

# TRAVEL EMERGENCY PREPARATION CHECKLIST

**USE THIS CHECKLIST TO HELP ENSURE YOUR ORGANIZATION, AND YOUR TRAVELERS, ARE PREPARED FOR THE UNCERTAINTY THAT TRAVEL CAN BRING:**

## VERIFY DESIGNATED REPRESENTATIVES:

These individuals are the point of contact for anyone going abroad and should be formally introduced to your travelers through education and orientation initiatives. Prior to a trip, sit down with your designated representatives, internal crisis management team, as well as anyone traveling abroad. Confirm that everyone is aware of who the members of the crisis management team are, what their roles are, and how to contact them. This will help ensure safety and lead to quicker resolutions in the event of an emergency.

## PROVIDE AUTHORIZATION:

It's important to give your designated representatives the ability to authorize expenses. Why? Expenses may occur that fall outside of any insurance/assistance coverage the traveler may hold. If you're prepared for this possibility, a designated representative or your travel risk management (TRM) firm can reach out directly for authorization and ensure that expenses are handled so as not to delay medical care. Make sure your travelers have policies with complete coverage including evacuation and repatriation, international medical expense coverage, and accidental death and dismemberment.

## PROVIDE HEALTH & SAFETY INFORMATION:

One of the best ways to protect your travelers' health and safety is to provide them with information about their destinations before they leave. A TRM provider like On Call can easily assist with this information, or you can research on your own. This includes all relevant health and safety information, from political unrest, military and terrorist activities, to infectious diseases, vaccination advice, natural disasters, weather conditions, driving rules, cultural etiquette, air quality, and more.

## EDUCATE ON AVAILABLE RESOURCES:

Confirm your travelers are aware of the nearest local hospital or emergency facility. If they are traveling internationally, do they have access to the destination's local emergency numbers? Do they have the phone number to your organization's TRM provider and contact information for their designated representatives? Advise your travelers to program these numbers into their phones beforehand so they're not scrambling during an emergency.

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## ☐ CHECK ITINERARIES:

Once a trip has been booked, make sure you have your travelers' itineraries, including any layovers and lodging details. Request to be kept in the loop should there be any cancellations, delays, or problems. In the event of a crisis, you need to know exactly where your travelers are. If you have a TRM provider, share itineraries with them so the information can be imported into their travel tracking systems.

## ☐ COMMONLY FORGOTTEN ITEMS:

There are several things travelers may not think to provide to their organizations in advance, but in the event of an evacuation, having a copy of vital documents is crucial. This can expedite the evacuation process and allow travelers access to the care they need sooner. These items can include:

- Copy of their passport
- Copy of their visa(s) (if they are traveling to a country with a specific visa requirement)
- Primary health insurance information
- Copy of prescriptions – including eyeglasses and contacts

FOR MORE INFORMATION ON TRAVEL EMERGENCY PLANNING AND HOLISTIC RISK MANAGEMENT, **CONTACT US TODAY.**

+1 (888) 289 0567  
[contact@oncallinternational.com](mailto:contact@oncallinternational.com)



## ABOUT ON CALL INTERNATIONAL

When traveling, every problem is unique—a medical crisis, a political threat, even a common accident such as a missed flight. But every solution starts with customized care that ensures travelers are safe and protected. That's why for over 20 years, On Call International has provided fully-customized travel risk management services protecting millions of travelers, their families, and their organizations. For more information visit: [www.oncallinternational.com](http://www.oncallinternational.com).

