



# **ESSENTIAL INFORMATION FOR AUTHORISED PERSONS.**

**WORLDWIDE REACH.  
HUMAN TOUCH.**

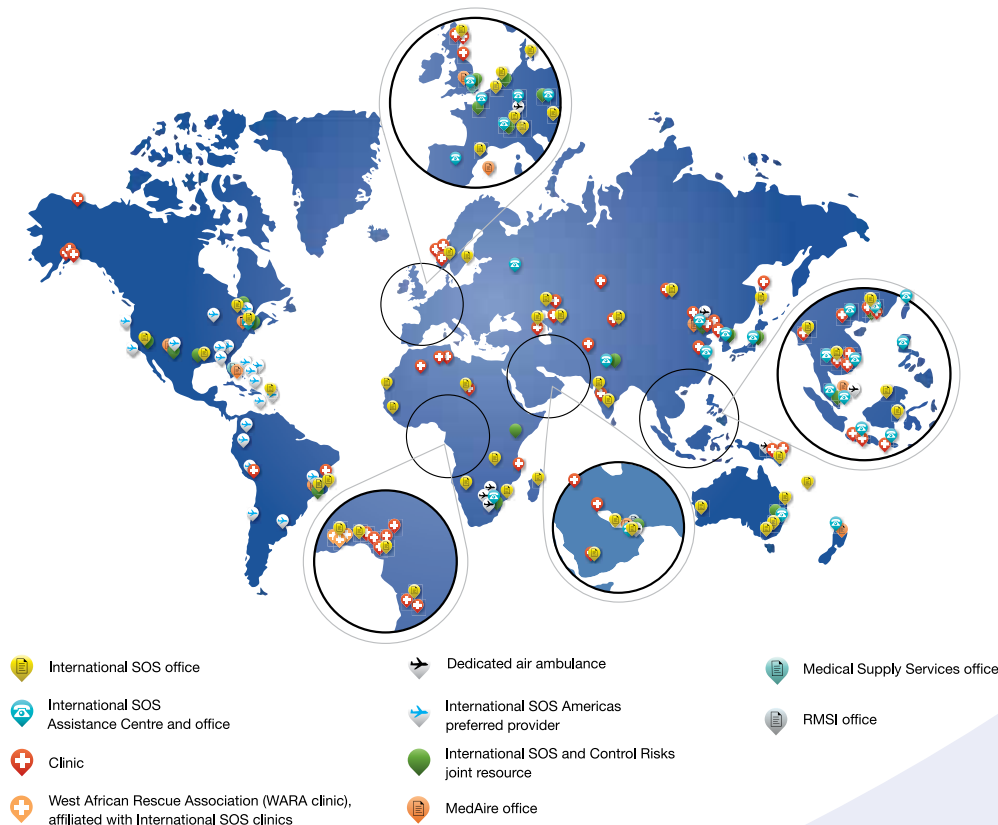
[internationalsos.com](https://internationalsos.com)

# About INTERNATIONAL SOS

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 850 locations in 92 countries.

We pioneer a range of preventive programmes strengthened by our in-country expertise. We deliver unrivalled emergency assistance during critical illness, accident or civil unrest.

Our 11,000 employees are passionate about helping you put Duty of Care into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas.



# Essential information for AUTHORISED PERSONS

Your organisation has contracted International SOS to provide emergency assistance to employee travellers and expatriates. In most cases, International SOS will be able to provide assistance without seeking approval from your organisation.

However, there are likely to be situations (for example, involving the movement of people and unexpected expenditure) when critical decisions will need to be made and discussions will be required. And this is where you come in.





The processes and procedures that will help keep your colleagues safe

You have been selected by your company's Contractual Point of Contact to be one of your organisation's Authorised Persons. As an Authorised Person, you will be our first point of contact during an emergency and/or overseas event that impacts one or more of your organisation's employees.

It is necessary for you to be authorised to approve evacuations, medical treatment or other forms of assistance designed to keep your colleagues safe. As such, it is crucial you understand this role, what is expected of you as an Authorised Person, and how you will work with International SOS.

## YOUR ROLE AS AN AUTHORISED PERSON



## What does your role entail?

The role of an Authorised Person involves:

- Representing your organisation and its employees up to 24 hours a day, and being contactable at all agreed times in order to provide assistance.
- Being a key part of the decision making process.
- Making financial decisions on behalf of your organisation, and being willing and able to escalate decisions quickly to a higher level should decisions exceed your authority.
- Assessing and agreeing a plan of action in line with communicated risks.
- Acknowledging and approving the costs associated with delivering a plan of action.
- Calling International SOS to let us know about a case or situation in the event that it is required.
- Ensuring that there is a backup plan and another individual for us to contact should you be unavailable for any reason.

An Authorised Person is always called for financial authorisation prior to International SOS performing a billable service. This service could be medical, security or travel assistance related (for example, lost or stolen passport, exit documents or taxes).

While International SOS is uniquely placed to help clients in times of need, notification of our activities can come unexpectedly, at any time of the day or night. Quick decisions often need to be made regarding your colleagues' safety and wellbeing, and as an Authorised Person it is critical you are prepared and equipped to respond decisively in these situations.





