

# Here is your MEDEX Identification Card

## WORLDWIDE 24-HOURS A DAY

When traveling, you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical, security and travel-related assistance services.

Always carry your MEDEX identification card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your MEDEX ID number, organization's name, your name and a description of the situation.

### MEDEX PORTFOLIO OF SERVICES:

#### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Monitoring of Treatment  
Facilitation of Hospital Payments  
Transfer of Insurance Information to Medical Providers  
Medication, Vaccine and Blood Transfers  
Dispatch of Doctors and Specialists  
Transfer of Medical Records  
Continuous Updates to Family, Employer and Home Physician  
Hotel Arrangements for Convalescence  
Replacement Corrective Lenses and Medical Devices

#### TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents  
Emergency Travel Arrangements  
Transfer of Funds  
Legal Referrals  
Translation Services  
Message Transmittals  
Emergency Pet Housing and/or Pet Return

#### WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information  
Travel and Health Information  
Real-Time Security Intelligence

### MEDICAL EVACUATION AND REPATRIATION SERVICES

Emergency Medical Evacuations  
Transportation to Join a Hospitalized Member  
Return of Dependent Children  
Transportation After Stabilization  
Repatriation of Mortal Remains

### PERSONAL SECURITY SERVICES

Political Evacuation Services  
Security Evacuation Services  
Transportation After Political or Security Evacuation

### FREQUENTLY ASKED QUESTIONS:

**WHO IS MEDEX?** Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.


**WHEN SHOULD I CONTACT MEDEX?** Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that MEDEX is there to help you with any type of problem regardless of the severity.

**WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE?** If, through its medical management, MEDEX determines that local medical providers are inappropriate for treatment, MEDEX will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**WHAT HAPPENS IF I AM HOSPITALIZED?** It is important to notify MEDEX as soon as possible. MEDEX will immediately contact your treating physician to assess your condition and treatment plans to ensure your safe recovery. MEDEX will then update your family, employer/organization and personal physician as appropriate. MEDEX will assist you until you have returned home or have received final treatment.

**Detach and carry with you at all times.**

PREPARE FOR THE UNEXPECTED


MEDEX SECURE ID: **330451**      University of South Alabama 

MEDEX INSURANCE ID: **330461**

Group Name: **University of South Alabama**

Valid Dates: Valid from Date of Departure until Date of Return from a PRE-APPROVED USA Study Abroad Activity, contact 251-460-7053 for details.

**Notice to Physicians/Hospitals:** Call MEDEX immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: [operations@medexassist.com](mailto:operations@medexassist.com); [www.medexassist.com](http://www.medexassist.com)



**MEDEX EMERGENCY RESPONSE CENTER:**  
United States, Baltimore, MD 1-410-453-6330

**TOLL FREE ACCESS - The numbers below must be dialed from within the country.**  
If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center COLLECT.

<b>Australia and Tasmania:</b>	1-800-127-907	<b>Mexico:</b>	001-800-101-0061
<b>Austria:</b>	0-800-29-5810	<b>Netherlands:</b>	0800-022-8662
<b>Belgium:</b>	0800-1-7759	<b>New Zealand:</b>	0800-44-4053
<b>Brazil:</b>	0800-891-2734	<b>Philippines:</b>	1-800-1-111-0503
<b>China (northern regions):</b>	108888*800-527-0218	<b>Portugal:</b>	0800-84-4266
<b>China (southern regions):</b>	10811*800-527-0218	<b>Republic of Ireland (Euro):</b>	1-800-409-529
<b>Dominican Republic:</b>	1-888-567-0977	<b>Republic of South Africa:</b>	0800-9-92379
<b>Egypt (inside Cairo):</b>	2-510-0200*877-569-4151	<b>Singapore:</b>	800-1100-452
<b>Egypt (outside Cairo):</b>	022-610-0200*877-569-4151	<b>South Korea:</b>	00798-1-1-004-7101
<b>Finland:</b>	0800-114402	<b>Spain and Majorca:</b>	900-98-4467
<b>France and Monaco:</b>	0800-90-8505	<b>Switzerland and Liechtenstein:</b>	0800-55-6029
<b>Germany:</b>	0800-1-811401	<b>Thailand:</b>	001-800-11-471-0661
<b>Greece:</b>	00-800-4412-8821	<b>Turkey:</b>	00-800-4491-4834
<b>Hong Kong:</b>	800-96-4421	<b>U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man:</b>	0800-252-074
<b>Indonesia:</b>	001-803-1471-0621	<b>US, Canada, Puerto Rico, US Virgin Islands, Bermuda:</b>	1-800-527-0218
<b>Israel:</b>	1-809-41-0172		
<b>Italy, Vatican City and San Marino:</b>	800-877-204		
<b>Japan:</b>	00531-11-4065		

\* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.

