

## **MEMORANDUM**

To: Faculty and Staff

From: Eric F. Spina, Vice Chancellor and Provost  
Louis G. Marcoccia, Executive Vice President and Chief Financial Officer

Date: September 10, 2014

Subject: International Travel Emergency Medical and Security Assistance Services

We are pleased to inform you that the University has renewed its contract for fiscal year 2014-2015 with International SOS (ISOS)—the world's leading medical and travel security services company. ISOS provides services for faculty and staff traveling outside the United States on University business or for University-sanctioned academic work, 24 hours a day, 365 days a year.

Services available through ISOS and its network of worldwide call centers include:

- Pre-trip and up-to-date medical and security reports and information
- Medical service referrals to a network of pre-screened physicians, clinics and hospitals
- Urgent and non-urgent travel security assistance and advice
- Medical monitoring, advice and claims assistance
- Lost prescription and travel document assistance
- Multilingual translation services

For a complete list of services, please go to the ISOS website at <https://www.internationalsos.com/en/>

We encourage all University faculty and staff traveling outside the United States on University business or for University-sanctioned academic work to register online with ISOS. Registering allows ISOS quick and easy access to your trip details should you need to contact them while traveling, and also helps the University's on-call Risk Management and SU Abroad staff locate travelers in the event of an international crisis or emergency.

Registration is easy using the My Trips link, <https://www.internationalsos.com/en/>. Enter the University's corporate membership number--11BCPA000177. You are encouraged to carry the ISOS wallet card or download the smart phone app.

Although many of the services provided by ISOS are included under the University's contract, in certain circumstances faculty and staff will be responsible for ISOS fees, and a portion of medical costs (e.g., co-insurances, etc.).

The University recommends travelers always maintain sufficient health insurance while traveling abroad. ISOS is not health insurance, and it does not satisfy visa insurance requirements. Please contact the General Counsel's Office at 315-443-9732 for advice.

This [SU News](#) story outlines how one faculty member benefitted from registering with ISOS. If you have questions or would like a representative of Risk Management or ISOS to speak to you or your colleagues about the importance of registering your trips with ISOS, please contact Manager of Emergency Management and Business Continuity Planning Dan Wears at

315-443-0315 or [dhwears@syr.edu](mailto:dhwears@syr.edu). For SU Abroad programs, contact Bridget Hughes, SU Abroad Case Manager, at 315-443-1844 or [brhughes@syr.edu](mailto:brhughes@syr.edu).

Eric F. Spina  
Vice Chancellor and Provost

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