

# International SOS

THE UNIVERSITY of TENNESSEE   
KNOXVILLE



Worldwide reach Human touch

## Who is International SOS?

World's leading provider of medical assistance, international healthcare, security services and customer care.

- Worldwide network of 27 assistance centers, 35 clinics and a fleet of air ambulances
- Over 8,000 employees, 33% are medical professionals, operating in more than 75 countries
- Established global network of over 75,000 credentialed medical, legal and security providers



*"From the beginning, our company was founded on the principle of putting the member first. Our teams work closely together so the customer is at the heart of every decision."*

- Nick Peters, CEO, Americas Region, International SOS



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## Membership Provides



### Reassurance

- One call will immediately start resolution to your situation – whether an emergency or routine advice

### Quality Medical Care

- Confidential medical advice from experienced, Western-trained doctors
- Providers are credentialed by our medical staff to ensure quality treatment

### Peace of Mind

An experienced, culturally knowledgeable partner who operates in over 70 countries is there to help you

### Convenient Access

- 24/7 coverage, 365 days per year offering expert advice in 70 languages
- Comprehensive, up-to-date members-only website to keep you informed



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## Trusted by Leading Institutions

THE UNIVERSITY of TENNESSEE   
KNOXVILLE



University of Colorado  
Boulder • Colorado Springs • Denver



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# International SOS Global Statistics

## 9 Million Calls per year

1 Call every 3.5 seconds  
1,241,699 Cases

Global Network of Providers: 76,144  
Medical Providers: 64,363  
Technical Providers: 11,781  
including Aviation & Security



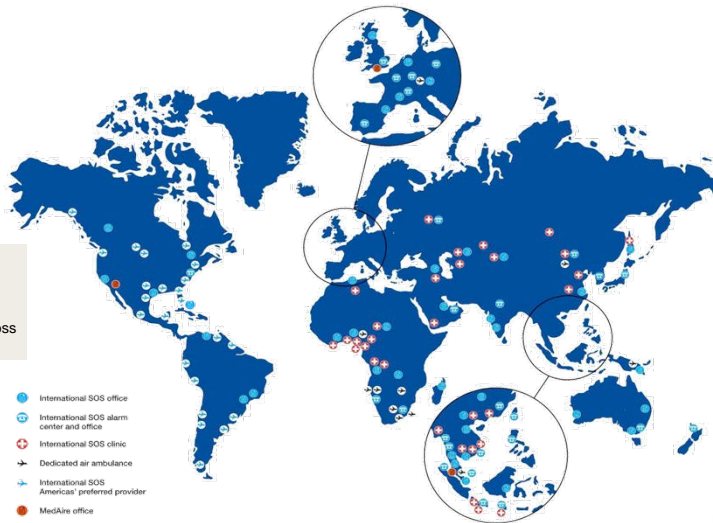
**Last Year 19,298 Evacuations & Repatriations**  
**Average 1.3 Evacuations Per Hour Every Day**



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## Our Worldwide Reach

**International SOS has:**  
79 offices,  
27 assistance centers,  
35 international clinics and  
400+ remote medical facilities across  
5 continents.



Map not to scale



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# International SOS Online Programs



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## Accessing Scholastic Traveler Portal

[www.internationalsos.com](http://www.internationalsos.com)

● Select Members Login

● Enter member **#11BCAS080063**



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International SOS – Home Page



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UTK – Members' Portal



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# Assistance App availability



•Android  
2.1 and higher



•BlackBerry  
•OS 4.5 and higher



•iPhone  
•iOS 4 and higher



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- Membership number
- One-click call for assistance from nearest alarm center
- Link to country search
- Number of current alerts
- Link to latest alerts for your current country
- Links to medical and travel security information for your selected country

International SOS

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# International Travel Registration through CIE Website

Managed by the Center for International Education

## IRIS and the International Travel Registration

- The Center for International Education (CIE) will be the last step in the IRIS Travel Authorization (TA) process
- Completion of the International Travel Registration (on the CIE website) is mandatory for IRIS Travel Authorization approval.

