



UNIL | Université de Lausanne

**GLOBAL PEACE OF MIND**

# **Medical & Security Risk Mitigation**

# AGENDA

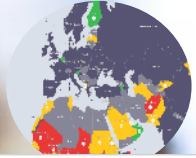
- 1 International SOS Services available UNIL
- 2 Case Management
- 3 Operations Procedure
- 4 Notification of Case, Delegated Authority, Billing Instructions
- 5 Communications Tool-kit

# YOUR PROGRAM – CONTRACTUAL CONTENT

We provide **UNIL** with:

Program Name	Membership Number	Start Date	Renewal Date
Travel Risk Management Program <ul style="list-style-type: none"><li>• 24/7 Medical &amp; Security Travel Assistance w/ Emotional Support</li></ul>	22ACAM838106	01 June 2020	31 May 2023

## Support to Students and Staff



**PORTAL &  
COUNTRY GUIDES**



**ON-CALL TRIP  
ASSESSMENT**



**ASSISTANCE APP**



**TRAVELER  
ALERTS**



**ON-CALL EXPERT  
ADVICE**



**24/7 ASSISTANCE**

## Pre-departure

## Whilst abroad

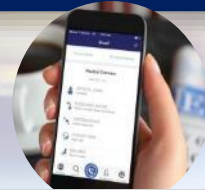
## In an emergency



**PORTAL &  
COUNTRY GUIDES**



**ON-CALL ACCESS  
TO EXPERTS**



**ASSISTANCE APP**



**ON-CALL EXPERT  
ADVICE**



**EXPERTISE SUPPORTING  
MANAGEMENT DECISIONS**



**24/7 ASSISTANCE**

## Support to Management

# HOW TO ACCESS OUR EXPERTISE?



## LOCAL KNOWLEDGE ON A GLOBAL SCALE.

Our advice is designed to help  
organisations achieve their goals.

WIDE REACH. HUMAN TOUCH.





