
A MESSAGE FROM MEDEX LEADERSHIP

In the last few years, we've all seen attacks on mass transit, public markets and tourist destinations, as well as military conflicts, civil unrest, political demonstrations, criminal acts, and natural disasters. **No part of the world is immune**, and travelers may encounter security situations that arise with little advanced notice, such as with civil disturbances sparked by occurrences in other areas of the world. When events like these take place overseas, apart from our familiar support systems and environment, the impact may be dangerous, costly and traumatic.

The nature of today's risks demands that international travelers and expatriates practice effective personal security steps to protect themselves, their families and their possessions. Organizations should ensure they have a well defined, practiced, and resourced program to aid their travelers in the event of threats to safety, security or health. If an incident occurs, which employees are in the affected location? Do they have access to information and advice regarding the situation? Can you move them safely away from further potential harm?

Your partnership with MEDEX delivers the crucial information, analysis, transportation, communication and assistance resources your people need. Consequently, when the unexpected does happen, you are prepared to come to the aid of your travelers, wherever they are. This issue of MEDEX Odyssey describes some of the services available to you. We encourage you to learn more about what we can do together to protect your people as they face today's travel-related risks.

Yours in Good Health,



David Mair
Director of Client Services

NEW PASSPORT GUIDELINES

Do your travelers frequent the Caribbean, Bermuda, Panama, Mexico or Canada? Due to the Intelligence Reform and Terrorism Prevention Act of 2004, as of January 8, 2007, all air and sea travelers to and from these locations will require a passport. For ground transportation, the implementation date is January 1, 2008. This initiative does not affect direct travel between the United States and its territories (Puerto Rico, U.S. Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa).





KNOW BEFORE YOU GO

MEDEX offers several ways to help prepare your travelers for their international destinations. Pre-trip information, such as travel destination reports and **HOTSPOTS** can help ensure the safety and security of your travelers.

TRAVEL DESTINATION REPORTS

Your travelers have access to a wealth of useful information in MEDEX's **Travel Destination Reports**. These reports provide information on street crime, medical care, and the cultural situation in cities and countries throughout the world.

Customized reports can be requested through your Client Relations Manager, or general information reports are available online through the MEDEX Member Center.

HOT SPOTS ALERTS

Keep up-to-date on global security events. Sign up for **HOTSPOTS** to receive a free daily email, detailing security situations around the world. Register online at www.medexassist.com/group.

MEDEX SECURE

Civil unrest in Africa. Armed conflict in the Middle East. Terrorist threats in Europe.

Ensuring the safety of your travelers is becoming more and more difficult.

International travelers may now face a multitude of potentially life threatening security concerns. Even cities generally presumed 'safe' can be subject to unexpected threats to the health and safety of your travelers. Many business travelers were affected by the London and Madrid bombings in 2005. Others may have experienced the sarin gas attacks on the Tokyo subways in 1995, while still more were affected by the tsunami in southeast Asia in 2004. Each of these events was unexpected and injured or killed hundreds of people.

Just as you have access to help in a medical emergency, you can also contact MEDEX for security concerns. One call is all it takes to

help ensure the safety of your travelers – whether it is during an escalating civil war or in the aftermath of a natural disaster. As with a medical emergency, MEDEX will evaluate the situation, taking the necessary steps to assist and even evacuate your traveler when necessary.

Every medical client can use these services; however, with **MEDEX SECURE**, the costs affiliated with a political or security evacuation are included in the program. This service is surprisingly affordable, and with today's uncertain global climate, shouldn't you protect your travelers against security concerns?

Contact your Client Relations Manager for more information or to upgrade your program to MEDEX SECURE.

MEDEX ALLEVIATES INTERNATIONAL INSURANCE CONCERNS

Emergency surgery. Security evacuation from political unrest. Air ambulance evacuation.

We have often shared with you many of the complex, often life-saving situations MEDEX manages. In this issue, we wanted to share with you an example of a less severe – yet just as important – assistance case handled by the MEDEX Emergency Response Center.

