

MEDEX *Odyssey*

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“I was beside myself when my husband became ill,



Travel Guides for Managers

At MEDEX, we believe that the best way to ensure safe and healthy travel is to be prepared. That's why we developed a series of travel and management guides. These guides, available online, provide an overview of types of medical and security situations that travelers may encounter abroad. While you may already be familiar with the concepts presented in these guides, they can be valuable tools for reinforcing the importance of a well-rounded traveler program within your organization. There are currently three papers available to you:

1. What Every Company Should Know Before Sending Travelers Abroad:
Part I: Medical Precautions and Preparations
2. What Every Company Should Know Before Sending Travelers Abroad:
Part II: Security Precautions and Preparations
3. What You Should Know Before Traveling Abroad: Cultural, Health and Safety Advice for Women

To access these guides, click on the link in your online MEDEX Member Center or contact your Client Relations Manager.

Plan Smart. Plan Ahead.

New travel products help you prevent and prepare for minor emergencies while traveling.

No one plans to become ill or injured. However, when illness or injuries do occur, at home people are generally well prepared. For emergencies, we have key telephone numbers to get assistance, and we keep medical kits for the minor situations that arise. What happens, however, when we travel? What happens to the traveler who's developed a toothache? Cuts himself with a sharp object? Develops a rash or sunburn? Fortunately, MEDEX can help with those too.

When traveling throughout the world, it is important to be prepared for minor injuries or illness. The first line of preparation is a first-aid or medical kit with supplies appropriate for your travel destination and activity. MEDEX offers medical kits that will meet your specific travel needs, based upon your destination, the people traveling, and their potential medical problems.

Many organizations have taken advantage of this offering to provide kits to their travelers. We have a wide range of choices, from a dental medical kit to a developing country medical kit. Group or customized kits are also available.

Our supply of travel products can make travel more comfortable, prevent travel emergencies and help you cope with the inconveniences of travel. Are your travelers going to a location known for malaria? We can supply them with mosquito nets, powerful insect repellents, and clothing treatments to minimize exposure. Are your travelers going to a location with questionable water quality? We have products for that too.

For a complete list of medical kits and products available, please visit www.medexassist.com/travelsupplies.



but the MEDEX Assistance Coordinator's calm manner and

Travel and Diabetes

For many, packing for a trip is as simple as making sure they have the right clothes. However, for millions of others with ongoing medical conditions, the task is considerably more involved.

For travelers with diabetes, careful preparation is the key to a successful, pleasant international travel experience. "The key to traveling as a diabetic," says Lisa Schachtner, MEDEX RN, "is to carry a lot of supplies with you and wear your medical alert bracelet at all times." Lisa regularly helps diabetic travelers who are faced with medical emergencies. She recommends that travelers with diabetes visit their physician and have control of their condition before they leave home. "Pack twice as many supplies as you think you'll need and carry half of them with you at all times," Schachtner says, "Know how to say 'I have diabetes' in the local language, and know how to seek medical attention in your destination."

Before traveling, the American Diabetes Association recommends obtaining a letter from your physician describing your condition, whether you are taking pills or insulin shots, and carrying a backup prescription in the event your medications are lost, stolen or damaged. Airlines still allow diabetics to carry medication and syringes onboard flights; however, be prepared to show a prescription if asked by airport security.

While traveling, stress from travel, changing time zones, and foreign food can affect any international traveler; however, they can have a greater impact on a person with diabetes. Work with your doctor before leaving the country to plan when to take your shots or medication. For long flights, be sure to request a special meal far enough in advance to ensure it can be provided. On arrival, get plenty of rest and monitor your blood sugar level closely.

For more information on diabetes and your destination country, visit the International Diabetes Federation at www.idf.org. MEDEX also recommends that travelers obtain pre-travel medical reports, so that should an emergency occur, they know the location of the nearest medical facility that is most appropriate for treating their condition. These reports can be obtained by contacting MEDEX at 1-800-527-0218 or 1-410-453-6330.

Make the Most of Your Relationship with MEDEX

Many people who utilize MEDEX services believe that we are here only for extreme situations: medical emergencies, security threats, and evacuations. This means that thousands of travelers are not taking full advantage of their relationship with MEDEX. While we pride ourselves on our emergency assistance, we also provide a wealth of other services to help travelers. To make the most of your relationship with MEDEX, we encourage you to:

- Use the resources provided in the online Member Center
- Encourage travelers to contact us for location-specific pre-travel destination reports
- Work with us to develop customized contingency plans for traveler destinations
- Review our new medical kit and travel product offerings online at www.medexassist.com/travelsupplies
- Look into our new, affordable international cell phones, satellite phones and Blackberrys® online at www.medexassist.com/cellhire



quick actions provided me with the comfort I needed.”

