

## Parents Frequently Asked Questions

### Introduction

Our school has partnered with International SOS to provide your children and their teachers/trip leaders with medical and security advice and assistance whilst abroad.

For international trips (Trips include tour groups and students embarking on an exchange program). Students and teachers will have 24/7 access to medical and security specialists, online information and advice destination specific email alerts and a one touch global Assistance App to help with any emergencies or routine medical needs.

This program will assist the school in planning for and mitigating the risks associated with travel. This planning is also supported by a global network of 24/7 Assistance Centres, should advice and support be required or should an incident occur.

Some examples of services available to school travellers while away from home include:

- Medical advice on vaccinations and travel safety tips before travelling overseas;
- If one of the students in a travelling group has a medical condition that the teacher wishes to discuss with a doctor to ensure their confidence in providing support to that student;
- If a student or teacher becomes unwell with a cold and are unsure where to find a doctor or pharmacy;
- If a student or teacher are injured, or have concerns for their safety.

Speak to your school's program manager today to find out more about what is available to your child under the membership.

### FAQs

#### Q. Who is International SOS?

International SOS is the world's leading medical & security services company. Our global services include medical and security risk planning, in-country expertise and emergency response for travellers.

At the core of our service is a comprehensive, members-only website ([internationalsos.com](http://internationalsos.com)) and more than 27 Assistance Centres around the world. With 54+ International SOS clinics and a fleet of air ambulances, members are assured of the very best routine or emergency medical and security assistance.

We operate from over 850 sites in 70 countries with 11,000+ employees, led by 1,400 physicians and 200 security specialists.

#### Q. When should your child or their teacher's call International SOS?

Anytime! They can call us with a simple medical, security or travel related question or in an emergency. As member they have access to 24-hour expert advice and assistance – whether they need vaccinations before travelling; medical advice while abroad; or immediate care in a medical emergency. International SOS assistance services are designed to help them with any medical, personal, travel or security problems when they are outside of their home country.

#### Q. What is an Assistance Centre?

International SOS Assistance Centres are 24/7/365 operations centres kind of like a call centre (on steroids!) staffed by doctors and nurses, security experts, multi-lingual coordinators, and logistics support personnel. We can respond rapidly to any type of emergency or call for assistance.

#### Q. Is International SOS an insurance company?

No. We are a 24-hour medical assistance company. Simplified, insurance takes care of the bills and we help keep your children and teachers safe, healthy and secure around the world. We do so by helping them thoroughly prepare before travel. During travel we also offer expert advice, referral assistance, medical monitoring, activating ambulances, alerting the emergency staff if required, arranging hotel/home visits, arranging bedside nursing, all done by our in-house doctors, nurses and security professionals.

Our medical staff credential a worldwide network of providers. Also, we have signed agreements with many of these providers and are able to provide guarantee of payments on the traveller's behalf in most cases. This means we can take care of the costs, without you or the school having to worry.

**Q. Do I have to pay for my child to have access to the International SOS services?**

Your school subscribes to a membership program to access these services.

**Q. Will International SOS pay my child's medical bills?**

Many countries around the world have medical systems that require upfront payment before treatment, even in an emergency. International SOS will guarantee and pay up-front costs associated with their medical care to ensure they receive immediate treatment. We also gain approval to do so through your school. Given our worldwide presence, many providers are accustomed to working with our teams. Whether they need to see a doctor, physio, or need an emergency replacement of prescription medication, a single call to us will allow us to make the necessary arrangements.

**Q. Does my child need to carry a membership card with them at all times?**

No, however it is a good idea for students that are on exchange to always carry their membership card with them since it includes the telephone numbers of our Assistance Centres and your school's membership number. Also should they ever lose consciousness, emergency services are trained to look for identification. They know International SOS and often do alert us when they find the membership card in a wallet.