## Who completes International Travel?

- All Knoxville campus faculty and staff
  - Traveling on University funds
  - Traveling on University Business without University funds

## The International Registration webpage [international.utk.edu](http://international.utk.edu)

The screenshot shows the homepage of the Center for International Education (CIE) at the University of Tennessee, Knoxville. The page layout includes a top navigation bar with the university logo and a search bar. Below the navigation bar, there is a main content area with a header image of a sunset over a landscape. The main content area is divided into several sections:

- CIE Home**: A section with links to "About the CIE", "CIE Staff", "International Travel Policy and Registration", "News + Announcements + Blog", "Linkage Agreements", and "Ready for the World".
- Risk Management Committees**: A section with links to "International Travel Registration Students" and "International Travel Registration Faculty/Staff".
- International House**: A section with text: "The I.House is the place on campus to meet and learn about people of all cultures. The I.House provides a 'home away from home' environment for international students."
- Programs Abroad**: A section with text: "Students abroad will be one of the highlights of your university career. The Programs Abroad Office (PAO) assists faculty and students who seek international study."
- Student and Scholar Services**: A section with text: "Student and Scholar Services advises admitted international students and works with departments to serve our many visiting scholars."
- English Language Institute**: A section with text: "The English Language Institute (ELI) offers English learning experiences for the improvement of all language skills."

At the bottom of the page, there is a "Travel Tips for All International Scholars and Employees" section with the text: "If you are leaving the U.S. for vacation or business, don't forget to file a minute before you travel to think about the documents you will need." There is also a "Photo Gallery" link.



## International Travel Registration Home Page

International Travel Registration Faculty/Staff

<b>Program Terms:</b> Fall, Full Summer, Spring	<input type="button" value="Apply Now"/> <input type="button" value="Print"/>
<b>Restrictions:</b> UTK applicants only	

Dates / Deadlines:

Term	Year	App Deadline	Decision Date	Start Date	End Date
Fall	2013	12/31/2013**	Rolling Admission	TBA	TBA
Fall	2014	04/01/2014**	Rolling Admission	TBA	TBA
Full Summer	2014	04/01/2014**	Rolling Admission	TBA	TBA
Spring	2014	03/31/2014**	Rolling Admission	TBA	TBA

\*\* Indicates rolling admission application process. Students will be immediately notified of acceptance into this program and be able to complete post-decision materials prior to the term's application deadline.

Program Description:

International travel registration is critical to the University's risk management program and will allow the University to communicate with faculty, staff, and students in the event of an emergency. Registration is also required for faculty, staff, and students to receive emergency assistance from International SOS.

All faculty and staff traveling abroad on University (Knoxville campus) funds or on University (Knoxville campus) business without University funds (example: a faculty member is invited to give a key-note address at a conference and his/her costs are fully paid by the conference) are required to register with the Center for International Education prior to their departure.

Please click the "apply now" button to begin the registration process. We will ask you to provide information about your travel plans and contact information in the destination country(ies). This will include hotel (accommodation) addresses, telephone numbers, email address and emergency contact information. Such information is necessary if emergencies arise either in the US or in the country(ies) of residence. As part of the international travel registration process, all faculty and staff are required to purchase the non-refundable International Teacher ID card (ITIC) which is good for one year from date of issue.

Please note: When you begin your application, you will be prompted by the system to enter a term during which your international travel will begin. The terms and corresponding dates are as follows:

## Int'l Travel Registration Home Page Cont'd

Please note: When you begin your application, you will be prompted by the system to enter a term during which your international travel will begin. The terms and corresponding dates are as follows:

Fall: August 22 - December 31  
Spring: January 1 - May 7  
Summer: May 8 - August 21

You will also be prompted to choose the city(ies), country(ies), and region(s) to which you will be traveling. If your location is not listed, please contact: Alica Meador [ameador2@utk.edu](mailto:ameador2@utk.edu).

If the registration process is not completed before commencement of the international trip:  
The traveler will not receive travel authorization and she may not be reimbursed for expenses  
The traveler will not receive assistance from International SOS

Please note: Travelers to US territories do NOT need to register. This territories include Puerto Rico, Guam, US Virgin Islands, American Samoa, and Northern Mariana Islands.

