

# INTERNATIONAL TRAVEL ASSISTANCE



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Specialty Assist provides the travel assistance services for our international clients. It is important to note that there is only **one company and one phone number** for you to call during an emergency situation (see above). Assistance is available for medical needs, security concerns, as well as general travel issues.

## EBOLA VIRUS

Specialty Assist is highly experienced in evacuating patients with infectious diseases, having safely and successfully evacuated patients with meningitis and tuberculosis, amongst others, over many years. Nevertheless, international evacuation of patients with Ebola or other Viral Haemorrhagic Fevers is highly complex, and may not be achievable.

International evacuation on commercial aircraft should not be considered as feasible for patients with active clinical symptoms of Ebola. Current evacuation responses to those suffering with active clinical symptoms of Ebola are at the government, military and supranational level.

Each country and region will have their own protocols in place for dealing with Ebola. The current general strategy is containment and isolation.

An Insured may call the Specialty Assist control centre for further information. Any requests will be assessed on a case-by-case basis.

### Information needed when you call:

- ID / Scheme Number:
- Name of person requiring assistance
- Your contact phone number
- Location
- Medical provider phone number

### Other Contact Numbers (if Necessary):

- Specialty Assist USA Number – 215.489.3785
  - Gallagher Charitable International Insurance Services – 800.922.8438
- Email: [gallaghercharitable@ajg.com](mailto:gallaghercharitable@ajg.com)