**Q. What information should your child have available before calling International SOS?**

To ensure a prompt response when calling, they should be prepared to provide the following:

1. First and foremost they will be asked for basic contact information so International SOS can call them back if they get cut-off;
2. They will need to provide a brief description of their issue or concern so they can be put through to the appropriate medical or security consultant;
3. They may be asked personal questions, the information they provide is bound by privacy laws, so ensure they please speak frankly with their consultant so they can receive the best possible care and advice;
4. Provide their membership number (this can be found on the membership card or on the mobile

app) – it's ok if they don't have this, International SOS will still assist them.

**Q. Does International SOS have any helpful pre-travel information available?**

Absolutely! In addition to calling the Assistance Centre for any pre-trip questions teachers and students may have, they can access the country guides by logging in with the membership number at [internationalsos.com](http://internationalsos.com).

They can access this comprehensive and up-to-date site providing essential information including the following:

- vaccination requirements
- passport and visa requirements
- quality of health care
- advice on prevalent diseases
- personal and driving safety information
- hygiene: quality of food and water
- culture and customs
- currency
- weather and what clothes to take
- compatibility of electrical items
- personal safety advice

**Q. How do I get in touch with the doctors, or Intl.SOS involved in my child's care?**

If at any time you need to speak with the International SOS consultant's regarding your child's situation please contact the school and they will arrange for us to call you and update you regarding the situation and planned actions.

**Q. What if my child needs medical advice or a referral to a doctor or dentist whilst overseas?**

If they have any medical concerns, minor or serious, their first contact should be International SOS. Our multilingual medical staff will listen to their concerns, offer advice and if necessary, direct them to the appropriate local healthcare provider for treatment. Also, we can assist them in arranging an appointment at the nearest approved medical centre. This even includes help with identifying a pharmacy that sells genuine medication, and guidance with what to ask for. If they need a replacement script from a doctor, we can help with that too.

In some countries they can attend International SOS clinics also. It is best to simply call and ask.

**Q. What if your child is hospitalised overseas?**

Contact your school as soon as possible so they can ensure International SOS is managing the case. International SOS will immediately take steps to evaluate the care the patient is receiving and

determine what actions must be taken to ensure their safe and speedy recovery.

**Q. What if your child needs medicine or equipment whilst overseas?**

If they've lost or run out of medication, first aid equipment or other supplies, we can help them replace it (in accordance with local and international regulations). In some cases we send fresh supplies, get them a prescription from their doctor at home, or if required arrange a prescription from a local physician.

**Q. What if local medical facilities in the destination country are not adequate?**

If your child is hospitalised in an area where adequate medical facilities are not available, International SOS will obtain approval from your school to move them to a medical facility capable of providing the required care. A physician supervises these movements, and when necessary, a medical specialist or nurse will accompany them during the transportation. A commercial flight or air ambulance will be used when required.

**Q. What happens when they are released from the hospital and still need help?**

When their condition is stabilised and International SOS has determined that it is medically advisable to bring them home or to a facility near their permanent residence, International SOS will again obtain approval from your school and arrange the repatriation under medical supervision. This also applies to members of their group.

**Q. What other travel assistance services do you help members with?**

International SOS assists with replacing important travel documents (e.g. passport, credit cards). If they have a change in plans we can advise you on how to extend their visa or get further vaccinations.

International SOS can refer travellers to a lawyer or interpreter, help to replace lost tickets, and if your school authorises, we can also provide emergency cash advances. However, for routine travel arrangements please use your school's travel management provider.

**Some important notes to remember:**

- For specific details regarding your school's membership program contact your school's program manager.
- International SOS provides a wide range of medical, security, and travel services to assist people in almost every situation; whether it is an emergency or routine advice.
- The International SOS Assistance App and card is the best resource a traveller can have. Providing critical contact numbers for assistance, as well as a source of up to date medical and security information provided by International SOS experts who monitor global situations 24/7.
- International SOS provides pre-travel information to students and teachers prepare for their trip or exchange.
- Members can access this information by logging into the members section of our website ([www.internationalsos.com](http://www.internationalsos.com)) or calling any of our Assistance Centres.

For more information about International SOS please visit [internationalsos.com](http://internationalsos.com).