YOU UNDERSTAND THE IMPORTANCE OF PROTECTING YOUR STUDENTS, FACULTY AND STAFF—AND YOUR INSTITUTION—FROM TRAVEL RISKS.

But have you found that building a comprehensive program that not only protects and educates your travelers, but also aligns with your institution’s unique needs is easier said than done?

For nearly 20 years, On Call has enabled institutions like yours to meet their duty of care objectives and strengthen their international programs with customized—and holistic—Travel Risk Management (TRM) solutions.

WHY PARTNER WITH ON CALL?

PROACTIVE ASSISTANCE

- **TRM Assessment:** Identifying strengths and gaps in current protocols, assessing traveler risks and designing crisis management policies accordingly are all key elements of managing a successful TRM program—and we’ll guide you every step of the way.

- **Member Education:** An informed traveler is a safer traveler. We not only help your students, faculty and staff understand how to use our services during an emergency, but also how to avoid travel risks in the first place through educational emails, webinars, destination guides and more.

- **Administrative Training:** It’s not just your travelers who need to know what to do in the event of an emergency. We’ll also train your administrators to effectively manage emergencies through tabletop exercises as well as design and test emergency protocols.

- **Online Resource Center:** Searchlight—not our on-demand crisis management portal—gives you and your students, faculty and staff instant access to destination-specific health and safety information and alerts to help prepare them for travel and make informed decisions while they’re away.

REACTIVE CRISIS MANAGEMENT

- **More Than Emergency Assistance:** In addition to major medical crises, we handle travel issues big and small—from security emergencies to locating quality routine medical care, replacing prescriptions and even rescheduling travel plans.

- **Worldwide Assistance:** Travel emergencies can happen anywhere, not just abroad. Unlike most providers, On Call offers assistance for both international and domestic travel.

- **Direct Communication:** On Call notifies you when a traveler requests our help and keeps you informed until the situation is resolved. You also have direct access to our clinical staff to answer your questions along the way. This ensures you’re up-to-date and helps you to make informed decisions that benefit your travelers and your institution.

- **Centralized Case Management:** Our worldwide reach is centralized through our Global Response Center that houses our expert medical staff, multilingual assistance coordinators and dedicated account management teams. This centralized approach ensures better communications and a single point of contact for quick resolution to each case.

HASSLE-FREE GUARANTEE

- **Customized Programs:** We can scale up or down based on your institution’s size, budget, and unique requirements. You get the precise assistance you need without paying for things you don’t want or already have through your existing health insurance plan.

- **Program Costs & Methodology:** On Call offers competitive pricing based on your unique travel risk exposure and duty of care initiatives. We pass on additional savings through our centralized operations and transparent, capitated fee structure with no additional hidden case fees or baseless yearly inflationary increases.

- **Transparent Approach:** No hidden agendas or conditions—we have an open, collaborative and honest way of doing business, from communications and processes to pricing.

- **Coordination of Benefits:** International medical expenses can be tricky to navigate. That’s why we’ll collaborate with your travelers’ health insurance providers to organize direct payments of medical expenses—this not only reduces administrative hassles on your end, but also ensures your travelers can focus on work and school—not figuring out the claims process.

Are you ready to get the customized care your institution deserves?

Contact us today for more information:

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When traveling, every problem is unique – a missed flight, an unexpected delay, or even a medical crisis. But every solution starts with customized care that ensures students, faculty and staff get to where they’re going – safe and protected. That’s why for nearly 20 years, On Call International has provided fully-customized travel risk management programs protecting millions of travelers, their families, and their academic institutions. For more information, visit www.oncallinternational.com.

About On Call International:

TROUBLE HAS NO BORDERS.
WE’RE HERE TO HELP.