

A call is received by a person on campus (**Responder**) from a **Columbia traveler**<sup>1</sup> who is in a foreign country requiring assistance.

**Responder's Name and Title:**

--

**1. Responder should ask Caller to provide the following information:**

- a. Telephone number and/or best way(s) of communication (text, Skype name, WhatsApp name or other) through which **Caller** can best be reached;
- b. Is the **Caller** the person in trouble or is s/he calling on behalf of a second **Columbia traveler**?
- c. **Caller's** name and relationship to Columbia or relationship to a **Columbia traveler**;
  - i. If **Columbia traveler** is a student, ask if they have the **Aetna Student Health Insurance** plan and ask for their **member ID #**;
- d. **Columbia traveler's** name, location, age, gender, and nationality;
- e. Did the **Columbia traveler** register this trip through **ISOS MyTrips** and include complete lodging and contact information? *(If "Yes", skip to "g")*
- f. School or department with which the **Columbia traveler** is associated;
- g. Name, location, and telephone number of hotel, office, doctor, hospital, or clinic;
- h. Other pertinent information relating to Columbia traveler's situation;
- i. Did they already the call **911 equivalent**, **ISOS** or **OnCall** for assistance? *(If "Yes", note which one and contact others)*

a.	
b.	
c.	
d.	
e.	
f.	
g.	
h.	
i.	

- 2. In a life-threatening or other serious emergency (with the **Responder** on the line if feasible), the caller should be instructed to call the **'911 equivalent'** for their Host Country;
- 3. For a Student in a Medical Emergency: if member of **Aetna Student Health Insurance** plan should reach out to **OnCall: +1 (603) 328-1926** and open a ticket.  
*(This step is crucial for students later seeking reimbursement for international services from that insurer)*
- 4. For all other Columbia traveler types and for any assistance need, call the **ISOS's Scholastic Members' line: +1 (215) 942-8478**. In addition to the information listed in step #1, the caller must provide the Columbia University Scholastic Membership number: **#11BSGC000064**
- 5. **Responder** should work with ISOS for immediate emergency actions and will act as a liaison for the University. After receiving all pertinent facts from the local ISOS team, the first responders will disseminate to all appropriate University personnel. If a student traveler requires medical attention, the first responders will bring **Columbia Health** into all discussions. Dean, Department Head, or ISOS Program Coordinator will contact the traveler's family and take over case management after the immediate emergency has been addressed.

<sup>1</sup> **Columbia traveler** = student, faculty member, researcher, administrator or their guests on a Columbia trip.