# UNIL INFORMAITON PORTAL

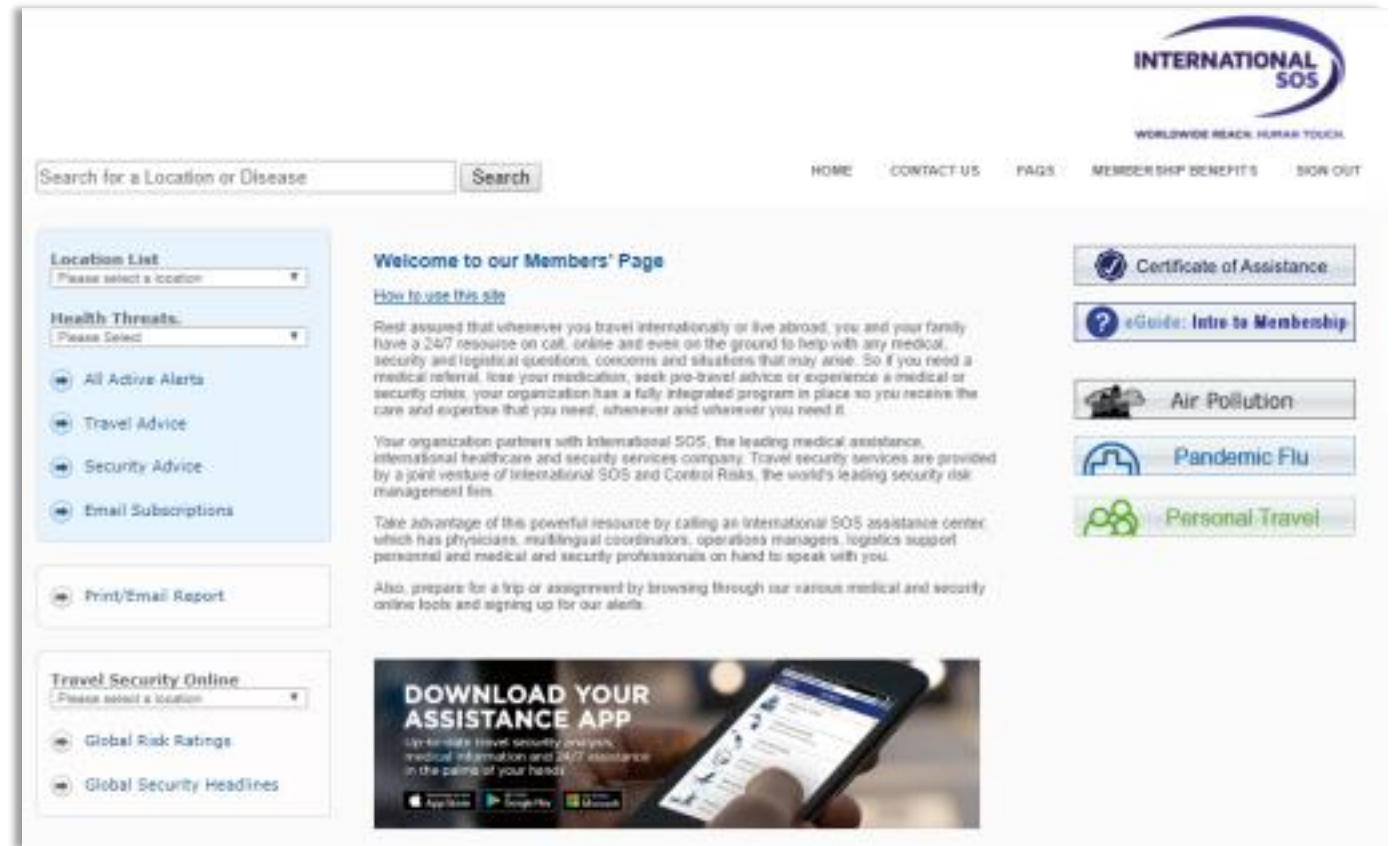


**UNIL's Unique Membership  
#22ACAM838106**

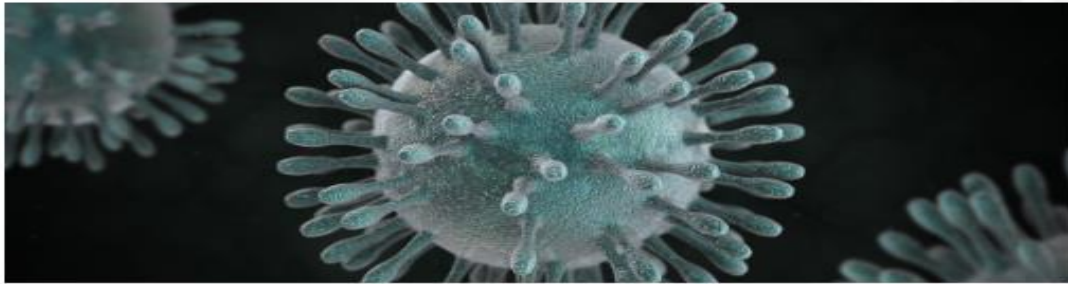
Login with your unique membership  
number from [internationalsos.com](https://internationalsos.com)



- ◆ **MEDICAL AND SECURITY INFORMATION:** access to country and city-specific information at any time
- ◆ **ALERTS:** sign up to receive regular alerts if desired or view all current alerts
- ◆ **ADVICE** to help your travelers stay safe and avoid risks
- ◆ **INFORMATION AND TOOLS** related to international travel



## NOVEL CORONAVIRUS: PROTECTION FOR YOUR ORGANISATION



This is a rapidly evolving situation. International SOS is monitoring closely and updating this website as more information becomes available.

We advise all organisations to continue to monitor this outbreak, proactively communicating with your people to explain the ways to prevent infection, review and implement your plans for pandemic and other infectious disease outbreaks.

### Outbreak protection services

As a world-leading expert in managing outbreaks, our medical and security specialists are on-the-ground providing accurate information on how to mitigate further risks and ensure business continuity. Aimed to address your organisations unique challenges, our outbreak protection services:

- Provide access to up-to-date information, procedures and tools regarding the outbreak
- Evaluate your existing plans and procedures regarding outbreak preparedness and evacuation planning
- Offer advisory services and personalised situation analysis virtually or in person
- Provide outbreak protection medical equipment and supplies

### ACCESS THE LATEST INFORMATION

Due to the evolving situation regarding Novel Coronavirus, we are providing free access to our pandemic information which shares the latest news and locations with confirmed cases.



### UPCOMING WEBINAR | 23 JANUARY

On 23 January, join our world-leading experts sharing the latest information on the Novel Coronavirus, pandemic planning and how to avoid business disruption.

