

Emergency Travel Assistance for ISEP



MEDEX is the **one number you need to call** to get help while traveling. From lost passports to emergency medical and security evacuations, ISEP Coordinators can contact MEDEX from any location in the world. As the leading provider of international medical, travel, and security assistance, MEDEX is available anytime, day or night.

How to contact MEDEX:

Printed on your MEDEX ID card are the phone numbers for the worldwide MEDEX network. Call the toll-free number for the country from which you are calling. If you are in a country not listed, call the Baltimore, Maryland, Emergency Response Center collect at 1-410-453-6330.

If the student is experiencing a medical emergency, immediately go to the nearest physician or hospital without delay and then contact MEDEX.

A multilingual coordinator will ask for the information below and will immediately organize any necessary assistance.

Please be prepared with as much of the following information as possible:

- Your name and relationship to ISEP
- MEDEX ID number: 319691
- Name of the patient, with accurate spelling
- Description of the problem
- Patient's date of birth
- Local phone number for patient or someone who is with the patient
- Name and, if available, phone number for the hospital, if patient has already been admitted
- Patient's home address or original residence city
- Contact name(s) and phone number(s) for patient's family



MEDEX Services Available:

Medical Assistance Services:

- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Transfer of Insurance Information to Medical Providers
- Medication, Vaccine and Blood Transfers
- Dispatch of Doctors / Specialists
- Transfer of Medical Records
- Continuous Updates to Family, School, and Home Physician
- Replacement of Corrective Lenses and Medical Devices

Travel Assistance Services:

- Replacement of Lost or Stolen Travel Documents
- Emergency Travel Arrangements
- Transfer of Funds
- Legal Referrals
- Translation Services
- Message Transmittals
- Emergency Pet Housing and/or Pet Return

Worldwide Destination Intelligence:

- Pre-Travel Information
- Travel and Health Information
- Real-time Security Intelligence

Medical Evacuation & Repatriation Services:

- Emergency Medical Evacuation
- Transportation to Join a Hospitalized Traveler
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Personal Security Services:

- Security Evacuation
- Political Evacuation
- Transportation After Security or Political Evacuation
- Other Evacuation Assistance Services

MEDEX Emergency Phone Numbers

The numbers below must be dialed from within the country. If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT at 1-410-453-6330.

Australia and Tasmania:	1-800-127-907
Austria:	0-800-29-5810
Belgium:	0800-1-7759
Brazil:	0800-891-2734
China (northern regions):	108888 (wait for tone) 800-527-0218
China (southern regions):	10811 (wait for tone) 800-527-0218
Dominican Republic:	1-888-567-0977
Egypt (inside Cairo):	510-0200 (wait for tone) 877-569-4151
Egypt (outside of Cairo):	02-510 (wait for tone) 0200-877-569-4151
Finland:	0800-114402
France and Monaco:	0800-90-8505
Germany:	0800-1-811401
Greece:	00-800-4412-8821
Hong Kong:	800-96-4421
Indonesia:	001-803-1471-0621
Israel:	1-800-941-0172
Italy, Vatican City and San Marino:	800-877-204
Japan:	00531-11-4065
Mexico:	001-800-101-0061
Netherlands:	0800-022-8662
New Zealand:	0800-44-4053
Philippines:	1-800-1-111-0503
Portugal:	0800-84-4266
Republic of Ireland (Eire):	1-800-409-529
Republic of South Africa:	0800-9-92379
Singapore:	800-1100-452
South Korea:	00798-1-1-004-7101
Spain and Majorca:	900-98-4467
Switzerland and Liechtenstein:	0800-55-6029
Thailand:	001-800-11-471-0661
Turkey:	00-800-4491-4834
U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man:	0800-252-074
United States, Canada, Puerto Rico, US Virgin Islands, Bermuda:	1-800-527-0218



Repatriation of Remains:

If a student should pass away, contact MEDEX with the name of the deceased and the location of the local funeral home or hospital. MEDEX will coordinate with the family, the funeral home where the deceased is located, and the funeral home in the deceased's home location. MEDEX will also assist in making travel arrangements for any relatives who were traveler with the student.

What to Expect When Using MEDEX:

- MEDEX Nurse Managers monitor cases, evaluate the immediate situation and determine if other medical experts need to be involved.
- MEDEX Physician Advisors and Nurse Managers will confer with the treating physician to ensure that the student is receiving appropriate and adequate care and is in a quality medical facility for treatment.
- If the student is hospitalized, MEDEX will coordinate communications, transfer of information, etc. between the student's family, the program manager, insurance, and home physician, within HIPAA regulations.
- Should an evacuation be required, MEDEX will locate the best option for safe and healthy transit to either a medical facility with a higher level of care or to the student's home. In the event of an evacuation, MEDEX will require the student's name and passport information.
- If the student is hospitalized, MEDEX can arrange for a loved one to be by his/her side.
- MEDEX will continue to monitor the student's medical situation until the student has regained his/her health or has been transported safely home.

