WHAT TO DO IN A TRAVEL EMERGENCY

In the event of a medical, political, pandemic or natural disaster emergency, please take the following steps:

1. Seek medical treatment at the closest medical facility. If medical service is not available, contact International SOS for assistance (call collect +1 215 942 8478).

2. Contact International SOS (+1 215 942 8478) to alert them to your emergency. International SOS will assist, monitor and coordinate your situation until resolved or you are no longer in danger.

3. Alternatively, call Yale Security 24/7 at +1-203-785-5555, who will notify the Yale University Office of International Affairs and, if necessary, your program.

4. Notify Yale Health at +1-203-785-5555, or your Primary Care Physician, of your medical treatment. For emergencies, always seek treatment immediately.

5. Contact the nearest U.S. Consular service or Embassy or the embassy of your country of citizenship.

**Note:** If you are unable to make multiple telephone calls, ask International SOS to make the additional calls for you.

**EMERGENCY TELEPHONE NUMBERS**

International SOS: +1 215 942 8478 (call collect) or use the in-country toll-free numbers listed on this ID card.

Yale 24-hour Security Office: +1-203-785-5555

Your Primary Care Physician: __________

When you call International SOS, please be prepared with the following information:

1. Name, telephone number, relationship to member
2. Member’s name
3. A description of the emergency or patient’s condition
4. Name, location and telephone number of hospital, if applicable
5. Name and telephone numbers for the treating doctor; how and when the doctor can be reached, if applicable

**ATTENTION MEDICAL PERSONNEL OR POLICE**

In medical emergencies, assistance will be provided to the individual holding this card as well as their legal dependents traveling with them.

En emergencias médicas, la ayuda será proporcionada al individuo que sostiene esta tarjeta y a los dependientes legales que viajan con él.

Lors d’urgences médicales, l’aide sera fournie à l’individu porteur dcette carte et aux personnes à charge qui voyagent avec lui.
SERVICES PROVIDED BY INTERNATIONAL SOS

Medical and Travel Assistance
• Arrange evacuations and repatriations
• Emergency and routine medical advice
• Travel health information
• Medical and dental referrals
• Coordination of payment for out of country medical expenses.
• 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

Travel Assistance Services
• Pre-travel, Safety, Health & Security Information
• Emergency Travel Arrangements
• Emergency Transfer of Funds
• Assistance in Replacing Lost or Stolen Travel Documents
• Legal Referrals/Bail Bond Assistance
• Translation Services

Other Services
• Assistance App with LiveChat
• Out-patient case management
• In-patient admission
• Dispatch of prescription medication and medical equipment

Emergency Information

EMERGENCY INFORMATION

Name: D/O/B
Citizenship: 911 Equivalent:

(Acute care) Nearest Embassy
Phone: Address:

Local Hospital
Phone: Address:

In case of emergency
Name: Phone:

Program leader/local contact
Name: Phone:

Primary/secondary meeting places

Health Insurance
Policy #: Phone
Primary Care Physician: Phone
Blood type: Special medical conditions:
Passport #: