



# Welcome

You're now a  
Scholastic member  
of International SOS.



**Rest assured. You have a dedicated line to our Philadelphia Assistance Center, +1.215.942.8478**, which is answered by a specially-trained team who recognizes the unique needs of students, faculty, staff and others. This number can be used for medical and security assistance advice for emergencies, as well as routine advice and information when outside your home country.

**Reach out to International SOS if you need a routine referral, lose your medication or have a medical or security crisis.** You can also call the Dedicated Line using the International SOS Assistance App, or use the LiveChat feature. International SOS is here to help and ensure you get what you need anytime, anywhere. That's what we do best. Keep your membership card handy and add the Dedicated Line to your phone contacts as you travel and study abroad. It contains your membership number and phone numbers to access International SOS 24/7/365.

**Call International SOS anytime** - even before you go - so that you can speak directly with an International SOS medical or security team member to discuss the best course of action.

## WHEN DO I USE INTERNATIONAL SOS?



### Medical and Travel Assistance

- › Arrange evacuations and repatriations
- › Emergency and routine medical advice
- › Travel health information
- › Medical and dental referrals
- › Coordination of insured medical benefits
- › Access to International SOS clinics
- › Emergency message transmission
- › Emergency translation and interpreter services
- › Lost document advice and assistance
- › Arrange ground transportation and hotel for accompanying family members
- › Mental Health Support
- › Assistance App with LiveChat



### Security Assistance

- › Arrange evacuations
- › Legal referrals
- › 24 hour access to International SOS Security specialists
- › Real time security and safety information
- › Access to Security Crisis Center



### Online Tools

- › Online Scholastic membership website
- › Country guides
- › Email alerts



### Other Services

- › Out-patient case management
- › In-patient admission
- › Dispatch of prescription medication and medical equipment

## WHEN YOU NEED HELP, WE'LL BE HERE FOR YOU.

For more than 30 years, we've been helping our members stay healthy, safe, and secure. Our reach is global, with locations in 90 countries, 26 assistance centers, more than 60 clinics and a fleet of air ambulances. The medical and security expertise of our multilingual staff assures you of the very best assistance and care. The dedicated scholastic line is answered by coordinators, medical and security staff who are trained to handle students' and scholastic travelers' requests for assistance and understand your unique needs.



# 26

Assistance  
Centres



# 5,200

Medical  
Professionals



# 2,300

Security  
Professionals

## A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON

Local medical and security expertise provided globally in any language, anytime 24/7/365.



# 81,000

Accredited  
Providers



# 24/7

LiveChat  
Service



# 24/7

Real Time  
Access

### CONTACT US:



#### DOWNLOAD:

- › Download our free Assistance App on your Smartphone from <http://app.internationalsos.com>



Our Assistance App is available on  
Android®,  
BlackBerry®,  
iPhone® &  
Windows Phones.



#### CALL:

- › Dedicated Scholastic Line  
+1.215.942.8478
- › Philadelphia Assistance Center  
+1.215.942.8226