



International Pre-Departure Information

International SOS (ISOS)

- Emergency and routine medical, security, and travel assistance services while 100+ miles away from your permanent residence
- Includes Out-of-Country Medical Care Coverage for illness and injury up to \$250,000 for the duration of your experience
- Purchasing additional travel and health insurance is always recommended





ISOS

Download the app now!

App Store



Google Play





ISOS COVID-19 Resources

- In the app, you have access to the [ISOS COVID Trip Planner](#)
- ISOS coverage includes symptomatic testing and hospitalization due to a COVID illness
- ISOS coverage does NOT include asymptomatic testing

International SOS COVID Trip Planner

Learn about specific travel restrictions, quarantine mandates, and other COVID-19 related considerations based on your departure and arrival locations.

For more details on U.S. state mask mandates, regulation differences for unvaccinated and vaccinated travellers, and impact on local transit, visit our [Pandemic Preparedness website](#).

Language  ▼

 Passport: USA ▼  COVID-19 Vaccinated ▼

 Round Trip ▼ No Connections ▼

Where from?

Where to?

Depart Thu Apr 7

Return Thu Apr 14

See restrictions

ISOS: Before You Leave



1. Take or download ISOS card
 - Make note of Member Number: **#11B824535**
 - Always mention that you are a Yale student traveling on Yale business
2. Download ISOS App **Now**: www.internationalsos.com/assistance-app
3. Visit the ISOS Online Member Center
4. Call the dedicated ISOS number *before you go* to discuss your trip:
1-215-942-8478
5. Share information about ISOS with your family

Plan for Pre-Existing Physical/Mental health Conditions

- It is always recommended that you purchase supplemental travel and medical insurance for your trip.
- Consider whether you will need specific accommodations while abroad.
- Will you have access to any medications/treatment you may need and are there any restrictions on crossing borders with medications?
- Consider how a change in routine/time zone/diet/environment might impact your condition and how you might manage that.
- Consult ISOS country-specific resources and call them with questions:
1-215-942-8478

Resources for Mental Health

- See Study Abroad's web page on [Physical & Mental Health](#).
- International SOS (ISOS) includes up to 5 counseling sessions, which may be offered remotely and/or in-person. Additional sessions may be possible depending on the circumstances.
- While abroad, you continue to have access to the Community Wellness Specialists through the [Yale College Community Care \(YC3\)](#) program. Community Wellness Specialists can talk with you about a number of issues including stress management, communication skills, identity development, time management, LGBTQIA+ matters, approaching difficult conversations, mindfulness, self-compassion, boundaries, relationships, and overall wellness.

If you get sick or injured abroad...

- Call ISOS **first**. Anyone can call ISOS on your behalf, if needed.
- By calling in advance, ISOS can direct you to an appropriate medical care provider and set up a guarantee of pay so that you do not need to pay out-of-pocket.
- Always mention that you are a Yale student on Yale Business.
- If you do not call ahead of time, you may be responsible for covering any associated costs out-of-pocket at the time of treatment and ISOS cannot guarantee that your expenses will be eligible for reimbursement.

Major Events

- Be mindful of major events that will be occurring in your host city or any cities you may plan to visit.
- Major events can cause transportation disruptions, higher costs for lodging and dining, and extra security considerations.

Extreme Heat

- Research the climate(s) you will be entering.
- Note that extreme hot temperatures have become more common and more prolonged in some regions.
- Air conditioning and access to other cooling systems may be limited or unavailable in your location.
- Take extra precautions and be aware of signs of heat related illness.
- Resource: [Tips for Dealing with Heat Stress](#)

Sexual Harassment/Assault

- Learn social norms about personal space, touching & gender dynamics.
- Cultural sensitivity does not mean you have to accept behaviors that make you feel uncomfortable or unsafe.
- Balance independence with your own safety.
- Get Assistance:
 - In-country program support
 - ISOS
 - Yale Study Abroad's [Sexual Harassment or Assault Abroad](#) page
 - [Yale Title IX Support Resources](#)

Want to talk? Need help?

Call SHARE for confidential information, advocacy, and support even when you're abroad.

1-203-432-2000

Available 24/7

sharecenter.yale.edu

Emergency Contacts

Important Phone Numbers

- International SOS: 1-215-942-8478
- Know the Local Emergency # (equivalent to 911)
- 24 Hour Yale Security: 1-203-785-5555
- 24 Hour Sexual Harassment & Assault Resources & Education Center (SHARE): 1-203-432-2000