A broken leg is never a good thing. When you're traveling by yourself, it can be even worse. Jim Porter was in Thailand when he slipped and fell, fracturing his femur. His injury required surgery, and Jim was transferred to a hospital in Phuket for the operation.

Jim contacted MEDEX for assistance. A MEDEX Assistance Coordinator confirmed that the hospital in Phuket was well equipped to handle the surgery and the rehabilitation that would be needed for his leg. With his care confirmed, MEDEX offered assistance with his insurance and billing concerns.

Jim wasn't sure if his primary insurance would be accepted at the hospital, as he knew that domestic insurance doesn't always travel with you. While Jim was undergoing surgery, the Assistance Coordinator contacted

hospital billing to see if they would accept Jim's primary insurance. The coordinator then contacted Jim's primary insurance company to verify coverage.

Many people can relate to the frustrations associated with automated telephone systems and delayed responses often associated with insurance. Rather than having to deal with these issues himself, Jim allowed MEDEX to handle the situation for him while he was in surgery. A MEDEX Assistance Coordinator spent over an hour on the phone talking to five different people, coordinating payment for Jim's overseas care. Throughout his surgery and Jim's post-op care in the hospital, MEDEX continued to monitor his treatment.

Jim chose to spend the month following his surgery in Thailand. As his rehabilitation was nearing completion, he decided to return home to the United States. His physician and MEDEX agreed that it would be best for Jim to travel in first class, allowing him room to stretch out his leg. MEDEX paid for the upgrade, ensuring that Jim would make it home safely and comfortably.

WORLD AIDS CONFERENCE OVERVIEW

The XVI International AIDS Conference, held in Toronto, Canada, August 13th through August 18th, brought together over 26,000 participants from more than 170 countries. Social leaders, political leaders, HIV/AIDS experts, and scientists met to address the global pandemic that has infected nearly 65 million people and killed more than 25 million people in 25 years.

While this pandemic continues to grow throughout the world, there have been large strides in the past decade in providing effective prevention and treatment options. Participants in the conference readily acknowledge that they are not just combating a disease – they are fighting against poverty,

gender inequality, and discrimination. The countries that are most affected by HIV/AIDS are among the poorest in the world and have the most significant gender disparities.

Many MEDEX clients are working hard to battle not just HIV/AIDS, but the social conditions that accompany the disease. From Asia to Africa, Europe to Latin America, several MEDEX clients are dedicated to putting an end to the AIDS pandemic. Their participation in the International AIDS Conference has provided them with insight, direction, and a renewed commitment to fighting this disease.



In the past 25 years, **HIV/AIDS** has killed more than **25 million** and infected nearly 65 million people around the world.

ONLINE MEMBER CENTER

Preparing your travelers means more than making flight arrangements and hotel reservations. It means arming them with information, resources, and intelligence. International travelers should have easy access to destination information and global security conditions. Unfortunately, finding accurate information can be time consuming, and many travelers may not be able to research their destinations properly.

Now, your travelers can have easy access to intelligence reports, destination information and more, with the MEDEX Member Center. This secure website provides reports and advice for over 173 countries and 266 cities. With details as to local emergency contacts, security concerns, and a brief country overview, your travelers are sure to enjoy the simple approach to obtaining information.



The Member Center can also be tailored to convey your own corporate travel messages to your travelers.

To give your travelers access to the MEDEX Member Center, contact your Client Relations Representative today!



MARK YOUR CALENDARS

The 2008 World AIDS Conference will be held in Mexico City, August 3rd – 8th. To find out more information about the conference, or any of the organizations who are coordinating this event, check out the following websites:

2006 World AIDS Conference
www.aids2006.org

2008 World AIDS Conference
www.aids2008.org

International AIDS Society
www.iasociety.org

The Joint United Nations Program on HIV/AIDS (UNAIDS)
www.unaids.org

The Global Network of People Living with HIV/AIDS (GNP+)
www.gnpplus.net

International Community of Women Living with HIV/AIDS (ICW)
www.icw.org

International Council of AIDS Service Organizations (ICASO)
www.icaso.org



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