


International SOS: Columbia Portal

International Travel Assistance Program for Columbia University




COLUMBIA UNIVERSITY
IN THE CITY OF NEW YORK

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Worldwide reach

Human touch



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Welcome to Columbia University's Global Travel Assistance Program

Rest assured that when you travel internationally on University business, Columbia University has a 24/7 resource on call, online and even on the ground to help with urgent medical issues, security and logistical questions, concerns and situations that may arise. If you need a medical referral, seek pre-travel advice, lose your prescription medication or experience a medical or security crisis, Columbia University has a program in place so you receive the care and expertise that you need, whenever and wherever you need it.

Columbia University partners with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security information services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.


Take advantage of this powerful resource by utilizing the International SOS website's various medical and security tools for pre-travel planning and country-specific information. For referrals to medical, dental or legal service providers around the globe or in the case of an emergency overseas, call an International SOS alarm center, which has physicians, multilingual coordinators, operations managers, logistics support personnel, and medical and security professionals on hand to speak with you.

If you are traveling on Columbia University business, please log your itinerary (including flights, accommodation and/or destination and transportation) into International SOS's [Personal Travel Locator](#) system, a web-based travel registry that will facilitate your support in the case of an emergency. Find attached the handy [User Guide](#) with instructions for logging your travel details. Please note this site only works with Microsoft Internet Explorer 6, 7 or 8 (I.E. 8 must be in compatibility mode). Other web browsers should not be used with the PTL.

Through the [Emergency Record](#) system, you can safely and privately upload any relevant medical records to the International SOS Alarm Center. During a medical emergency, International SOS medical staff will use information you provided to help you obtain appropriate medical care. Columbia University and International SOS take your privacy concerns seriously. Any information

Keep this card handy as you travel

Worldwide reach
Human touch



If you need Medical or Security Advice or Assistance, call us 24 hours a day, 7 days a week.
 Local Alarm Center: Philadelphia +1 215 942 8226 Singapore +65 6330 7180
 Philadelphia +1 215 942 8226 London +44 20 6192 8226
www.internationalsos.com

Columbia University
 Scholastic Comprehensive Service
 11BSGC000064

Print Card


Information on
PANDEMIC FLU

Emergency
Record

EMAIL ALERTS

hotline

powered by:




In early 2007, Columbia University contracted with a company called International SOS ("ISOS") to provide 24-hour worldwide emergency medical and evacuation assistance for eligible Columbia travelers--faculty, staff--students--traveling on University-related activities. ISOS is the world's largest medical and security assistance company, with more than 3,000 professionals in 24-hour Alarm Centers, international clinics, and remote-site medical facilities across five continents.

ISOS IS *NOT* HEALTH INSURANCE--it is a travel assistance program. All travelers must maintain personal health insurance and determine how his/her health insurance program applies to international medical care prior to traveling.

For questions about eligibility, coverage, pre-travel services, support for travelers abroad, and administrative access to traveler details, please contact Columbia Risk Management or see:

http://finance.columbia.edu/treasury/risk_management/Intl_SOS.html

For specific questions related to ISOS services, please consult the Columbia's ISOS Portal or call an ISOS center (numbers below).

http://www.internationalsos.com/members_home/login/clientAccess.cfm?CustNo=11BSGC000064

If calling from:	Call Alarm Center in:	At this number:
U.S. or Canada	Philadelphia, PA	1-800-523-6586 Call collect: 1-215-942-8226

Mexico or South and Central America	Philadelphia, PA	Call collect: 00-1-215-942-8226
Europe, CIS, Africa or the Middle East	London	Call collect: 44-208-762-8008
Asia, Australia or the Pacific Rim	Singapore	Call collect: 65-6338-7800

ISOS membership card (downloadable on Columbia ISOS Portal)



[Print Card](#)

Columbia Membership Number: [11BSGC000064](#)

FAQ

Q. What is the role of International SOS?

A. International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Columbia University services, procedures and policies. You should always attempt to contact Columbia University emergency contacts at your school/department first, who will advise you in case of an emergency. If they are not available and you need immediate assistance then proceed to contact International SOS.

Q. How can International SOS help?

A. International SOS is available to provide assistance to Columbia travelers when something unexpected occurs. One phone call connects you to the International SOS network of multilingual specialists for immediate help in an emergency. International SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

Q. How does it work?

A. Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

Q. What do I need to do to use the program?

A. In order to utilize any of the medical or travel services listed under contract, call any ISOS Alarm Center from anywhere in the world by calling directly, calling collect, or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

- Your name, location, age, sex, and nationality
- The school/department with which you are associated (for example, student in FAS Study Abroad Program in France)
- Your International SOS membership number: (Found on your ISOS card)

- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the member (if the person calling is not yourself.)
- Name, location, and telephone number of the hospital or clinic (when applicable)
- Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

Q. What if I have pre-trip questions about my travel destination or questions about the current status in that location?

A. In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website <http://www.internationalsos.com>. Use your membership number as your member login. In addition to the information covered at the Pre-Departure Sessions and on-site orientation conducted by your program, the ISOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Q. Do I need to activate my membership?

