

## A MESSAGE FROM THE PRESIDENT



Preparing your travelers for trips to international destinations means more than booking airfare and making hotel arrangements; it means giving them knowledge about their destinations and preparing them for emergencies. Are your travelers truly prepared for their global adventures?

While you may think of MEDEX as the place to call when a crisis occurs, we can also help your organization take proactive steps to prevent emergencies. We firmly believe that well-informed travelers are well-prepared travelers and, as your travel assistance provider, we have a wealth of information available to you. Medical information, such as immunization requirements and the location of the closest hospital, can prepare travelers for local health concerns, while security information can help determine the threat level in a destination country and the most common safety concerns for an area.

Most importantly, we realize that the travel needs of your organization are unique, and therefore will customize pre-travel information for you. As a corporate or collegiate client of MEDEX, these services are included in the cost of your program. Simply call your Client Relations Manager to set an appointment with our Medical Director, Dr. Walter B. Koppel, or our Security Director, Bill Irwin.

At MEDEX, we are here to ensure the safety of your travelers, no matter where they are. Keep in mind that you can call us at any time, day or night. With the information provided in our pre-travel services, you can rest easy knowing that your travelers are well prepared for their journeys.

Yours in Good Health,

Bruce R. Kirby  
President and CEO

## PERSONAL SAFETY FOR FEMALE TRAVELERS



by  
**Bill Irwin, MBA, CPP**  
MEDEX Security Director

further compounded by the fact that people in some countries may have preconceived notions about American women, based on images acquired through American films and advertising. The very characteristics of U.S. women, such as independence and strength, may be perceived differently in other countries.

Female travelers are often faced with different circumstances than their male counterparts, and while it is impossible to generalize the experiences of women around the globe, these travelers can prepare themselves for the gender-specific challenges they may encounter when living or traveling abroad.

Language and cultural differences mean that what is considered appropriate behavior in the U.S. may be interpreted much differently by the men and women of a host country. This is

A smile, eye contact, certain clothing, or the way a woman carries herself can connote different things in different cultures. To avoid this, it is recommended that a woman become familiar with the customs and traditions of the host country. She will then have more understanding as to why these customs exist and therefore be safer while abroad. To ensure safety, female travelers should follow the example of the women who reside in the country, travel in groups, and trust their instincts. If a traveler finds herself in an uncomfortable situation, she needs to leave immediately and go someplace where she feels safe.



## TIPS TO SPEED SUMMER FLYING

These little known travel tips from the Transportation Security Administration will help you comply with airport security procedures and prepare you for faster processing at security checkpoints.

### Clean your golf clubs.

Chemicals used in golf course maintenance can trigger baggage screening devices.

### Scuba Gear.

Scuba tanks are not allowed on commercial flights.

### Fishing Tackle and Sports Gear.

Items such as bats and lacrosse sticks must be checked.

### Camping Equipment.

Gas containers for grills or stoves cannot be checked or carried on a plane for safety reasons.

### Lighters and Matches.

While all lighters are not allowed in carry-on luggage, up to four books of safety matches are allowed to be carried onboard an aircraft. Matches, however, are not allowed in checked baggage. Strike anywhere matches are prohibited at all times.

### Lotions, Sprays, and Food.

Check with the airline if any of these items come in aerosol containers. To avoid a possible mess in your checked luggage, pack food in carry-on bags.

**Fireworks.** All fireworks, including bottle rockets, jumping jacks, roman candles, snakes, sparklers, and spinners are prohibited.

