

Emergency Medical Handling Process:

Student

We recommend making your phone calls in the following order:

1. Call the emergency number of the international director provided by your campus or call the host country equivalent of 911 for a serious and/or life threatening medical emergency.
2. Call **Europ Assistance** for all emergency travel, accident and sickness assistance. Call **1-240-330-1551**, ask for a claim number.
3. Call the international office at your host institution or your institution's professor traveling with your group and give them the claim number.
4. Call your Institution's Study Abroad Coordinator and give them the claim number.
5. Call your family and give them the claim number.

Family of a Student – (Your student had a medical emergency)

We recommend making your phone calls in the following order:

1. Make sure that your student has called **Europ Assistance** at **1-240-330-1551 (International)**.
2. If your student has called **Europ Assistance** then ask for the claim number, this claim number is associated with your student.
3. At anytime you may call **Europ Assistance 855-901-6712 (Domestic)** or **1-240-330-1551 (International)** for a status of your student's condition/situation using the claim number.
4. Contact your student's institution study abroad coordinator.

Faculty/Staff/Other Participant -

We recommend making your phone calls in the following order:

1. Call the emergency number of the international director provided by your campus or call the host country equivalent of 911 for a serious and/or life threatening medical emergency.
2. Call **Europ Assistance** for all emergency travel, accident and sickness assistance. Call **855-901-6712 (Domestic)** or **1-240-330-1551 (International)** ask for a claim number if you do not have it already.
3. Call the appropriate contact person at your home institution when reporting emergency situations.
4. Please remember that **Europ Assistance** must follow privacy laws while disseminating medical information so they may not be able to answer all of your questions.

This document is presented to EIIA members strictly as a guideline. As individual circumstances may vary, the contents and concepts presented should be reviewed and amended as necessary to properly address your institution's unique exposures. Additionally, it is recommended that the contents and concepts presented be reviewed in the full context of its use with legal counsel prior to implementation.

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