**Presenter:** Dr Myles Druckman, Global Medical Director, International SOS

[REGISTER HERE](#)

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

<https://pandemic.internationalsos.com/2019-ncov>

**UNIL's Unique Membership #22ACAM838106**

## CORONAVIRUS DISEASE (COVID-19) PANDEMIC



Video recorded on 20 April 2020.

This is a rapidly evolving situation that International SOS is monitoring closely.

Access the latest information on our coronavirus disease (COVID-19) website [here](#).

We advise all organisations to continue to monitor this pandemic, proactively communicating with your people to explain the ways to prevent infection, review and implement your plans for pandemic and other infectious disease outbreaks.

Existing International SOS members - please use the Assistance App to access our latest alerts.

# ASSISTANCE APP



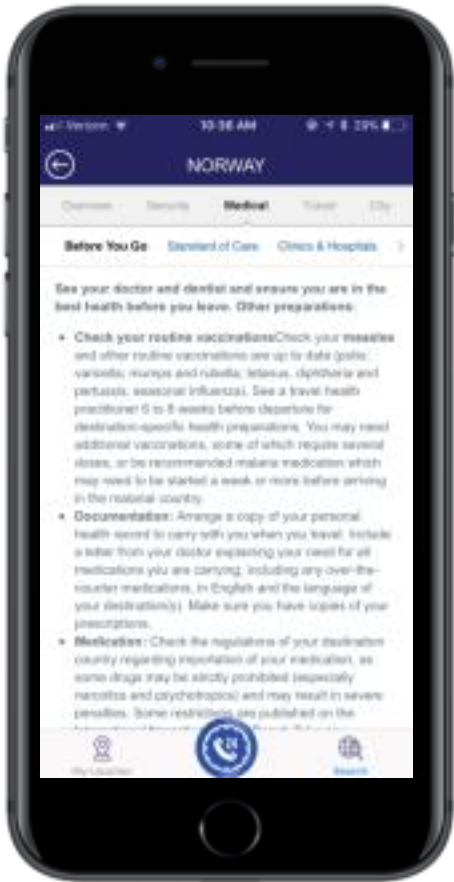
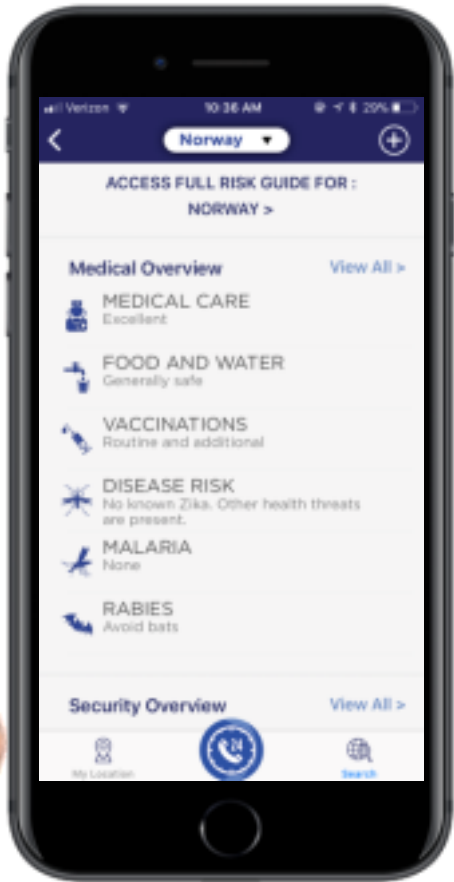
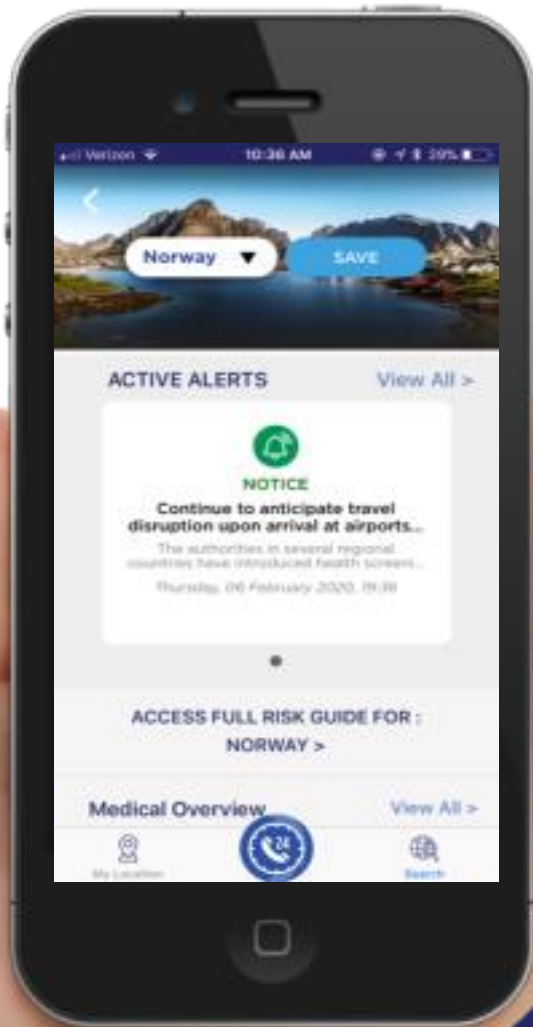
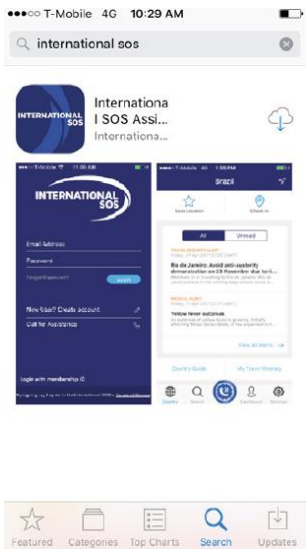
## MOBILE APP