Keep in Touch with International Cell Phones

Each day, millions of travelers around the world face communication difficulties. Are your international travelers worried about how to stay in contact with their home or office? How expensive are phone calls and emails? Does your organizational policy limit international personal calls home?

For three decades, MEDEX has been

helping travelers throughout the world with their travel concerns. We have partnered with CellHire, the world's largest mobile communications rental company, to provide customizable solutions for your international communications concerns. Through this partnership, you have access to cost-effective international cell

phones, Blackberrys®, and satellite phone rentals.

Most domestic mobile communications companies do not provide service abroad and, when they do, it is often unreliable and expensive. International phone calls placed from hotel phones and pay phones can be just as costly. MEDEX's partnership with CellHire gives you international communication solutions for a low, affordable price. You will have one phone and one number for more than 170 countries in the world.

MEDEX has made the rental process quick and easy. Once you place your order, you can receive your rental device the next day, or sometimes even the same day, depending on your location. In addition to a phone, you will receive a leather carry case, a travel charger and international adapter, instructions for the phone, international dialing, voicemail setup, and a return mail bag to return the phone after your trip. Every phone is programmed with the number to the MEDEX Emergency Response Center, making it easier than ever to contact us.

CellHire offers personalized service so that each traveler receives the device that is most appropriate for their trip. Not only are rental phones available, but so are satellite phones, Blackberrys®, and a host of other communication devices. They also offer bulk rental options for groups of travelers. For more information on MEDEX and CellHire services, visit www.cellhire.com/medex, or call 1-866-236-7368.



Medical Nightmares During Business Trip and Family Vacation

Having family members accompany employees on business trips is becoming more common. However, as one father learned, family members can have medical emergencies abroad, too.

When he brought his two teenagers with him to Austria, one dad did not expect to spend his business trip in the hospital. But when he broke his leg and his daughter suddenly became ill, the business trip and family vacation turned into a nightmare. Throughout their father's accident and subsequent leg surgery, the teens were composed and handled the situation responsibly. Their grandmother in England, upon hearing of the circumstances, called MEDEX for assistance. MEDEX maintained contact with all of the family members involved as the dad recovered from his leg surgery. Arrangements were being made to fly the family home, and the children had returned to their hotel to prepare for the trip.

Unfortunately, just as things were looking better for the family, the daughter started vomiting and her complexion began turning yellow. She was taken to the same hospital as her father initially, but was soon transferred to another hospital that was better equipped to handle her diagnosed liver condition. Fortunately, the MEDEX program the dad's employer utilized not only covered his international medical emergencies, but his family's as well. MEDEX began to monitor the daughter's case. A MEDEX Physician Advisor reviewed her condition with the treating physician. Within just a few hours of her hospitalization, MEDEX was able to confirm the diagnosis of Wilson's Disease and the need for a new liver. MEDEX then coordinated for the entire family to be transported via air ambulance to their home in England, where the daughter received a liver transplant and the father's leg continued to heal.



A Typical Day at MEDEX



Burns to upper body

Liver Transplant

Blood clot in back of knee

Chest Pain

Broken arm from car accident

Swollen bug bites

Gunshot wound

Stroke

The pushpins represent locations for MEDEX case activity in one day.



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Eco-Friendly Response Center

In a move to be more environmentally conscious, MEDEX's Emergency Response Center recently took steps to become a "paperless" environment. Recognizing that it is virtually impossible to have a completely paperless office, MEDEX achieved a 94% reduction in paper consumption. Each emergency evacuation case previously used hundreds of sheets of paper, and even the less severe MEDEX cases required several sheets. According to Conserva-tree.com, a website dedicated to environmentally safe paper, it takes 6% of a tree to make one ream of paper. This can add up quickly! Fortunately, MEDEX has installed new case-management software that allowed us to make the transition to a paperless office. The Emergency Response Center is able to use some of the most updated technology to maintain and manage cases, significantly decreasing the amount of paper used.



P.O. Box 19056
Baltimore, MD 21284-9056
United States

Travel with Confidence

www.medexassist.com
1-800-537-2029
1-410-453-6300