International SOS

- ISOS provides 24/7/365 support to students traveling abroad.

- ISOS can assist with urgent medical care, security and logistical concerns, and emergency evacuations.

Keep the ISOS contact phone number and membership number handy at all times:

Dedicated Telephone: +1-215-942-8478
Membership number: 11BSGC000064
INTERNATIONAL SOS

How can ISOS help you plan for your travel?

- Recommendations for reputable and safe lodging prior and during your trip.
- Targeted, up-to-date region/city-specific email alerts sent to you. **Be sure to opt in to email alerts when you register.**
- Updated global risk ratings by country.
- Emergency evacuation support should there be an uprising, natural disaster or health outbreak.
- Pre-trip travel guides including in-depth information for your specific destination.
- Help finding reputable global health clinics should you require urgent medical treatment.
- Assistance if you lose your passport or other travel documentation.
- Tracking solutions and mobile apps to keep you connected and ease communication while abroad.

**PLEASE NOTE**
ISOS does not provide health insurance. It is your responsibility to ensure health care coverage prior to departure.
How to register on ISOS before you travel

1. Visit the International SOS site and click on the MyTrips link on the upper right side below the membership card.

2. Click on “New User” to create a profile.

3. After entering your basic profile information, **make sure you select the correct “School Affiliation”**. Contact your Columbia program manager to confirm your school affiliation.

4. Once your profile is complete, click “Update”.

5. Click on “Create New Trip” and create a name for your trip. Enter your trip information and save.

6. Create a separate itinerary for each additional side trip (including personal trips).

7. Opt in to email alerts.

Please Note: You will be able to print the links to key resources, including those mentioned here, at the end of this orientation.
When should I contact ISOS?

Before You Leave

• Pre-trip questions about medical care, security and general travel advice.

While Abroad

• Lost prescription medication.
• While hospitalized, should you require local assistance or translation.*
• To better understand the security implications of a recent event and the necessary safety measures.
• To get assistance during a security crisis.
• To get assistance, evacuate or be marked “safe” for family and your home institution during a natural disaster.
• For help after the loss of your ID/passport/travel documents.

*Additional fees may be incurred for translation services.
EMERGENCIES WHILE ABROAD

How to prepare, who to call, and what to do
EMERGENCIES

HOW TO PREPARE

- Review information, alerts, warnings, and other guidance issued by the U.S. Department of State, ISOS, health authorities, and other governmental and non-governmental entities.

- Register with ISOS to receive alerts, advisories and warnings for the region you will be traveling in.

- Know the ISOS phone number and Columbia’s membership number, and save them in your phone.

- Have the phone number of an administrator from your program with you at all times.

- Review your destination country’s emergency numbers and save them in your phone.

- Monitor Department of State alerts in advance of your trip and throughout your time abroad.

ISOS Phone Number: +1-215-942-8478
ISOS Membership Number: 11BSGC000064
EMERGENCIES

IN CASE OF AN EMERGENCY

• Don’t panic.
• Let an administrator from your program and your family know that you are safe.
• Follow any additional emergency protocols prescribed by your in-country program coordinator and/or local institution.
• If you have a life-threatening emergency and need immediate assistance, call 911 or its equivalent in the country where you are located.
• If there is an urgent, but non-life-threatening situation, monitor the situation and reach out to ISOS with any questions or concerns.

Should you receive communications from ISOS, the University or a program contact, respond immediately to confirm your safety, even if you’ve already let someone else know.
EMERGENCIES

Natural Disasters, Political Uprisings, and Urgent Medical Care

ISOS offers 24/7 worldwide medical referrals, medical and security assistance, lost passport help, evacuation and many other services

<table>
<thead>
<tr>
<th>IF CALLING FROM</th>
<th>CALL</th>
<th>ASSISTANCE CENTER IS IN</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. or Canada</td>
<td>+1-800-523-6586 (Call collect: +1-215-942-8226)</td>
<td>Philadelphia, PA</td>
</tr>
<tr>
<td>Mexico or South Center America</td>
<td>Call collect: +1-215-942-8226</td>
<td>Philadelphia, PA</td>
</tr>
<tr>
<td>Europe, Commonwealth of Independent States, Africa or the Middle East</td>
<td>Call collect: +44-208-762-8008</td>
<td>London</td>
</tr>
<tr>
<td>Asia, Australia or the Pacific Rim</td>
<td>Call collect: +65-6338-7800</td>
<td>Singapore</td>
</tr>
</tbody>
</table>

Your Columbia ISOS Member Number: 11BSGC000064

*It is recommended that you contact the closest Assistance Center should you need emergency medical information.*