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Additional helpful links and information:

- The university policy can be found under [Fiscal Policy](#)
- Step by step instructions and screenshots can be found [here](#).
- Know what your University of Tennessee health insurance covers abroad? Quick links to [The University of Tennessee - State of Tennessee Health Insurance plans](#)
- The International Teacher Identity Card (ITIC) is good for both faculty and staff. It is valid for one year from date of issue. Internal transfer are possible for faculty/staff beginning October 1, 2013. [Music.com](#) describes the [travel, medical evacuation and repatriation insurance](#) covered through the ITIC. Please note: the website will refer to IBC (the student card), but benefits are the same.
- International SOS's website is [international.sos.com](http://international.sos.com). You will need to enter UT's membership number in the upper right hand corner of the International SOS's website to access information. The membership number is 11BCAS00063.
- International SOS website screenshots can be viewed [here](#).
- International SOS powerpoint overview can be downloaded [here](#).
- The overview powerpoint presentation (given August/September 2013) of the International Travel Registration can be downloaded [here](#).

## Faculty/Staff (individual homepage)

The screenshot shows the 'Program Application Page (Pre-Decision)' for the International Travel Registration program. The user is identified as 'Alisa Meador'. The page includes a navigation bar with links for 'Find a Program', 'Meet Our Staff', 'Deadlines', and 'Login'. Below the navigation, there is a status bar showing 'Your Home Page' and 'Applications' with a sub-link for 'Application'. The main content area is divided into several sections:

- Program Information:** Displays the program name 'International Travel Registration Faculty/Staff', the term 'Spring, 2014', the deadline '05/31/2014', and the dates '01/01/2014 - 05/14/2014'.
- Material Submissions:** A table with columns for 'Title' and 'Received'. It lists 'International Teacher Identity Card Application' with a checkbox in the 'Received' column.
- Signature Documents:** A table with columns for 'Title' and 'Received'. It lists six documents: 'Assumption of Risk, Waiver, and Release of Claims Faculty/Staff', 'Insurance and Availability of Funds Faculty/Staff', 'International SOS Assistance Faculty/Staff', 'International Travel Release of Records and Information Faculty/Staff', 'Non-University/Personal Travel and Travel with Family Members', and 'Risks of International Travel Faculty/Staff'. Each document has a checkbox in the 'Received' column.
- Application Questionnaire(s):** A table with columns for 'Title' and 'Received'. It lists two questionnaires: 'International Travel Destinations and Dates Faculty/Staff' and 'International Travel Emergency Contacts Faculty/Staff'. Each questionnaire has a checkbox in the 'Received' column.
- Announcements:** Contains two announcements regarding 'Study Abroad Pre-Departure Orientation' for Spring 2014 study abroad students, including a link to an orientation session in Atlanta.
- Find Us on Facebook:** A small section with a Facebook logo and text encouraging communication with students.
- Selling Your Study Abroad Experience:** A small section with a link to a page about selling the study abroad experience.

## Required for Registration

- International Teacher Identity Card Application (valid for one year from date of issue) \$25 cost (internal transfer is possible for faculty/staff)
- Six on-line Signature documents
- Two questionnaires (logistical information and emergency contacts)

## Faculty/Staff traveling to countries with State Department Warnings

- One extra questionnaire required with additional logistical information and in-country contact.

## Travel Warning Countries

- US State Department - [travel.state.gov](http://travel.state.gov)

**TRAVEL.STATE.GOV**  
A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS  
U.S. Department of State

INTERNATIONAL TRAVEL PROSPECTS VISAS CHILD ABDUCTION LAW & POLICY Search This Site GO

**Current Travel Warnings**

Travel Warnings are issued when long-term, protracted conditions that make a country dangerous or unstable lead the State Department to recommend that Americans avoid or consider the risk of travel to that country. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a shutdown of its staff. The countries listed below meet these criteria.

Haiti	06/13/2013
El Salvador	06/06/2013
Pakistan	08/09/2013
Yemen	08/04/2013
Saudi Arabia	07/25/2013
Mali	07/18/2013
Niger	07/15/2013
Mexico	07/12/2013
Philippines	07/02/2013
Kenya	07/05/2013
Egypt	03/03/2013
Somalia	06/21/2013
Israel, the West Bank and Gaza	06/19/2013
Burkina Faso	06/17/2013
Chad	06/15/2013

**Workwide Caution**

**Travel Warnings**

**Travel Alerts**

**Country Information**

Select Country/area

Smart Traveler Enrollment Program