



# HTH Worldwide Global Health and Safety Services

As an HTH member, you are eligible for Global Health and Safety Services 24 hours a day, 365 days a year.

## What to do in the event of a medical emergency

Members should go immediately to the nearest physician or hospital and then contact HTH's Call Center:

- HTH Worldwide Global Health and Safety (call collect): +1.610.254.8771
- Toll Free Inside the U.S.: 1.800.257.4823
- [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com)

## What to do if you need to see a doctor

Contact HTH's Call Center to schedule your appointment and arrange for direct payment to one of our doctors:

- HTH Worldwide Global Health and Safety (call collect): +1.610.254.8771
- Toll Free Inside the U.S.: 1.800.257.4823
- [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com)

**Making an appointment with a physician:** Prior to making an appointment, contact HTH's Global Health & Safety team to provide the doctor's office with a "guarantee of payment." In many countries providers require this at the time of the visit. If this is not arranged prior to the visit, the physician may require payment up front from you.

**Follow-up appointments:** If your physician recommends a follow-up consultation, 48 hours advance notification to HTH Worldwide is needed in order to coordinate this appointment and arrange payment. To request these services, please contact Global Health and Safety [globalhealth@hthworldwide.com](mailto:globalhealth@hthworldwide.com) or +1.610.254.8771.

## HTH Provider Community

HTH members receive care from health professionals who are English-speaking, Western-trained and have a formal business relationship with HTH.

## Emergency Evacuation and Centers of Excellence

HTH Worldwide maintains a 24/7 call center to assist members with everything from routine requests to medical emergencies. HTH coordinates emergency services with a worldwide network of Physician Advisors. Members in need of life-saving medical intervention are treated in Centers of Excellence in the U.S. and around the world.

## Well Prepared Profile

Members are encouraged to plan for their medical needs before embarking on study abroad programs by updating personalized web pages in the Global Health and Safety database. These pages address potential health issues and allow HTH to arrange doctor appointments for members, set up direct pay for the services received and suggest treatment alternatives as necessary.

## mPassport

HTH offers a number of global health resources designed to promote personal safety by giving members convenient mobile and internet access to these options:

- Choose from over 5,450 selected, English speaking doctors in 182 countries.
- Find selected hospitals and clinics in over 1,400 destinations.
- Search notable pharmacies in over 500 international destinations.
- Translate medication brand names and key medical terms and phrases.
- Receive personalized health and safety alerts via text message or email.





# Global Health and Safety Services



## Member Services

### In case of serious injury or illness contact HTH to:

- Facilitate hospital admissions for emergency care
- Arrange emergency evacuation services

### To get the medical care you need, contact HTH to:

- Schedule an appointment with a qualified doctor, dentist or behavioral health professional
- Explain insurance benefits and coordinate direct payments to hospitals and doctors
- Monitor inpatient and outpatient care
- Help you fill prescriptions locally or receive prescription pharmaceuticals while abroad
- Help you replace corrective lenses or medical devices or equipment
- Arrange transportation, escorts, accommodations and visas for medical treatment

### To help you manage expected and unexpected medical needs, HTH enables you to:

- Understand health and security risks in your destination
- Select an English-speaking doctor with proper training and credentials
- Identify the best hospitals in your destination
- Make contingency plans to leave a medically underserved area
- Understand treatment options
- Translate brand names of drugs, medical terms and phrases
- Communicate with family members and your organization during a crisis

### To meet your special needs, HTH will:

- Coordinate personalized security consultations for specific destinations
- Make referrals for legal assistance
- Arrange repatriation of mortal remains
- Coordinate emergency cash transfers
- Coordinate passport replacement

## Internet Resources

HTH Worldwide's unique **Global Health and Safety Resources** give travelers the medical information and assistance services they need to travel safely. These databases and tools are available through the internet or personal hand-held mobile devices via **mPassport**.

**Doctor and Hospital Profiles** Search the database of profiled HTH doctors and facilities in the HTH contracted community.

**Brand Name Drug Translation Guides** Find the country-specific brand name under which common prescription and over-the-counter medications are sold.

**Medical Phrase and Term Translation Guides** Translate idiomatic healthcare terms ("hay fever", "CAT scan") and critical healthcare phrases ("When can I travel?") in six common languages.

**CityHealth Profiles®** Learn critical information about healthcare services in the world's most popular destinations including emergency phone numbers, high quality hospitals, vaccination requirements, pharmacy information and more.

**Security Profiles** – Peruse up-to-date country level information about political climate and communication infrastructure. This is done at city level and focuses on the prevalence of crime and terrorism and on the reliability of police, hotels and transportation.

**Health and Safety Alerts** – Read alerts that include articles relaying tips on national healthcare systems abroad and healthy travel practices, as well as warnings on health hazards and disease outbreaks around the world. These alerts can be customized, regionalized and personalized.

For a valuable source of timely insights on safe and healthy travel, visit [www.healthytravelblog.com](http://www.healthytravelblog.com)

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