## AIRPORT TRAVEL TIPS

### HOW TO SAIL THROUGH SECURITY – OR AT LEAST REDUCE YOUR WAIT

While we've all come to expect longer lines at airport checkpoints, knowledge of the regulations and careful packing can make everyone's travel experience easier. **Here are a few tips on how to comply with security regulations and reduce your wait:**

- Do not pack or bring prohibited items to the airport. Check the Transportation Security Administration (TSA) website [www.tsa.gov](http://www.tsa.gov) for the complete Permitted and Prohibited Items list.
- TSA advises travelers not to lock checked baggage. If you must do so, be sure to use a TSA "accepted and recognized" lock (listed on the TSA website).
- Consider packing personal belongings in clear plastic bags to reduce the chance that a TSA screener will have to handle them.
- Wait to wrap your gifts, as they may need to be opened for inspection.
- Place the following items in your carry-on baggage prior to entering the screening checkpoint: mobile phones, keys, loose change, money clips, PDAs, large amounts of jewelry, metal hair clips, and large belt buckles.
- Take laptops and video cameras out of their cases to place in a bin.
- Take off all outer coats and jackets prior to reaching the checkpoint.
- Humor may be inappropriate, so be careful what you say at security checkpoints. Security personnel are trained to react to comments about weapons and terrorism, and penalties can be severe.
- When in doubt about specific safety procedures and luggage requirements, it's always a good idea to call the airline ahead of time.



While the global **War on Terrorism** and the **War in Iraq** have increased the risks for international businesses, recent developments have also produced **more resources** and **capabilities** in managing those risks.

## THE CHANGING FACE OF BUSINESS IN THE MIDDLE EAST

**With dramatic political and social changes in recent years, the Middle East has become a growing market for Western businesses.** While General Motors reported a 60% increase in regional sales between 2004 and 2005, Mattel has sold over two million Middle Eastern equivalents to Barbie in two years. How do these companies and others tap into the Middle Eastern market?

First of all, the Middle East is looking for business. Saudi Arabia plans to raise \$624 million in foreign investments over the next 14 years, and cities like Dubai are relaxing their laws to become more attractive to foreigners. Combined with low taxes, Dubai has become a boomtown for foreign companies and investments. In just one year, the Dubai Financial Market reports that it nearly tripled in value.

Dubai and other cities are excellent points of entry to the rest of the Middle East. A relatively

safe city, Dubai provides a place for foreigners to acclimate to the Middle Eastern culture and traditions. Such adaptation is not only critical for a business's financial success, but also for the personal security of its employees.

There is no denying that security is a top concern for businesses in the Middle East. In fact, in today's volatile environment, security should be a priority for any international business. Bill Irwin, MEDEX's Security Director, suggests that one of the best ways to address security issues in a region is through research and education. While the global War on Terrorism and the War in Iraq have increased the risks for international businesses, recent developments have also produced more resources and capabilities in managing those risks. If you are concerned about the security of your employees in any location around the world, contact MEDEX for assistance.

## CLIENT FEATURE: YALE UNIVERSITY

**While many American universities are attempting to globalize their image, few have been as successful as Yale University.** Chartered in 1701, Yale has made an effort in recent years to become one of the most recognized universities in the world. While international students have been studying at Yale for decades, the University is aggressively promoting study, research, and working abroad opportunities for its students. Through their website and research partnerships, Yale University provides informational resources for entry into the global arena.

The “Yale and the World” website encourages student and faculty participation on a global scale. The detailed information from different regions of the world educates website users on everything from the art and literature to the science and politics that affect that region. There is even a feature to determine the number of Yale graduates living in a given country. This encourages current students to work around the world and spread the globalization of the university.

Since 2001, the number of Yale students studying abroad has increased every year. The goal is for every Yale student to have at least one international experience. Yale is making a concerted effort to develop and promote both its work and study abroad programs. Each year, Yale students travel to typical study and work abroad locations such as Great Britain, France and Spain, as well as non-

traditional locations such as Egypt, Iceland, Ghana, and Vietnam.

While international travel can be risky at times, students and parents are given peace of mind through Yale’s partnership with MEDEX. The MEDEX Secure program in which Yale is enrolled exceeds the study abroad travel assistance requirements established by the U.S. Government. In a volatile global environment, Yale administrators want to ensure their students’ safety as well as their health. Now, regardless of where a student may be, if a medical or security emergency arises, MEDEX will evacuate them if necessary.