PRINT ALL PAGES AND PLACE IN YOUR WALLET AND LUGGAGE FOR REFERENCE. GIVE COPY TO YOUR HOST PROGRAM SPONSORS, HOMESTAY FAMILY/ USA FAMILY/GUARDIAN/OTHERS IN US.

University of  
South Alabama



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### HOW TO USE MEDEX

When you call MEDEX Travel Assistance, please be prepared with the following information:

1. Name, telephone number, relationship to patient
2. Patient's name (the ID number is 330451)
3. A description of the emergency or patient's condition
4. Name, location and telephone number of hospital
5. Name and telephone numbers for the treating doctor; how and when the doctor can be reached
6. Patient's healthcare insurance information

### WHAT TO DO IN AN EMERGENCY

#### Emergency Telephone Numbers

**MEDEX:** 1-410-453-6330 (call collect) or use the in-country numbers listed on this ID card

**USA 24-hour Security Office:** 1-251-460-6312

**USA Student Health Center:** 1-251-460-7151

*If you encounter an emergency while traveling, take the following steps:*

#### MEDICAL Emergencies

1. Where serious injury or illness has occurred, immediately seek medical treatment at the closest medical facility.
2. Contact MEDEX to verify that you are in an appropriate facility. If medical service is not available nearby, or if you don't know where to go, contact MEDEX for advice. MEDEX will provide and coordinate assistance, monitoring your situation until it has been stabilized or resolved.
3. Call USA 24/7 Security Contact Number who will notify the appropriate USA administrative units including the Office of International Education.
4. Notify University Health Services or your personal health care provider.
5. Contact the nearest U.S. Consular Service or U.S. Embassy.

#### SECURITY, POLITICAL or PANDEMIC Emergencies

*When an emerging security, political or pandemic situation exists, or when your personal safety is at risk, take the following steps:*

1. Contact MEDEX to alert them of your situation and request assistance.
2. Call USA 24-hour Security Office.
3. Contact the nearest U.S. Consular Service or U.S. Embassy.

Note: If you are unable to make multiple telephone calls, ask MEDEX to make the additional calls for you.

### ATTENTION MEDICAL PERSONNEL OR POLICE

In medical emergencies, assistance will be provided to the individual holding this card as well as their legal dependents traveling with them.

En emergencias médicas, la ayuda será proporcionada al individuo que sostiene esta tarjeta y a los dependientes legales que viajan con él.

Lors d'urgences médicales, l'aide sera fournie à l'individu porteur de cette carte et aux personnes à charge qui voyagent avec lui.

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<b>Greece:</b>	00-800-4412-8821	<b>Turkey:</b>	00-800-4491-4834
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### SERVICES PAID FOR BY MEDEX

Emergency Medical Evacuation  
Medically Supervised Return after Stabilization  
Return of Dependent Children and Pets  
Transportation to Join Member when Hospitalized  
Repatriation of Mortal Remains  
Security or Political Evacuation & Transportation

### OTHER SERVICES

#### Medical Assistance Services

Worldwide Medical and Dental Referrals  
Facilitation of Hospital Payment Guarantees  
Dissemination of Insurance Information to Medical Providers  
Coordination of Medication, Vaccine and Blood Transfers  
Monitoring of Treatment  
Assistance in Replacing Corrective Lenses/ Medical Devices  
Dispatch of Doctors and Specialists

#### Medical Records Transfer

Continuous Updates to Family, Home Physician, and USA  
Hotel Arrangements for Convalescence

#### Travel Assistance Services

Pre-travel, Safety, Health & Security Information  
Emergency Travel Arrangements  
Emergency Transfer of Funds  
Assistance in Replacing Lost or Stolen Travel Documents  
Legal Referrals/Bail Bond Assistance  
Translation Services

#### MEDEX Member Center Access

From [www.medexassist.com](http://www.medexassist.com), click on MEDEX Groups and enter MEDEX ID # 330451.

**The information on this ID card is intended to provide a brief outline of services provided. Complete program details, coverage terms, conditions and exclusions are found in the MEDEX Program Description at the website listed above.**

**Note:** MEDEX Travel Assistance is not health or travel insurance. Please contact the USA International Education Office for additional information on health/travel insurance. All travelers are required to carry major medical health insurance valid from the date of departure until return to the US. Travel insurance may be available through ISIC or your travel agency.

### IMPORTANT TELEPHONE NUMBERS

USA 24-hour Security Office: 1-251-460-6312

USA Student Health Center: 1-251-460-7151

Personal Healthcare Provider Name/Phone: \_\_\_\_\_

USA International Education Contact:

1-251-460-7053 - [intledu@usouthal.edu](mailto:intledu@usouthal.edu)

Emergency Contact Name/Phone: \_\_\_\_\_

US Consular Service/Embassy/Phone: \_\_\_\_\_

Other: \_\_\_\_\_