

International SOS Global Assistance Program Frequently Asked Questions

What is the role of International SOS?

International SOS provides UNH travelers abroad on UNH-managed programs with quality health care and medical and security assistance services worldwide 24 hours a day.

How can International SOS help?

International SOS provides UNH students, faculty and staff on UNH-managed programs with assurance that you will be assisted during emergency situations that may arise. One phone call connects you to the International SOS network of multilingual specialists for immediate help. International SOS services are designed to help you with medical, personal, travel, security and legal problems when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters. International SOS also maintains an extensive, detailed website containing medical, security and travel information for countries around the world.

How does it work?

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. If you do not have a card, you can [print one now](#).

What do I need to do to use the program?

In order to utilize any of the medical or travel services listed under [Membership Benefits](#), contact any [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, gender and nationality
- Your International SOS membership number: **11BCAS000009** (use this code to access the University of New Hampshire International SOS web site when using the web site)
- The telephone number from which you are calling (in case you are disconnected)
- Your relationship to the University of New Hampshire employee (student, faculty, staff or dependent)
- Name, location and telephone number of the hospital, clinic or treating doctor (when applicable)

What if I have pre-trip questions about my travel destination?

In addition to calling the Alarm Center for any pre-trip questions you may have, you can access [Country Guides](#) from this website by using your International SOS membership number - 11BCAS000009. These comprehensive guides provide both medical 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.

Do I need to activate my membership?

No, your membership is already active. Simply carry the card in your wallet 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.

Are my spouse and children covered under the International SOS program?

If you are a faculty or staff member leading a UNH-managed program and have dependents with you on the program, they are covered under the International SOS program.

What are Email Alerts?

UNH highly recommends signing up for alerts in your destination region. Medical alerts are issued when there is an unusual health risk that, in the opinion of International SOS medical professionals, may negatively impact travelers visiting a specific country or region. Security alerts are issued when the combined team of security professionals from a joint venture of International SOS and Control Risks has identified a security risk in a specific country or region.

What do I do if my card is lost or stolen?

You can [print the card now](#).

What if I need a doctor?

The International SOS [Worldwide Alarm Centers](#) are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

What if I need a lawyer while overseas?

Call the nearest International SOS [Worldwide Alarm Center](#) for legal referrals.

What if I need prescription medication?

We can help 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 medication you need.

What if I am hospitalized?

Call the nearest International SOS [Worldwide 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.

What if local medical facilities are not adequate?

If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from UNH 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. Please note that you will be charged the resulting fees, so you must notify your insurance company in advance to determine reimbursement for International SOS services.

What happens when I am released from the hospital and still need help?

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 UNH and arrange the repatriation under medical supervision. Please note that you will be charged the resulting fees, so you must notify your insurance company in advance to determine reimbursement for International SOS services.

What should I do if I am concerned about my security or in the event of a security emergency?

[Contact us](#) and a security specialist will assist you for both urgent and non-urgent situations.

What is security evacuation assistance and coordination?

We will assist you in the event of threatening situations such as civil and political unrest, insurrections, revolution and similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

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

You can visit [Travel Security Online](#).

In the event of death...

International SOS will render all assistance possible to obtain clearances and arrange transportation for the return of mortal remains.