August 31, 2012

Dear Colleagues:

The University of Washington Office of Risk Management, Office of Global Affairs and the Global Support Project want to reduce the health and safety risks faced by UW faculty and staff while traveling or living abroad. **Effective September 10, 2012, the University of Washington has partnered with On Call International, to ensure UW faculty and staff have access to immediate high quality support in the event of a medical or security emergency overseas.**

The services available to you through On Call International include telephone advice when you just need information or are not sure what to do, referrals to vetted providers and full-scale medical and security evacuations. On Call operates 24 hours a day, 365 days a year from its Global Response Center in Salem, New Hampshire. On Call is a core partner in a network of 36 assistance providers based worldwide but you will only need to communicate with the US-based Global Response Center—all the coordination with internationally-based Response Centers is done for you behind the scenes so you don’t have to worry about unfamiliar cultures and customs.

**Before you depart…**

Before and during your trip, you can access SEARCHLIGHT online, a UW-specific global travel, health and safety gateway which includes more than 4,500 hospitals and medical providers in 209 countries and democratic republics. SEARCHLIGHT also provides pre-trip medical information such as vaccination requirements as well as travel, security and cultural tips to prepare you for your destination. You may store important documents you may need to access while away from home like your driver’s license, passport, medical records, prescriptions etc. **Access SEARCHLIGHT by visiting http://UW.mysearchlightportal.com after September 9, 2012. You will need to register to login the first time.**

**While abroad…**

You can make a collect call to On Call from anywhere in the world to reach a multilingual case manager who is ready to help you with your crisis, no matter how big or small. If you need to replace your contacts or medication, visit a doctor, or have any type of medical or security emergency while traveling or on assignment, we strongly encourage you to take advantage of the services available through On Call.
OFFICE OF RISK MANAGEMENT

In an emergency…
On Call International can ensure you get immediate help whether it requires evacuating you to an adequate facility for your medical condition, closely monitoring your condition with local physicians or extracting you from a dangerous security situation. On Call will also assist with details such as making travel arrangements for a family member to visit if you are hospitalized and getting you home or back to a work location after an evacuation.

Access to the On Call International assistance network is designed to supplement the policies, procedures and support which the University already has in place and is NOT health insurance. On Call will, to the best of their abilities, coordinate benefits with the UW employee’s health insurance companies to ease the claim process for the employee, however, third party fees not covered by the University’s insurance will be the responsibility of the employee. In these cases, On Call International can provide original invoices which can submit to their health insurance for reimbursement for medical care received while abroad.

If a medical or security situation arises while you are abroad, your first contact should always be with On Call International for immediate advice and referral to an appropriate healthcare facility or safe haven. You may also contact the UW Travel Emergency Line at 001-206-632-0153(collect calls accepted) to speak directly with a UW employee 24 hours a day, 365 days a year. On Call will coordinate to meet your needs immediately and with your consent, will also contact the UW’s designated staff in the United States to coordinate further services with the University.

The UW’s On Call Membership Card is attached. **No membership number is needed– just call the UW-dedicated number on the card.** Detailed information about the program and contact information is available on the [Global Support Website](http://globalsupport.washington.edu).

Best regards and safe travels,

Becky Bullock, Director, Risk Financing
Office of Risk Management
ON CALL INTERNATIONAL

Global Academic Assistance Membership

ORGANIZATION
University of Washington

MEMBERSHIP TYPE
Medical, Security and Travel Assistance

ON CALL SUPPORT
TOLL FREE
855-464-8971
COLLECT
+1 603-328-1358
EMAIL
mail@oncallinternational.com
To contact On Call from the U.S. or Canada, call: 855-464-8971

To contact On Call from outside the U.S or Canada, dial the country access code followed by the collect number: +1 603-328-1358

AT&T country access codes can be found though local directory assistance or http://att.com/traveler/

You may also contact the UW Travel Emergency Line at 001-206-632-0153 24/7 to speak directly with a UW employee

www.oncallinternational.com