Western's International SOS (ISOS) Resources – User Guide

Western International has invested in the services of International SOS (ISOS), providing access 24-hours a day worldwide to expertise and assistance with travel preparations, medical, security and emergency needs.

All Western students, faculty and staff are covered under the International SOS plan. This guide provides an overview of how to access ISOS services.

If you have questions, please email travelregistry@uwo.ca.

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Be prepared. Access pre-travel information and guidance.

Understand the risks, local environment, health care system and security precautions related to the location(s) you are visiting by accessing detailed country guides and signing up for health and security email alerts.

You can also contact ISOS Assistance Centers (call directly or call collect) for general travel advice or if you have questions about the locations you are travelling to. You will need to provide the Western University membership number (27AYCA539479) when you contact ISOS.

Country guides

Access detailed country guides, which include resources such as COVID-19 impact, security, medical risks, and travel logistics for your travel destination(s).

1. Go to the International SOS website (www.internationalsos.com) and enter Western’s membership number under 'Member Log In'.

2. Select 'Know My Risks' on the top menu. Then select the country you intend to travel to from the location drop down menu.
3. Review details pertaining to the specific location including:
   - overview of country profile (high risk zones, COVID-19 impact, vaccination recommendations)
   - security alerts (personal risks, country stability)
   - medical risks (standard of care, clinics and hospitals, food and water, health treats)
   - travel logistics (arrival methods and transportation, entry/exit requirements, visas, language and currency, cultural tips, telecommunications and electricity, geography and weather, calendar)
   - specific city guides
India

Alerts
- Anticipate disruption, avoid protests during nationwide strike on 26 February
- West Bengal: Election-related violence continues need to continue to avoid all political gatherings
- Monitor developments amid ongoing efforts to de-escalate tensions along India-China border

View All Alerts

Clinics & Hospitals

Health Threats Summary
- Health threats present include:
  - Animals, Anthrax, Hantaviruses, Leptospirosis
  - Bites and Stings: Chikungunya, Crimean-Congo Fever (CCHF), Dengue fever, Filariasis, Japanese encephalitis, Kyasanur forest disease, Leishmaniasis, Malaria, Scrub typhus, Zika virus
  - Coughing/coughing: *COVID-19, Tuberculosis (TB)
  - Environment: Air Pollution, Allergy
  - Food and/or water: Cholera, Hepatitis A, Nipah virus, Travelers' diarrhea, Typhoid fever
  - Sexually-borne: HIV, Hepatitis B and C, & STIs
  - Swimming/bathing: Schistosomiasis

Before You Go
- Standard of Care
- Clinics & Hospitals
- Food & Water
- Health Threats

Medical Providers
- No matter where you are, contact International SOS first if you are sick, injured or need medical advice.
- Our medical staff will advise you, help you select the correct doctor, hospital or clinic, and make any necessary appointments on your behalf. If our terms allow, we will also make financial arrangements for you.
- It is recommended that you contact International SOS before accessing medical care in India

Hospitals/Clinics
- If you are unable to contact International SOS, the following list of hospitals and clinics is provided in case of medical emergencies.
  - Bangalore
    - Columbia Asia Hospital - Hebbal
  - Category: Hospital
  - Address: Columbia Asia Medical Center - Hebbal

Phone & Power
- India Telecommunications
  - Emergency Numbers
    - Fire: 101
    - Police: 100
  - Dialing Codes
    - Country Code: 91
    - IDD Prefix (International Direct Dialing): 00
    - NDD Prefix (National Direct Dialing): 0
  - Telephone Information
    - Foreign business travelers should make international calls from their hotels or from telephone booths, which are clearly marked as "TOLLFREE" and metered. The booth operator is paid in cash, according to the length of the call. Some international calling cards, such as AT&T and MCI, also provide access for international numbers.

Getting There
- METHOD OF ARRIVAL
  - By air
    - Most major cities, including the capital New Delhi, Mumbai (Maharashtra state), Bangalore (Karnataka state), Chennai (Tamil Nadu state), Hyderabad (Telangana state), Kolkata (West Bengal state), Ahmedabad (Gujarat state) and Cochin (Kerala state), have international airports. Major international airports in the country are: New Delhi's Indira Gandhi International Airport (DEL), Mumbai's

Overview Security Medical Travel City

Getting Around, Language & Money, Cultural Tips, Phone & Power, Geography & Weather, Calendar
Sign up for health and security email alerts.

Stay informed of health, safety or security risks in your travel destination(s) by signing up for email alerts. You have the option to select which countries and what type of alerts you wish to receive.

1. Go to the International SOS website (www.internationalsos.com) and enter Western’s membership number under 'Member Log In'.

2. Select ‘Sign Up for Email Alerts’ on the top menu. You will be redirected to an alerts login page.

3. Enter your name and email address under 'How do I register' if this is your first time registering for the alerts. You will receive confirmation of registration by email along with a link to activate your account.
   a. Once your account has been set up, login using your email address.
4. Select the email alerts you wish to receive:
   a. Check the box next to the type of alerts you wish to receive.
   b. Use the drop down menu to select 'All updates' or 'Special Advisories'.
   c. Place check marks in the boxes next to your country/countries of interest. You have the option to select medical or non-medical alerts, or both types of alerts for the selected country by selecting the ‘MED’ or ‘NON-MED’ check box next to the respective country.
   d. Select 'Save Changes' when you have completed your selections.

5. You can also choose to receive emails regarding global issues, changes to health or security risk ratings, daily digests, monthly digests and regional security forecasts.
   a. Select the respective tabs for ‘Other Updates’ and/or ‘Scheduled Summaries’ to set your preferences. Check the boxes next to items that interest you under these tabs.
   b. Select 'Save Changes' when you have completed your selections.
Stay safe throughout your travel. Download the Assistance App.

Take advantage of instant access to ISOS services through the free Assistance App, including:

- One-touch dialing to the closest International SOS Assistance Centre, for immediate help.
- Mobile-friendly medical and travel security information to prepare for your travel, with deeper content a further tap away.
- The latest medical and travel security alerts, delivering travel advice before and during trips, allowing you to quickly adjust your plans if needed.

To download the App:

1. Open the Internet browser on your phone and enter the following address http://app.internationalsos.com. You will find various versions of the app for your device.

OR

Open Google Store from your phone and search for ISOS Assistance App. You will be able to install the app directly to your phone.

2. Once the app is downloaded on your phone, open the app and enter the Western University membership number into the app to sign in. You will then be connected to the member services.

Additional Resources

Additional resources are available in the ISOS member portal, which can be accessed once you log in to the ISOS website (www.internationalsos.com) using Western’s membership number, including:

- COVID-19 updates (data by location, restrictions, cases, vaccine information, frequently asked questions)
- Membership eGuide – Illustrates the scope of your benefits with a comprehensive representation of how to navigate ISOS services.