



It Could Happen to You!™



As a leading international medical and travel assistance company, On Call International delivers a portfolio of services with a personalized touch. Core services include medical assistance and evacuations, travel assistance, security assistance, concierge services and insurance products. We serve over 7 million consumers through direct relationships and insurance providers. Our clients include Aegon, AON, Carnival Corporation, Earthwatch, Grand Circle Travel and Apple Vacations.

Our mission is to provide best-of-class service
with an open architecture that
values our clients as business partners.

MEDICAL ASSISTANCE

- Emergency Medical Transportation (Evacuation/Repatriation)
- Medical Monitoring
- 24-Hour Nurse Helpline
- Medical, Dental, & Pharmacy Referrals
- Deposit, Advance, & Payment Guarantees
- Dispatch of Medicine, Physician, or Nurse
- Return of Deceased Remains
- Return of Minor

TRAVEL ASSISTANCE

- Pre-trip Information
- 24/7 Emergency Travel Arrangements
- Translation Assistance
- Emergency Travel Funds Assistance
- Worldwide Legal Assistance
- Lost/Stolen Travel Documents Assistance
- Emergency Message Forwarding
- Lost Luggage Assistance
- Vehicle Return Assistance
- Pet Return Assistance

SECURITY SERVICES

- Online Country Risk Assessments
- Security Alerts and Warnings
- Global Threat Monitoring
- Electronic Traveler Tracking
- Political Evacuation
- Secure Transportation
- Disaster/Crisis Management

CONCIERGE SERVICES

- “Must See or Do” for 10,000 cities
- Hotel, Restaurant, Limo Reservations
- Floral or Gift Basket Delivery
- Shopping Locations
- Nightlife Recommendations
- “Especially for Kids”
- Spectator Sports/Amusement Parks
- Golf Tee Times
- Health Clubs
- Performing Arts/Sports Tickets
- Special Event Packages
- Business Services

AND MUCH MORE!

When an emergency strikes, being away from home can quickly turn into a frightening and costly situation. See how On Call International can help.

A 35-year-old woman was traveling in South America when she became ill with an unknown stomach ailment. She phoned On Call's 24/7 U.S. Licensed Nurse Help Line and described her condition. The nurse, supported by On Call's world-class software system, helped identify the condition and recommended an over-the-counter medication to reduce her symptoms. The woman was able to continue with her tour and since the nurse was able to assist her over the telephone, she did not have to spend the time and money to see a local doctor.

A 19-year-old female was studying in Cannes, France, when she was involved in a scooter accident and sustained a diametral-opened fracture of the right tibia. She was operated on for the fracture and the doctor ordered no weight bearing on the right lower limbs. The hospital accepted On Call's guarantee of payment so that the patient would not have to pay an expensive bill out of pocket. We arranged for ground ambulance to the airport, wheelchair assistance, and a Business Class seat for her to fly home.

A 70-year-old woman was onboard a Celebrity cruise ship off the coast of St. Maarten when she was diagnosed with a lower respiratory tract infection and pneumonia, requiring Oxygen at 4Liters/Minute. On Call's physician and the ship's doctor required that she be transported to the U.S.A. via air ambulance, as she would not be able to tolerate a commercial flight and hospitalization in St. Maarten was not an option. The ship would be docking the following morning at 7am and On Call was able to coordinate arrangements so that the medical team and air ambulance met the patient at port when the vessel docked. The patient was air evacuated to a hospital in Florida, where On Call had arranged for her admission and further treatment.



On Call International is the United States member and a shareholder of the International Assistance Group (IAG), a worldwide network of assistance companies. Through the IAG, On Call International has a worldwide network of physicians and facilities and the ability to dispatch physicians regionally. The IAG also facilitates any language barriers that may arise when traveling in a foreign country.





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