A. No, your membership is already active. Simply carry the card at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel. However, you can create a personal on-line account with ISOS into which you can save medical, family and emergency information. Unless you input your information into an account it will not be available for staff in the event of an emergency. Medical and personal information can only be accessed by an ISOS doctor.

Q. What are Email Alerts?

A. You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and signing up. Medical alerts are issued when there is an unusual health risk that, in the opinion of the ISOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when ISOS Security professionals have identified a security risk in a specific country.

Q. What if I need a doctor or a dentist

A. Call the International SOS Alarm Center listed on the back of your card. International SOS will help provide a referral for a doctor or dentist nearest to you. You can also ask to speak to a doctor or dentist who speaks your native language to discuss simple or critical matters.

Q. What if I need a lawyer while overseas?

A. Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, on-site staff should be informed of this immediately.

Q. What if I need prescription medication?

A. If you require a prescription that a local physician cannot obtain, 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 may apply).

Q. What if I am hospitalized?

A. In most cases, Columbia University staff should be able to assist you via our on-call emergency staff. However, if you are in a situation or location where you cannot reach Columbia staff, call the nearest International SOS Alarm Center. 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. ISOS will notify Columbia University staff immediately if you have not already done so.

Q. What if local medical facilities are not adequate for my specific requirements?

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

Q. Will International SOS pay my medical bills?

A. If you are unable to arrange for payment of medical expenses at the time of service, International SOS will guarantee and pre-pay all costs associated with your medical care. You are ultimately responsible for the costs of medical care, and will be billed at a later date. This is why you are required to have personal health insurance. International SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating ISOS, you authorize medical care as necessary and acknowledge that you will be billed for such care.

Q. How can International SOS assist in the event of death?

A. International SOS will render all assistance possible to the Columbia traveler to obtain clearances and arrange transportation for the return of mortal remains. In such an event, Columbia University will be the point of contact for the family in this situation.

Q. What should I do in the event of a security emergency?

A. Call an alarm center listed on the back of your membership card, and a security specialist will assist you.

Q. What is security evacuation assistance and coordination?

A. The ISOS Security Division will assist Columbia University in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Q. How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

A. You can visit the website below:

http://www.internationalsos.com/members_home/Security/

ISOS General Email to Students

Dear Student:

As a sponsored Columbia student travelling abroad this summer or break, you are covered by International SOS (ISOS), an emergency services insurance program that supplements your regular health insurance. ISOS provides world-wide assistance in the event of an emergency that requires special evacuation and repatriation services or immediate medical intervention. This is the kind of insurance one hopes never to use or to need, but you should have in case of a real emergency.

Membership in the program provides services such as:

- pre-trip information on travel health & security issues
- emergency evacuation
- medically supervised repatriation
- companion ticket for medical repatriation
- medical monitoring
- online travel security information

ISOS is the world's largest medical and security assistance company, maintaining health clinics and remote-site medical facilities across five continents. It is important to understand that, although ISOS will offer you travel medical and security advice and services, as well as on-line access to information which many insurance companies do not offer, **ISOS IS NOT HEALTH INSURANCE**. Please maintain your own health insurance plan. Requests for reimbursement for medical care received while abroad should be submitted to your health insurance provider, not to ISOS.

To download a ISOS card and for more information about using ISOS services, log into

[Columbia's ISOS page](#)

or cut and paste:

http://www.internationalsos.com/members_home/login/clientAccess.cfm?CustNo=11BSGC000064.

Personal Travel Locator Registration (PTL):

You are required by Columbia to register your upcoming trip with ISOS using their Personal Travel Locator system (PTL), a web-based travel registry that will facilitate your support in the case of an emergency. When you know it, and minimally 1 week before you leave, please log your itinerary and overseas contact information into the PTL. Any travel records will remain confidential and only accessed in case of an emergency. With the related "Emergency Record System," you can safely and privately upload any relevant medical records to the International SOS Alarm Center. This system is accessible only to ISOS's medical staff, who will use information you provide to help you obtain appropriate medical care overseas.

NOTE: You will only be able to enter information using Microsoft Internet Explorer (*not Mozilla-Firefox, Safari, Chrome, etc*)

Click here to log your itinerary: [PTL Access](#) or cut-and-paste the following

address: http://www.internationalsos.com/members_home/login/clientAccess.cfm?CustNo=11BSGC000064

Confirmation: Please print out a screen shot of your completed 'trip report' and submit to your sponsoring department to confirm that you have indeed registered with ISOS.