Your Guide to Calling International SOS While Abroad

1 Gather information you’ll need for the call

• The name of your Arcadia program - you can find this on your Arcadia portal homepage
• The start and end dates of your program from arrival to departure
• Your availability for an appointment and your address
• Prepare your questions and what you hope to learn on the call with International SOS (ISOS)
• Your personal medical and mental health information
  • Any current or past conditions
  • Prescriptions you take and dosage information
  • Any other information the medical team at ISOS should be aware of to fully advise you

2 Contact International SOS 24/7

• CALL the International SOS Assistance Center by clicking the blue phone button on the International SOS’s mobile app or by dialing +1 215.354.5957.
  • Ensure wifi calling is activated in your device settings, a wifi connection is available, and that cellular data is turned off to avoid roaming/international calling charges
  • Refer to your International SOS membership card for additional International SOS phone numbers, if needed.
• You can also CHAT the International SOS Assistance Center using the app. They can call you directly if you provide your phone number.
• You’ll be connected to a coordinator
  • Tell them your name and that you’re calling in regards to health care while you’re studying abroad with Arcadia University, The College of Global Studies (member ID 11BCAS791724)
• Explain the reason for your call (e.g. scheduling a therapy appointment, seeing a doctor to obtain more prescription medication, etc.)
• They’ll collect basic information from you then connect you to a member of the medical team
• The medical team member will go through a series of questions with you and get an understanding of what you need.
• Lastly, you’ll be connected back to the coordinator for wrap-up questions
• Be sure to request and write down your case number (e.g. GPHL123456) in a safe place. If you have to call back for any reason, share your case number and the staff member will be able to pull up notes from your previous conversation.

3 Respond to follow-up from International SOS

• International SOS’s role is to ensure students receive the appropriate medical or mental health care and to coordinate insurance benefits on your behalf. After any appointments, their medical team may contact you to ask how the appointment went, confirm your symptoms have improved, and to arrange additional appointments as needed on your behalf.
• Timely response to ISOS will ensure they can confidently close your case, or made additional arrangements as you need. If you have asked ISOS to arrange an appointment on your behalf and they cannot reach you, they may contact Arcadia to get in touch with you.