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**On Call International Ensures Best Assistance for Business & Leisure Travelers Going Overseas**

*Global, medical and travel assistance provider makes quality control a top priority*

Salem, N.H. – September 4, 2007 – Most international travelers know to pack the essentials, such as a passport and camera, but, many forget to pack a medical and travel assistance plan. Global assistance provider, On Call International ([www.oncallinternational.com](http://www.oncallinternational.com)), routinely offers emergency medical and travel services—including aero-medical evacuations—to more than seven million people across 200 countries. With this reach, the American-owned company has recently instituted a voluntary peer review program to ensure best practices when serving its business and leisure customers.

On Call's new peer review program works to evaluate its recommended medical transport services to make certain its customers receive the most appropriate medical care and transport services when an incident occurs.

"As a global healthcare and assistance provider, quality care can be second to none," said Michael J. Kelly, president and CEO of On Call. "The nature of our business is to provide reliable, immediate assistance, not to mention, peace of mind to our clients. It's our responsibility to make certain we're doing the very best, and there's no better way than to enlist our peers' review. To our knowledge, no other international healthcare company has ever enlisted another company to review their practices and performance."

With support from the International Assistance Group ([www.netiag.com](http://www.netiag.com)), of which On Call serves as the U.S. partner, and from U.K. partner, FirstAssist Services ([www.firstassist.co.uk](http://www.firstassist.co.uk)), On Call recently submitted summary reports and transport recommendations for 20 randomly selected medical cases for review. The actual transport requirements used per case were kept blind to the reviewers, who, studied cases ranging from non-medical escorts to air ambulance transfers.

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*On Call, Peer Review/2*

Overall, the case reviews confirmed that:

- Patients are being provided with the appropriate level of air medical transport resources.
- Corporate clients are being provided with cost-efficient medical transfers.
- The air medical transport service practices of On Call are consistent with those of other International Assistance Group members and air medical transport industry guidelines.

On Call International plans to repeat the peer review process on a regular basis and is working to expand the program within the International Assistance Group organization.

**On Call International** is a leading provider of customized medical, security and travel assistance for international business and leisure travelers as well as expatriates, students and others away from home. Operating 24/7/365, On Call International specializes in emergency evacuations from any point on the globe, assisting more than seven million travelers. The U.S.-owned and trained assistance company serves the travel, insurance and maritime industries. On Call is a member and the U.S. representative of the 26-partner International Assistance Group, a global network of independent assistance companies. For more information, visit [www.oncallinternational.com](http://www.oncallinternational.com).

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