Your people can research the risks at their destination and access important contact information via our App and your online Portal.

## ADVICE & INFORMATION

In the hands of your travelers.

Call for ASSISTANCE with one click of a button.



Worldwide Reach. Human Touch.





# MEMBERSHIP CARD

1

## LOG ON

to [internationalsos.com/members](https://internationalsos.com/members) to sign up for health and security email alerts using your membership number or:

2

## DOWNLOAD

the free Assistance App\* from [app.internationalsos.com](https://app.internationalsos.com) to contact us and help you make more informed travel decisions based on our online medical and security reports and country travel risk guides.





**INTERNATIONAL SOS  
MEMBERSHIP I.D.**

Membership I.D.:

Download your free Assistance App from [app.internationalsos.com](https://app.internationalsos.com)

Call our medical and security experts 24/7.  
Call for preventive or emergency enquiries.  
Call before, during and after travel or assignment.

<b>BALI</b> <b>+62 21 766 4633</b>	<b>BANGKOK</b> <b>+66 2 205 7777</b>	<b>BEIJING</b> <b>+86 10 6462 9100</b>
<b>DUBAI</b> <b>+971 4 601 8777</b>	<b>FRANKFURT</b> <b>+49 6102 3588 100</b>	<b>GENEVA</b> <b>+41 22 785 6464</b>
<b>HO CHI MINH CITY</b> <b>+84 28 3829 8520</b>	<b>HONG KONG</b> <b>+852 2528 9900</b>	<b>JAKARTA</b> <b>+62 21 750 6001</b>
<b>JOHANNESBURG</b> <b>+27 11 541 1300</b>	<b>KUALA LUMPUR</b> <b>+603 2787 3126</b>	<b>LONDON</b> <b>+44 20 8762 8008</b>
<b>MADRID</b> <b>+34 91 572 4363</b>	<b>MANILA</b> <b>+63 2 8687 0909</b>	<b>MOSCOW</b> <b>+7 495 9376477</b>
<b>MUMBAI</b> <b>+91 22 42838383</b>	<b>PARIS</b> <b>+33 155 633 155</b>	<b>PHILADELPHIA</b> <b>+1 215 942 8226</b>
<b>PHOENIX</b> <b>+1 215 942 8226</b>	<b>SEOUL</b> <b>+82 2 3140 1700</b>	<b>SINGAPORE</b> <b>+65 6338 7800</b>
<b>SYDNEY</b> <b>+61 2 9372 2468</b>	<b>TAIPEI</b> <b>+886 2 2523 2220</b>	<b>TOKYO</b> <b>+81 3 3560 7183</b>

**WORLDWIDE REACH. HUMAN TOUCH.****internationalsos.com/members**

# WHEN TO CALL?



# IN ANY EVENT, WE'VE GOT YOU COVERED



Local medical & security  
expertise provided globally  
in any language, anytime  
**24/7/365**



