Duke University has contracted with International SOS to offer our travelers the highest possible level of travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer. However, Duke requires all travelers on the University's behalf to maintain health insurance which covers them while abroad.

While you are abroad, you should always attempt to activate University staff as instructed during your orientation. If you are traveling, and/or in a situation where you are not able to reach University staff, you should contact SOS, who will begin to meet your needs immediately as well as notify our on-call staff in the United States. Please be aware that some of the services outlined below which SOS provides have additional charges. These services have been marked so that you are aware of them. Should you activate a service which has an additional charge, you authorize Duke University to bill you for this charge once we have been informed of the actual amount by ISOS. Please know that such charges may not be billed until after you have returned from your time abroad.

While the services listed here are comprehensive, **International SOS is not international health insurance** and fees sometimes apply.

Travelers should always contact their health insurance provider prior to travel. If out-of-network or out-of-country expenses are not covered, individuals can purchase a short-term traveler health insurance policy prior to departure. Always carry your health insurance ID card with you when traveling.

Office of Corporate Risk Management
Office Hours: 8am-5pm Mon-Fri
Physical Address:
American Tobacco Campus, Washington Building, Ste 1000
Mailing Address: Box #104143, Durham, NC 27708
Telephone: (919) 684-6226
Fax: (919) 684-6988
Email: corprisk@duke.edu
Web: http://www.finsvc.duke.edu/insurance/travel/isos.php
Duke University puts your health and safety as a top priority while traveling on behalf of the University. To respond to your needs and support your security, we have contracted with a company called International SOS, which provides travel assistance and evacuation services.

International SOS offers a comprehensive range of services, including:

- Emergency evacuation
- Medical supervised repatriation
- Companion ticket
- Additional travel & accommodation arrangements after medical evacuation (fees may apply)
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission & ID of receiving physician
- Emergency & routine medical advice
- Pre-trip information on travel health issues
- Medical & dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee & payment (fees will apply)
- Inpatient medical expense guarantee, cost review & payment (fees will apply)
- Evacuation cost review & payment (fees will apply)
- Trip interruption & fees
- Lost documentation assistance
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission & ID of receiving physician
- Emergency & routine medical advice
- Pre-trip information on travel health issues
- Medical & dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee & payment (fees will apply)
- Inpatient medical expense guarantee, cost review & payment (fees will apply)

International SOS Assistance gives peace of mind to travelers and expatriates all over the world. Your International SOS membership, provided by Duke, is additional protection against unexpected difficulties that can arise when you are away from home on a Duke program. It is designed to supplement the policies, procedures, and support staff which the University already has in place as well as your personal international health insurance.

International SOS provides 24/7 assistance in English, Spanish, French, German, Italian, Japanese, Arabic, Russian, and many other languages. This includes travel services and security services.

Security Services
- Security evacuation assistance
- Online travel security information
- Access to security crisis center

Travel Assistance and Services
- Travel services
- Medical services
- Emergency evacuation
- Medical & dental referrals
- Outpatient case management
- Medical monitoring
- Emergency & routine medical advice
- Pre-trip information on travel health issues
- Lost documentation assistance
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission & ID of receiving physician
- Emergency & routine medical advice
- Pre-trip information on travel health issues
- Medical & dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee & payment (fees will apply)
- Inpatient medical expense guarantee, cost review & payment (fees will apply)

Duke University continues to put your health and safety as a top priority while traveling on behalf of the University. Through our partnership with International SOS, we can ensure that you have the support and assistance you need while away from home.