

Serving in a remote world

In today's military there is no telling where in the world you will be assigned or asked to serve. It is your responsibility to not only stay operationally fit, but to also be prepared for medical needs while in remote locations. TRICARE has contracted



with International SOS to assist with urgent and emergency care for Active Duty Service Members who find themselves in remote parts of the Pacific.

We partnered with International SOS, a worldwide company, to establish a network of quality health-care providers and hospitals throughout the western Pacific. By using the International SOS network, you will incur no up-front, out-of-pocket costs and no claims to file. In other words, the care is cashless and claimless.

This service is available to Active Duty Service Members who are TDY/TAD, deployed, or simply on leave in Pacific areas where a Military Treatment Facility is not available. International SOS can assist you in obtaining urgent and emergency medical and dental care. It is not available to obtain routine visits or treatment.

Emergency Procedures

- Seek care from the nearest medical facility.
- Dial the local number for ambulance service as provided by the American Embassy, military unit, or other source.
- Have a local address and phone number available. **Do not hang up** the phone until directed to do so by the host nation operator.
- When emergency treatment or hospitalization in a local civilian facility is received, contact International SOS as soon as possible



Urgent Care

If you need urgent care in remote Pacific locations, International SOS can provide several valuable services. By calling them before receiving care you can:

- Find a qualified health care provider
- Avoid paying up front for care
- Avoid filing claims

Otherwise, you can expect to pay the host nation provider at the time of service. Then you will need to file the claim with the TRICARE region where you are enrolled.

Emergency Care Definition:

Care provided for a sudden and unexpected onset of a medical or psychiatric condition or the acute exacerbation of a chronic condition that is threatening to life, limb, or sight and requires immediate medical treatment.

Urgent Care Definition:

Treatment for a medical or psychological condition that would cause undue discomfort to the patient or that may worsen if not treated within 24 hours.



International SOS (Singapore)
IDD code + 65-6-338-9277

Making calls from foreign countries

- To direct dial, use the originating country international direct dial code (IDD) + the number.
- If you don't have the IDD code contact the international operator, tell the operator you are making a collect call and give the International SOS number.

International SOS Network Countries



American Samoa
Australia
Bangladesh
Cambodia
China
Fiji
Hong Kong
India
Indonesia
Laos
Malaysia
Madagascar
Mongolia
Myanmar
Nepal
New Zealand
Palau
Philippines
Saipan
Singapore
Sri Lanka
Thailand
Vietnam

* Call International SOS for help in any WESTPAC country, even if not listed above.

Active Duty Service Members Only

For medical and dental urgent and emergency care in remote Pacific locations, 24 hours per day, 7 days a week call:

International SOS (Singapore)
IDD + 65-6-338-9277

See reverse for calling instructions

Additional Information:

Healthcare When Traveling In The Remote Pacific



**For Active Duty
Service Members**

- **TDY/TAD**
- **Deployed**
- **On Leave**



This publication produced by the marketing department of the TRICARE Pacific Lead Agency in Honolulu, HI. (808) 433-6875

July 2002