do?

### *During Travel/While Abroad*

#### **Medical Support**

- On-call advice: medical and emergency advice, referral to doctors and specialists as well as coordination of treatment with the treating practitioner
- Guaranteed payment of medical expenses
- Proactive email alert in the event of a health risk in a country

#### **Security Support**

- On-call advice: security information and emergency advice
- Assistance in the event a passport or other official document is lost or stolen
- Referral to vetted security service providers
- Email alert in the event a situation develops or deteriorates

#### **For example**

- You have stomach pains and want to consult a doctor and possibly see a vetted provider
- You have learned through the local media that there are incidents of civil unrest and you want to know how to react

### *In the Event of a Medical or Security Emergency*

#### **Medical Assistance**

- Emergency medical evacuation/repatriation
- Transportation in the event of death, assistance with legal formalities
- Hospital follow-up, control of healthcare expenses

#### **Security Assistance**

- Recommendations in the event of an emergency or critical event
- Organization of the evacuation and repatriation by our teams of in-field experts, through to the final destination

#### **For example**

- You've had an accident and want to know the best facility to manage your care
- You have just heard an explosion outside your hotel. What do you do?

## Your International SOS Membership Card:



*Wallet cards are available in the Office of International Education and Development.*

## Call International SOS 24/7 at +1 215-942-8478. Be ready to provide:

- Your first and last names
- International SOS membership number **11BCAS789420**
- That you are traveling on behalf of Florida A&M University
- Phone number where you can be reached
- Reason for your call