## When & how will International SOS contact YOU?

During a medical or security incident or travel assistance-related issue:

- Initial contact will be made within 24 hours via your preferred means of communication.
- Any urgent request will be made by phone.
- You will receive regular updates regarding the employee(s) in question and any new medical or security situation.
- Incident-related costs will be monitored and communicated to you on an on-going basis.

## Which services require your approval as an AUTHORISED PERSON?

Any service that may require third-party costs, including but not limited to:

- Medical and security evacuations and repatriation.
- Companion tickets (International SOS may arrange air tickets and accommodation for a family member or friend to visit the ill or injured employee).
- Additional travel and accommodation.
- Repatriation of mortal remains.
- Inpatient admission and identification of receiving physician.
- Inpatient medical expense guarantee and payment.
- Outpatient medical expense guarantee and payment.
- Dispatch of medication and medical supplies.
- Ground transportation for accompanying family members.
- Advance of emergency personal cash.
- Security services e.g. executive protection, meet-and-greet.



# Working in PARTNERSHIP

International SOS will work in partnership with you at all times providing all the information you need to approve Assistance Operations Procedures and provide financial authorisation. We take a consultative approach to service delivery and want you to become a key part of the decision-making process.

If you are a designated medical authorising person, a more detailed medical briefing may be provided in the context of the medical assistance requirements with appropriate consent of the patient.

At point of first contact we will explain the situation, talk through the options, and provide a clear rationale for action. Depending on your Assistance Operations Procedures we may also talk to your organisation's insurers. The type of information we will share with you when seeking authorisation includes:

- The affected employee's name(s) and location details.
- A situation update – i.e. the reason for the call.
- Advice given to date and actions taken so far.
- Options available and the recommended course of action based on our medical and security experts' opinions.
- Approximate costs and requests for approval of expenses.



## AVAILABLE 24/7

Our Assistance Centre staff is available 24/7 to help with any questions. Our aim is to enable you to make informed decisions, and to feel confident when explaining these decisions internally and justifying associated costs.



# SCENARIOS



## MEDICAL

### In a medical scenario:

- You will be contacted by an International SOS doctor for all medical care requiring financial authorisation by your company.
- You will then need to review the recommendations and authorise International SOS to proceed.

If you or any other of your organisation's Authorised Persons cannot be contacted, International SOS will transport the patient if his/her condition is medically critical.



## MEDICAL TRANSPORTATION

### A medical transportation scenario:

- The International SOS doctor will consult with the treating doctor to determine the patient's medical condition.
- Next, International SOS will consider the options and decide on the best course of action. At this point, International SOS will provide you with the following information:
  - > Destination of the nearest appropriate care facility.
  - > Mode of transportation required.
  - > Medical team and equipment required to safely transport the patient.
  - > When the evacuations/repatriation should occur.
  - > Estimated costs.
- International SOS will then contact you with recommendations and obtain financial authorisation if required.
- International SOS will notify you of the complete evacuations schedule.



## TRAVEL SECURITY

### A security evacuations scenario:

- You will be the main corporate point of contact with International SOS; you will be responsible for a number of communication and approval tasks, including:
  - > Arranging the completion of manifests for those members to be evacuated.
  - > Providing contact details for your organisation's 'person on the ground' in charge of the evacuations.
  - > Providing guidance to International SOS on the nature of the security evacuations required (i.e. commercial flights, dedicated charter, shared charter, onward flights, reception needs etc.).
  - > Approving quotes for evacuations services to be provided by International SOS.



## CASE INITIATOR

### Authorised Person acting as case initiator:

As an Authorised Person, you can also call International SOS to inform us of a case or situation on behalf of your organisation's employees. In these instances, you should provide us with the following information:

- Name of the employee requiring assistance.
- Location of the employee.
- Contact numbers for the employee or their family member(s).
- Employee's nationality or home country.
- Name and contact number of the treating doctor\*.
- Name and contact number of the local hospital\*.
- Name and contact number of local corporate personnel with patient.
- Details about the current situation.

\* If available and applicable.

## TRAINING AND CERTIFICATION

We provide a range of learning tools to help you understand your role and International SOS' Assistance Operations Procedures, and to make the whole process a little easier. These may include

face-to-face training sessions, remote slide decks, and an eLearning package which can be used in multiple regions. We will be in touch shortly to initiate your training and to ensure that the right mechanisms are in place to enable you to fulfil this vital role.

And remember, if at any point you can no longer carry out your duties as an Authorised Person (for example, if you

leave your job or have a prolonged period of absence), it is essential you notify your company through your International SOS Contractual Point of Contact as soon as possible. If you have any questions, please contact your International SOS Client Services representative:

## A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



### PASSION

#### 27 Assistance Centres

With our local experts available globally, you can speak to us in any language anytime 24/7.



### CARE

#### 56 Clinics

An integrated network of 56 International SOS managed clinics around the world, practising international standards of medicine – mostly in emerging countries.



### EXPERTISE

#### 5,600 Medical Professionals

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



### RESPECT

#### 77,000 Accredited Providers

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

Protecting your people is our priority. This is what makes us the world's leading medical and travel security risk company.