Students can also prepare for their international activities by visiting the secured Member Center on the MEDEX website. This provides pre-travel information for over 173 countries and 283 cities. Armed with as much information as possible, MEDEX believes that Yale students are adequately prepared for their international travels.

## A DAY IN THE LIFE OF A MEDEX ASSISTANCE COORDINATOR

**Assistance Coordinators are consummate multi-taskers!** As the first responders on the MEDEX team, Assistance Coordinators fulfill a critical role in the Emergency Response Center. These highly trained problem solvers help callers through a variety of emergencies, involving the appropriate medical and security specialists when necessary.

On a daily basis, Assistance Coordinators may arrange for a patient to be evacuated from Central America, assist callers in Florida with lost luggage, and provide dental referrals in Europe. The unpredictability associated with each call keeps the Assistance Coordinators constantly alert. While sorting and working through the cases assigned to them at the start of their shift, Assistance Coordinators are also accepting incoming calls, prioritizing and addressing the needs of the new cases as they open.



MEDEX Assistance Coordinators represent a variety of languages, including Spanish, French, German, Italian, Polish, Japanese, Portuguese, Arabic, Oulof, and Serere. They combine outstanding customer service and organizational skills with the ability to work both independently and in teams. “MEDEX was amazing,” writes one traveler. “The Assistance Coordinator was an absolute angel the entire time, and a very calming influence.” MEDEX Assistance Coordinators take pride in their dedication to their jobs and to serving you in your times of need.



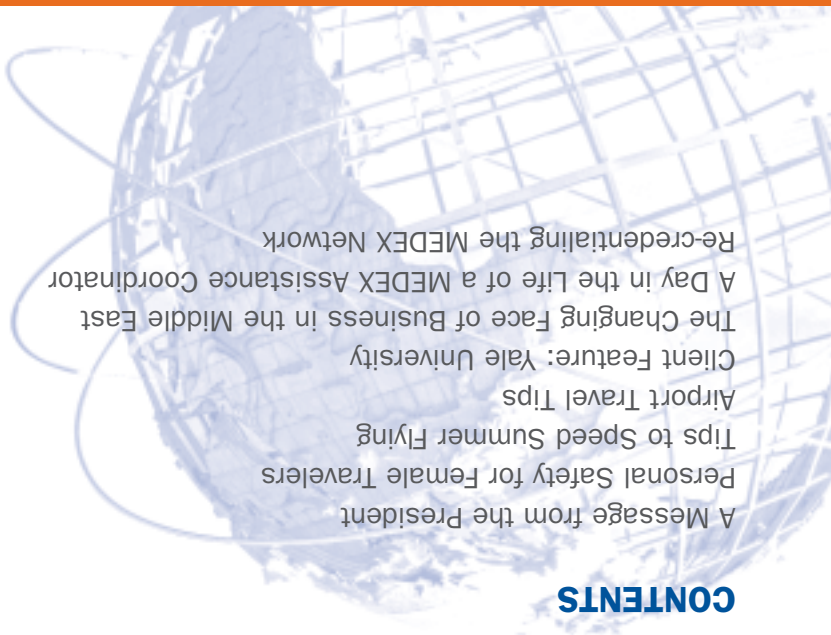
## RE-CREDENTIALING THE MEDEX NETWORK

With over 43,000 providers in our database, ensuring a consistent quality of care is an enormous task. While we continually work to re-credential and reassess our resources, this year our Resource Development Team will focus on our air ambulance and transportation providers.

MEDEX often requires the use of air ambulance providers servicing the Caribbean, Central America, and parts of South America. This region is one of many selected for re-credentialing due to the high volume of cases requiring services in these areas. The MEDEX Resource Development Team plans to revisit these air ambulance providers in person this year.

To ensure that we are working with the best providers possible, the MEDEX Resource Development Team evaluates each company based on the type of aircraft it uses, its medical staff, the medical equipment available during transit, and more.

Throughout the next year, our specialists will be meeting with air ambulance and other transportation companies to make sure that they fulfill the MEDEX standards of excellence. With literally thousands of transportation providers in our network, you can be sure that this undertaking is no small task!



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