International SOS FAQ

Travelers and Expatriates - Frequently Asked Questions

Your company has partnered with International SOS to provide you with medical advice and assistance before, during and after assignments overseas. Prior to travel, it is highly recommended you view our online country guide. If you need more in-depth information or have questions specific to your personal health and safety, call the International SOS assistance Center before you travel.

What is the role of International SOS?

International SOS provides your organization's travelers and assignees with quality health care and medical and security assistance services worldwide 24 hours a day.

How can International SOS help?

International SOS provides you and your family with the assurance that you will be assisted during emergency situations that may arise during travel or international relocation. 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, and security problems when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters

How does it work?

Carry the International SOS membership card with you at all times. It includes the telephone numbers of the major worldwide International SOS Assistance Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card or use your Assistance App to call or chat with someone for assistance. You can print your card at any time from the portal.

What do I need to do to use the program?

In order to use any of the medical or travel services listed under My Organization/ My Profile /My Membership contact any Assistance Center from anywhere in the world by calling directly, or connecting through the Assistance App. You may also download the International SOS Assistance App, available to you free of charge. The Assistance App provides location-based alerts, security risk information, information on vaccinations, plus more.

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

You can access Country Guides from your Portal Use the search bar at the top right of the portal page to find a country or city. 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, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information, plus more.

If you need further information with regards to your upcoming trip, you can always contact any Assistance Center.

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Do I need to activate my membership?

No, your membership is already active. Whenever you need assistance or advice, call our Assistance Center or connect through the International SOS Assistance App.

What are Medical Email Alerts?

Medical alerts are issued when there is an unusual health risk that, in the opinion of International SOS medical professionals, may negatively impact travelers or assignees visiting a specific country or region. You have the option to sign up for Medical Email Alerts beyond the alerts that are automatically triggered when you book a trip (if applicable).

You may also sign up for location-based alerts via the Assistance App, to receive on-to-go information in real-time.

What if I need a doctor?

Call the International SOS Assistance Center or connect through the Assistance App for a referral to a doctor who speaks your language. Download the App from Apple or Google Play stores.

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?

Contact our Assistance Center or connect through the Assistance App. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to help 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 your organization's Health and Medical Services 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.

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 home, International SOS will obtain approval from your organization and arrange your return under medical supervision.

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Will International SOS pay my medical bills?
Contact your Human Resources department regarding your organization's policy.

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