

MEDEX Travel Assistance:

- For Yale faculty, staff & students while traveling:
 - on business or for pleasure
 - more than 100 miles from permanent residence
 - 24 hr / 365 days a year



Yale

Group #: YALE**Portal ID #: 364416**

Notice to Physicians/Hospitals: Using the numbers on the back of this card, 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. www.medexassist.com

**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 group number is "YALE")
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

Yale 24-hour Security Office: 1-203-785-5555

University Health Services: 1-203-432-0123

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 Yale 24-hour Security Office. Yale Security will contact the Secretary's Office which will contact your Program or Department if necessary.
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 Yale 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.

**24-hour Multilingual 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**.

Australia and Tasmania:	1-800-127-907	Mexico:	001-800-101-0061
Austria:	0-800-29-5810	Netherlands:	0800-022-8662
Belgium:	0800-1-7759	New Zealand:	0800-44-4053
Brazil:	0800-891-2734	Philippines:	1-800-1-111-0503
China (northern regions):	108888*800-527-0218	Portugal:	0800-84-4266
China (southern regions):	10811*800-527-0218	Republic of Ireland (Eire):	1-800-409-529
Egypt (inside Cairo):	510-0200*877-569-4151	Republic of South Africa:	0800-9-92379
Egypt (outside Cairo):	02-510-0200*877-569-4151	Singapore:	800-1100-452
Finland:	0800-114402	South Korea:	00798-1-1-004-7101
France and Monaco:	0800-90-8505	Spain and Majorca:	900-98-4467
Germany:	0800-1-811401	Switzerland and Liechtenstein:	0800-55-6029
Greece:	00-800-4412-8821	Thailand:	001-800-11-471-0661
Hong Kong:	800-96-4421	Turkey:	00-800-4491-4834
Indonesia:	001-803-1471-0621	U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man:	0800-252-074
Israel:	1-800-941-0172	U.S., Canada, Puerto Rico, US Virgin Islands, Bermuda:	1-800-527-0218
Italy, Vatican City and San Marino:	800-877-204		
Japan:	00531-11-4065		

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

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

PORTFOLIO OF OTHER SERVICES OFFERED

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 Yale
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 Intelligence Portal Member Access

To login, go to www.medexassist.com/groups. If necessary, select "Create an Account" and use portal ID # 364416.

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 Description Guide at www.yale.edu/riskmanagement.

Note: MEDEX Travel Assistance is not health or travel insurance.

IMPORTANT TELEPHONE NUMBERS

Yale 24-hour Security Office: 203-785-5555

University Health Services: 203-432-0123

Personal Healthcare Provider Name/Phone: _____

Yale P-Card-JPMC: 24 hr: 800-316-6056; Yale: 203-432-3227

Orbitz for Business: (Outside U.S.) 001-312-469-1956
(U.S.) 877-ORBITZ1

Yale Dean or Bus. Mgr. Name/Phone: _____

Emergency Contact Name/Phone: _____

US Consular Service/Embassy/Phone: _____

Other: _____