

International SOS Program Information for CWS Identified Internships and Stipend Participants

As a participant in an international CWS sponsored internship you automatically qualify for Wellesley's Travel Assistance Program, International SOS. Should you have any medical or safety difficulties during your internship abroad, International SOS will be available to assist you as necessary. To take full advantage of this service you must logon to the International SOS Web site and create an emergency record (instructions below). The wallet card, which contains the Wellesley College group membership number and the Alarm Center phone numbers, should be kept with you at all times while you are abroad.

Managed and administered by International SOS, the Wellesley College Assistance Abroad Program offers medical, travel, and security assistance. The services provided by International SOS include pre-departure telephone advice, online country profiles, health and safety information, medical and legal referrals, as well as full-scale evacuation by private air ambulance. The International SOS network of multilingual specialists operates 24 hours a day, 365 days a year, from SOS Alarm Centers around the world.

Please note that International SOS is not a substitute for the medical insurance, which you are required to have to participate in an international internship. It is your responsibility to verify that your policy will cover you while you are abroad. International SOS will complement your medical insurance by providing you with travel, medical, and security advice and services, as well as online access information.

You must complete the International SOS online Emergency Record and send email confirmation to the CWS before your departure. Please follow these instructions:

- 1. Access the International SOS Website:**
<http://www.internationalsos.com>
or <http://www.wellesley.edu/OIS/SOS.html>.
- 2. Enter Wellesley College's program number. If you do not have this number, please contact Beth Robichaud (erobicha@wellesley.edu) at the CWS.**
- 3. Fill out the Emergency Record Information.** There are several sections, all listed in tabs on the left-hand side of the Web page. You will need the following information to complete the section: your medical insurance provider's number, medications, doctor's information and other relevant medical information, and your passport information.
- 4. Email Emergency Record Summary to the CWS.** Once you are on the last screen of the emergency record, you will be given the option to email the "Emergency Record Summary." Please click on "**Personal Information**" and "**Health Insurance**" (do not click any other sections) and send to SOSforms@wellesley.edu.

If you have an emergency while you are abroad, your first point of contact should always be International SOS. You should call the SOS Alarm Center, in Philadelphia at 215-942-8226 as indicated on your wallet card. SOS will contact Wellesley's on-call staff in the United States. You may call collect or your parents, friend, or program administrators may call on your behalf, if you are unable to make the call, so please share this information as needed.

Please be aware that some of the services provided by SOS will carry additional charges not covered under Wellesley's contract, and you may be responsible for those charges. In instances where you are unable to pay for these charges with a credit card, Wellesley is able to guarantee payment on your behalf, and assess the charges to your student account.

If you have any questions about the coverage, please contact Tere Ramos at 781-283-2607, Stephanie Abbott at 781-283-3599 or Melissa Hawkins at 781-283-2357.

Using the SOS Program

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an SOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the SOS Alarm Centers will assist you. To ensure a prompt response when calling, you should be prepared to provide the following:

- ✓ Your name, location, age, sex, and nationality
- ✓ The internship with which you are associated:
i.e., **Wellesley College internship in _____**
- ✓ Your International SOS membership number:
**If you do not have this number, please contact
Beth Robichaud (erobicha@wellesley.edu) at the CWS.**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you)
- ✓ 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)

Program Benefits

1. Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children

- Medical monitoring
 - Inpatient admission and identification of receiving physician
 - Emergency and routine medical advice
 - Pre-trip information on travel health issues
 - Medical and dental referrals
 - Outpatient referrals
 - Outpatient case management
 - Claims assistance
 - Outpatient medical expense guarantee and payment (Fees will apply)
 - Inpatient medical expense guarantee, cost review and payment (Fees will apply)
 - Dispatch of medication and medical supplies (Fees will apply)
 - International SOS clinics
2. Travel services
- Legal referrals
 - Emergency message transmission
 - Translations and interpreters (Fees will apply)
 - Lost document advice
 - Ground transportation and accommodations for accompanying family members (Fees will apply)
 - Emergency personal cash advances (Fees will apply)
3. Security services
- Security evacuation assistance
 - Online travel security information
 - Access to security crisis center

Q: What is the role of International SOS?

A: International SOS provides you with worldwide quality health care assistance and emergency assistance services 24 hours a day. It is designed to supplement your medical insurance coverage. While you are abroad, your first point of contact should always be SOS. You should call the relevant SOS Alarm Center, as indicated on your wallet card. SOS will contact Wellesley's on-call staff in the United States.

Q: How can International SOS help?

A: One phone call to International SOS 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: You will be provided with an International SOS membership card. 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 SOS 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 internship with which you are associated:
i.e., **Wellesley College internship in _____**
- ✓ Your International SOS membership number:
**If you do not have this number, please contact
Beth Robichaud (erobicha@wellesley.edu) at the CWS.**
- ✓ The telephone number from which you are calling
(in case you are disconnected)
- ✓ Your relationship to the member
(if the person calling is not you)
- ✓ 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 at <http://www.internationalsos.com>. Use the Wellesley membership number as your member login. In addition to the information covered at the pre-departure sessions and on-site at your internship location, the SOS comprehensive guides provide 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. Carry the card at all times while traveling. You should also fill out an emergency record and travel record online at <http://www.internationalsos.com> so International SOS can better assist you during an emergency situation. Use the Wellesley

membership number as your member login. Unless you input your information into an account, it will not be available for staff. Medical and personal information can only be accessed by an SOS doctor. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card.

Q: Are my family members covered under the International SOS program?

A: Family members accompanying a Wellesley student traveling on college-related activities are not covered under the Wellesley-provided coverage. However, coverage can be purchased for them at 20% discounted rates. You can also purchase coverage for yourself and family members at discounted rates for leisure/vacation travel.

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 SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.

Q: What if I need a doctor?

A: Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language. The International SOS Alarm Centers are listed on the back of your card. SOS will contact Wellesley's on-call staff in the United States.

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, Wellesley 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 for the Medication Apply)

Q: What if I am hospitalized?

A: Contact 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. International SOS will notify Wellesley 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 Wellesley 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 Wellesley and arrange the repatriation under medical supervision.

Q: Will International SOS pay my medical bills?

A: After a line of credit is opened in your name, International SOS will guarantee and pay all costs associated with your medical care locally. You are responsible, however, for reimbursing these costs of medical care through Wellesley College. This is why we require you to have health insurance coverage that will cover you while abroad. 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 SOS 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 Wellesley College to obtain clearances and arrange transportation for the return of mortal remains. In such an event, the College 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: Contact the nearest International SOS Alarm Center and a security specialist will assist you.

Q: What is security evacuation assistance and coordination?

A: The SOS Security Division will assist the College 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/

SOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:

Philadelphia, PA

24 hours: 1-215-942-8226 (call collect where available)

Within U.S.A. call: 1-800-523-6586

If calling from Europe, CIS, Africa or the Middle East:

London, England

24 hours: 44-20-8762-8008 (call collect where available)

If calling from Asia, Australia or the Pacific Rim:

Singapore

24 hours: 65-6338-7800 (call collect where available)

Additional Alarm Center and Clinic contact information can be found at the SOS website at

www.internationalsos.com/world-network

Should you have any questions, please do not hesitate to contact the Internship Office at 781-283-2607.