

## Frequently Asked Questions

### **Q. Who is International SOS?**

**A.** International SOS is the world's leading provider of medical assistance, international healthcare, security services and outsourced customer care. For more than 25 years, we have been helping our clients manage the health and safety risks facing their international travelers, expatriates, and global workforce.

Everyday millions of people put their trust in us to help them wherever they live or travel. At the core of our service is a comprehensive, members-only website ([www.internationalsos.com](http://www.internationalsos.com)) and more than 27 assistance centers around the world, staffed by multilingual professionals. With 33 International SOS clinics and a fleet of air ambulances, members are assured of the very best routine or emergency medical assistance wherever they go.

### **Q. When do I call International SOS?**

**A.** You can call International SOS with a simple medical question or in an emergency. As an International SOS member you get 24-hour expert advice and assistance – whether you want to arrange vaccinations before traveling; get medical advice when you're abroad; or receive immediate care in a medical emergency. International SOS assistance services are designed to help you with any medical, personal, travel or legal problems when you are outside your home country.

### **Q. What is an assistance center?**

**A.** Our assistance centers are 24/7/365 call centers 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 a medical insurance company?**

**A.** International SOS is not an insurance company. However, many insurance companies across the globe use International SOS to provide medical assistance as International SOS has global presence. We are a 24-hour medical assistance company having 27 assistance centers in different countries and also 33 clinics. Once a call is received by any of the assistance centers, the call is directed to our in-house doctors who would determine the nature of request and provide assistance in-terms of advice, referrals, arranging appointments, activating ambulances, alerting the emergency staff if required, arranging hotel/ home visits, arranging bed-side nursing and monitoring the medical condition.

The world wide network of our providers is appropriately credentialed by medical staff prior to any referral. Also, we have signed agreements with many of these providers and are able to provide guarantee of payments on behalf of our clients and in most cases, preferred pricing with these providers. We have dedicated air ambulances across the globe to move patients to centers of better care as and when required.

**Q. Do I have to pay to use International SOS services?**

**A.** As a member, all of our advisory services are complimentary to you. Your organization has placed their trust in the worldwide experience of International SOS.

**Q. Will International SOS pay my medical bills?**

**A.** International SOS is an assistance company, not an insurance company. After approval from your company, International SOS, if and when possible, will guarantee and pay costs associated with your medical care to ensure you receive immediate treatment. Sometimes we can arrange a guarantee of payment from your company's insurance provider for medical fees and expenses.

Your company, through a medical insurance company or other source, typically covers fees for outpatient and in-patient care at our own or other hospitals or clinics, including medication. You should review your company's medical insurance policy for medical care coverage.

**Q. Do I need to activate my membership?**

**A.** No, your membership is already active. Simply carry the card in your wallet at all times while traveling. Whenever you need assistance, contact one of the phone numbers listed on the back of the card.

**Q. Do I have to carry my membership card with me at all times?**

**A.** No, however it is a good idea to always carry your membership card with you since it includes the telephone numbers of the three major worldwide International SOS assistance centers and your company's membership number. Our website ([internationalsos.com](http://internationalsos.com)) includes our contact information, although members will receive service more promptly if they have their membership number handy. (Some organizations include membership information on their Intranets.)

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

**A.** To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex and nationality
- Your company name
- Your International SOS membership number
- The telephone number from which you are calling (in case you are disconnected)

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

**A.** In addition to calling the assistance center for any pre-trip questions you may have, you can access the Country Guides by logging in with your membership number at [www.internationalsos.com](http://www.internationalsos.com). Members 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, and personal safety advice.

**Q. What if I need medical advice or a referral to a doctor or dentist?**

**A.** If you have any medical concerns, minor or serious, your first contact should be International SOS. Our multilingual medical staff will listen to your concerns and offer advice and if necessary, direct you to the appropriate local healthcare provider for treatment. Also, we can help you arrange an appointment at the nearest approved medical center.

In some countries you can attend International SOS clinics which have expatriate staff and offer general practice and accident and emergency facilities. Many of our International SOS Clinics also have facilities such as a laboratory, x-ray and pharmacy departments and hold events for members, including family medicine and first aid training. Some additional fees may apply to utilize these services.

**Q. What if I am hospitalized?**

**A.** Call International SOS as soon as possible or have someone do so on your behalf. 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. Find the nearest assistance center here:

<http://www.internationalsos.com/en/alarm-centers.htm>

**Q. What if I need medicine or equipment?**

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

**Q. What if local medical facilities are not adequate?**

**A.** If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from your company 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 your company and arrange the repatriation under medical supervision.

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

**A.** International SOS assists you with replacing important travel documents (e.g. passport, credit cards). If you have a change in plans we can advise you on how to extend your visa or get further vaccinations. International SOS can refer you to a lawyer or interpreter, help to replace lost tickets, and if your company authorizes, we can also provide emergency cash advances. (We do not make routine travel arrangements.)

**For more information about International SOS please visit our website at  
[www.internationalsos.com](http://www.internationalsos.com)**