# KEY TAKEAWAYS

- **KEEP** your membership card with you at all times.
- **INFORM** friends and family you are an International SOS member so they can get in touch should they have concerns for your welfare while away.
- **DOWNLOAD** our free app on your smartphone from [app.internationalsos.com](http://app.internationalsos.com) for one-click routine or emergency assistance worldwide – an essential tool for any employee on the move.
- **LOGIN** to [www.internationalsos.com](http://www.internationalsos.com) with your membership number and familiarize yourself with the full benefits of your specific membership.
- **CALL** us 24/7/365 with any health, travel security or personal safety concerns, for routine advice or emergency assistance.





# SECURITY & MEDICAL CASES

## UTILIZATION OF OUR SERVICES

80%

ADVICE & REFERRAL

Does not add to client's costs and no invoice to insurers

15%

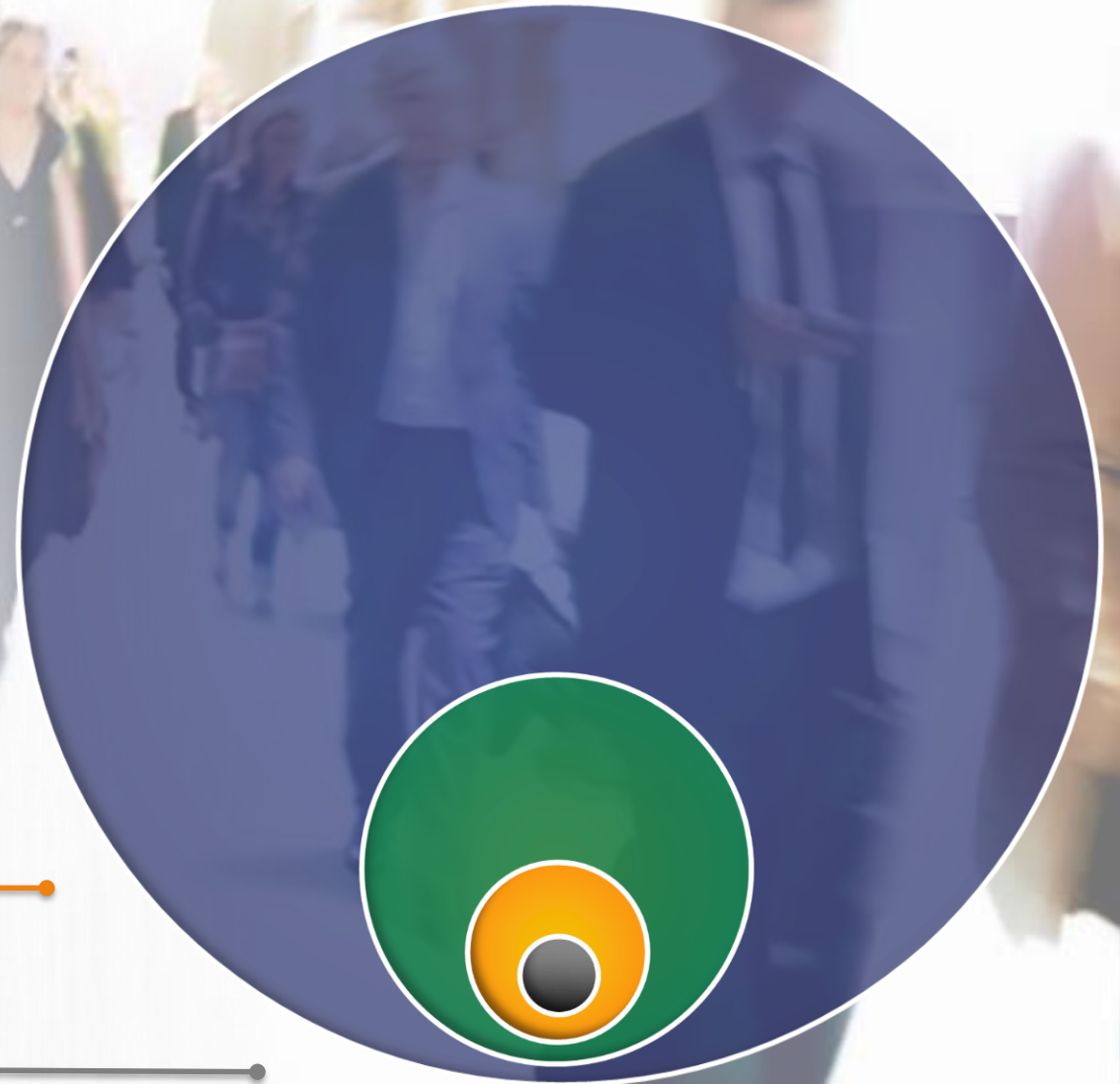
OUTPATIENT

4%

INPATIENT

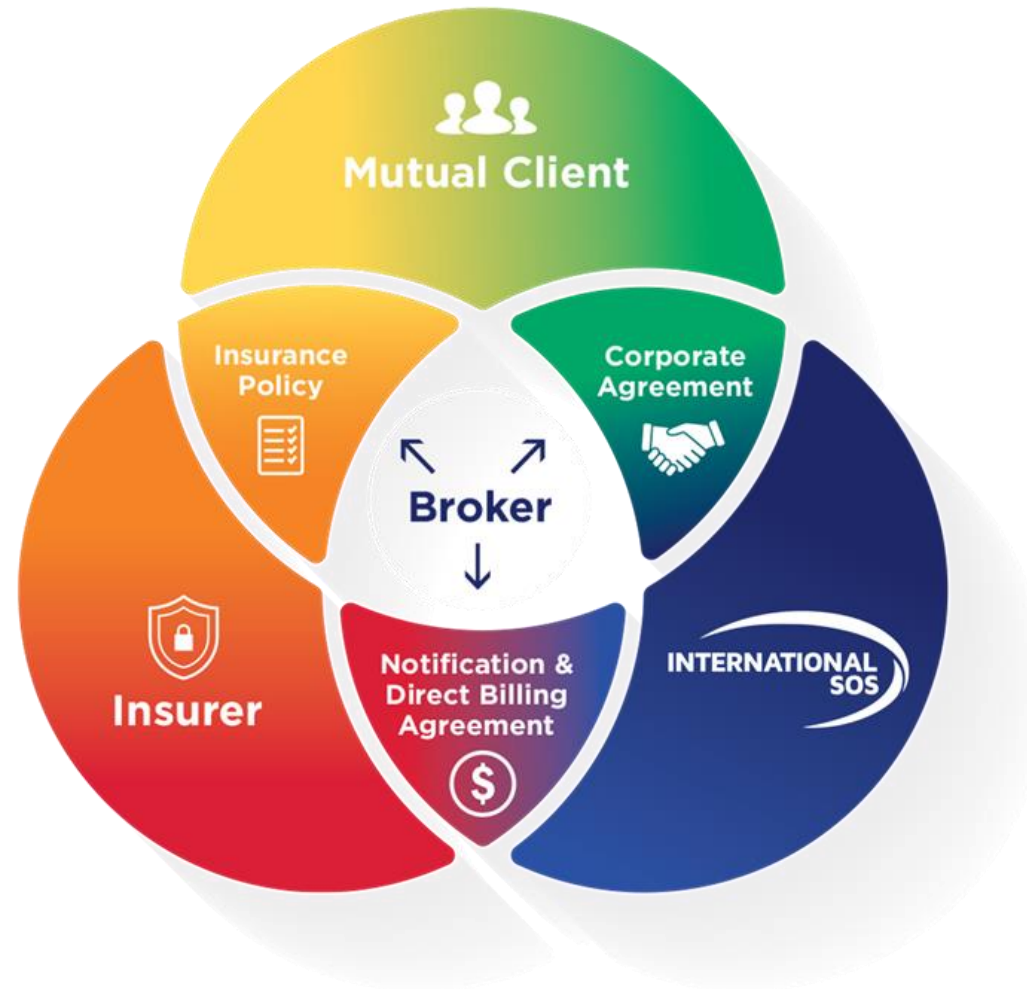
Less than 1%

EVACUATION & REPARATION



# INTERFACE WITH YOUR INSURER

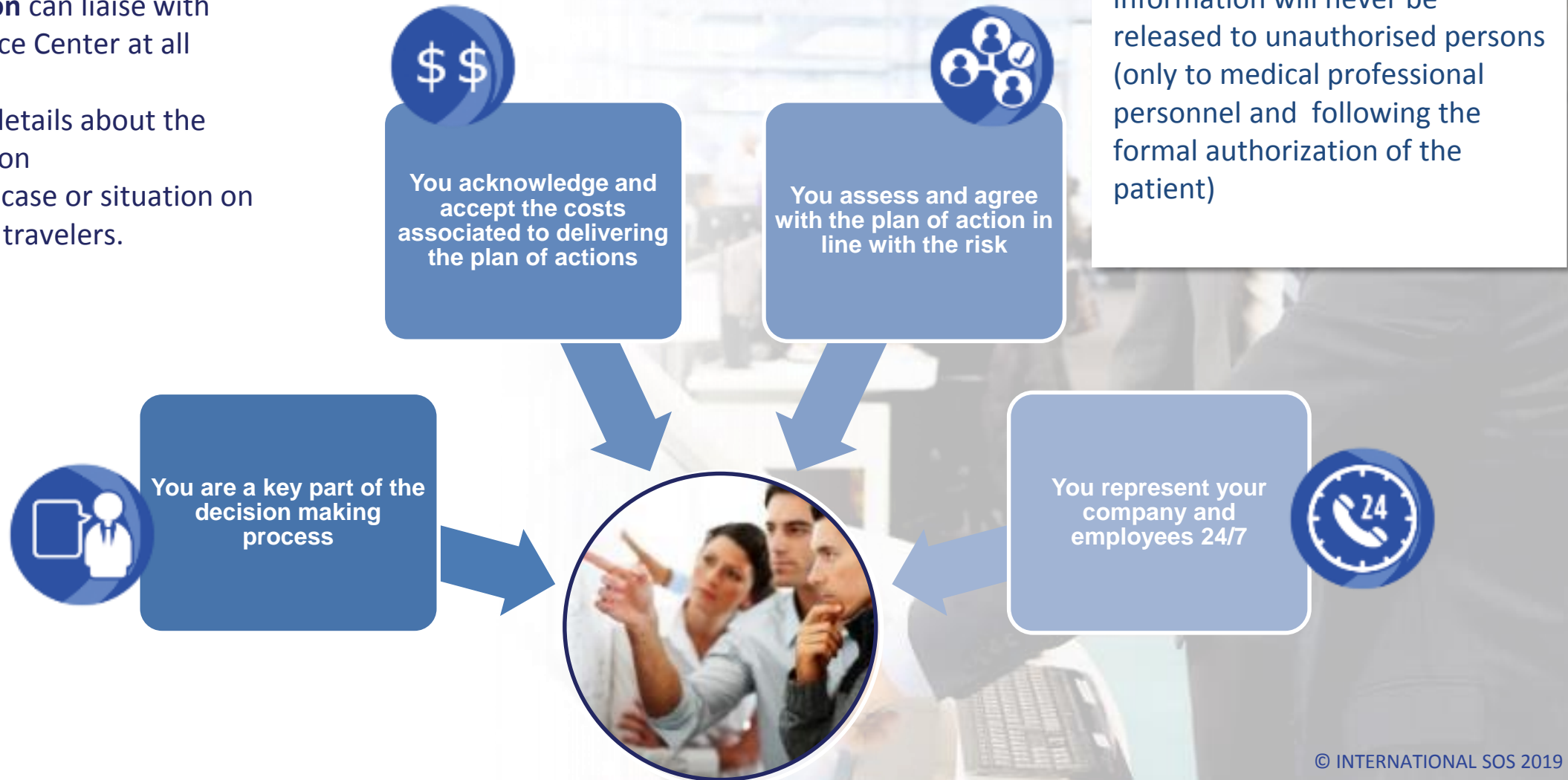
## DIRECT BILLING AGREEMENT



# ROLE OF THE AUTHORIZED PERSON

As the primary contact, the **Authorized Person** can liaise with Intl. SOS Assistance Center at all times to:

- Obtain latest details about the current situation
- Inform us of a case or situation on behalf of your travelers.



# CASE MANAGEMENT



\*Please note. Although this chart shows a smooth progression of task completion, during a case, verification of benefits, authorization and mobilization of resources could be occurring simultaneously.



## IMPLEMENTATION-CHECK LIST

# OPERATIONS PROCEDURE

We thank you for considering International SOS as your partner in Workforce Risk Mitigation. For the implementation of your services, please find below a check list to prepare the onboarding meeting.

### Covered Population Declared

- Business Travelers, dependents, expatriates, guests, leisure traveler
- Covered subsidiaries and affiliates
- List of email domains

### Authorizing Persons

- Cost authorization and decision making: Who should be the central contacts (minimum 3 persons in listed order) for our Assistance Center for decision making and cost authorisation related to cases?

### Notification of Case

- Notification: Who should be contacted during an Assistance Case?
- Updates: How would you like to be contacted (phone call, email)?

### Direct Billing Agreement

- Do you have a BTA or IPMI insurance in place? In order to implement the Direct Billing Agreement, please inform your insurance (notification template available) and we will take it from there.

### Case Payment Directions

- Pay & Claim: Up to a certain amount, employees are invited to self-pay outpatient and travel assistance services. Our recommendation is up to CHF 500.
- Delegated Authority: You have the option of granting International SOS a power of attorney to an amount specified by you, so that your employee can be helped immediately in emergency situations.

### Billing Instructions

- Finance Primary Contact
- Contractual and Operational Billing
- Purchase Order or other invoicing references required?

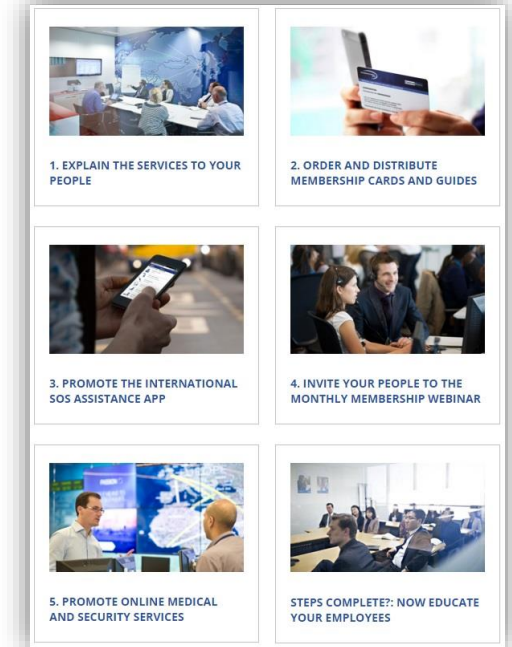
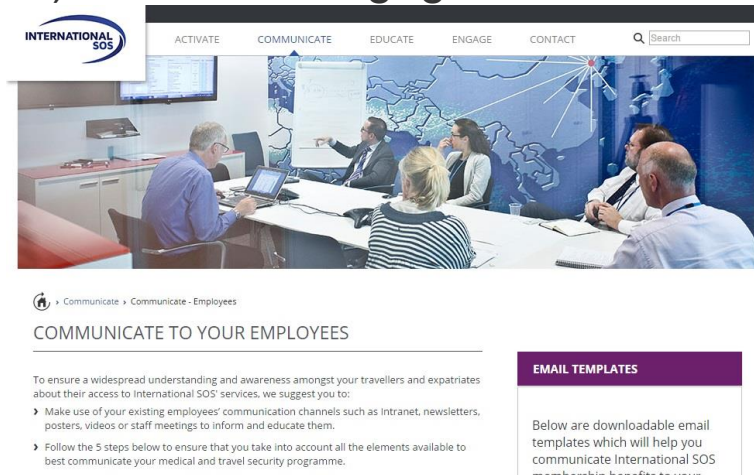
### Internal communication

- Primary contact: Who is the contact person for internal communication for the promotion of International SOS services within your Organisation? We will support you in communicating the program.
- Membership Cards: Kindly let us know how many cards you would like to receive and provide us with your logo to be printed on the cards. 100 cards

# International SOS Communication Hub

## Inform / Educate / Engage

- 1) Get access to ready-to-use material in different languages to communicate educate them on these available services
- 2) Maximize engagement & awareness of the solution



1. To access to the Hub, click on the below link to register:

<http://hub.internationalsos.com/account/register>

2. Have your Membership Number ready **22ACAM838106**, and sign in with your organization email address. You will then receive a confirmation link via email where you can set a password for the Hub

# CONCLUSION

- 1 Determine Authorized Person(s)
- 2 Finalisation and approval of Operations and Billing Procedures
- 3 Plan Communications Initiative for Staff and Students
- 4 Organise Date for Staff Training webinar