

# Here is your MEDEX Global Solutions ID Card

## WORLDWIDE 24-HOURS A DAY

When traveling, you can feel confident that you are in safe hands if an emergency arises. MEDEX Global Solutions provides medical, security and travel-related assistance services.

Always carry your Identification Card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX Global Solutions network. When you call, be prepared to provide your ID number, organization's name, your name and a description of the situation.

### MEDEX GLOBAL SOLUTIONS' PORTFOLIO OF SERVICES:

#### MEDICAL ASSISTANCE SERVICES

Worldwide Medical and Dental Referrals  
Monitoring of Treatment  
Facilitation of Hospital Payments  
Transfer of Insurance Information to Medical Providers  
Medication, Vaccine and Blood Transfers  
Dispatch of Doctors and Specialists  
Transfer of Medical Records  
Continuous Updates to Family, Employer and Home Physician  
Hotel Arrangements for Convalescence  
Replacement Corrective Lenses and Medical Devices

#### TRAVEL ASSISTANCE SERVICES

Replacement of Lost or Stolen Travel Documents  
Emergency Travel Arrangements  
Transfer of Funds  
Legal Referrals  
Translation Services  
Message Transmittals

#### WORLDWIDE DESTINATION INTELLIGENCE

Pre-Travel Information  
Travel and Health Information  
Security Intelligence

### MEDICAL EVACUATION AND REPATRIATION SERVICES

Emergency Medical Evacuations  
Transportation to Join a Hospitalized Member  
Return of Dependent Children  
Transportation After Stabilization  
Repatriation of Mortal Remains

### PERSONAL SECURITY SERVICES

Political Evacuation Services  
Security Evacuation Services  
Transportation After Political or Security Evacuation

### FREQUENTLY ASKED QUESTIONS:

**WHO IS MEDEX GLOBAL SOLUTIONS?** Since 1977, MEDEX Global Solutions has been assisting travelers worldwide by utilizing highly trained, multilingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

**WHEN SHOULD I CONTACT MEDEX GLOBAL SOLUTIONS?** Coordinators are available 24-hours a day, every day of the year. Many times people assume that the services are to be used only in serious cases. Be assured that MEDEX Global Solutions is there to help you with any type of problem regardless of the severity.

**WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE?** If, through our medical management, it is determined that local medical providers are inappropriate for treatment, MEDEX Global Solutions will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

**WHAT HAPPENS IF I AM HOSPITALIZED?** It is important to notify MEDEX Global Solutions as soon as possible so your treating physician can be contacted to assess your condition and treatment plans to ensure your safe recovery. MEDEX Global Solutions will then update your family, employer/organization and personal physician as appropriate and assist you until you have returned home or have received final treatment.

*Detach and carry with you at all times.*


PREPARE FOR THE **UNEXPECTED**



**Cornell University**

MEDEX ID: 343211  
Cornell Risk Management 607-254-1575  
Cornell Police 607-255-1111

Notice to Physicians/Hospitals: Call MEDEX immediately for benefits verification and procedures. Call 24 hours a day (multilingual). If you do not have access to a phone, email for assistance: [operations@medexassist.com](mailto:operations@medexassist.com)  
[www.medexassist.com](http://www.medexassist.com)



**MEDEX EMERGENCY RESPONSE CENTER:**  
United States, Baltimore, MD +1-410-453-6330

**TOLL FREE ACCESS - The numbers below must be dialed from within the country**  
If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center **COLLECT**

Australia:	1-800-127-907	Italy, Vatican City & San Marino:	800-877-204
Austria:	0-800-29-5810	Japan:	00531-11-4065
Belgium:	0800-1-7759	Mexico:	001-800-101-0061
Brazil:	0800-891-2734	Netherlands:	0800-022-8662
China (northern regions):	108888*800-527-0218	New Zealand:	0800-44-4053
China (southern regions):	10811*800-527-0218	Philippines:	1-800-1-111-0503
Dominican Republic:	1-888-567-0977	Portugal:	0800-84-4266
Egypt (inside Cairo):	2-510-0200*877-569-4151	Singapore:	800-1100-452
Egypt (outside Cairo):	022-510-0200*877-569-4151	South Africa:	0800-9-92379
Finland:	0800-114402	South Korea:	00798-1-1-004-7101
France & Monaco:	0800-90-8505	Spain:	900-98-4467
Germany:	0800-1-811401	Switzerland & Liechtenstein:	0800-55-6029
Greece:	00-800-4412-8821	Thailand:	001-800-11-471-0661
Hong Kong:	800-96-4421	Turkey:	00-800-4491-4834
Indonesia:	001-803-1471-0621	U.K.:	0800-252-074
Ireland:	1-800-409-529	U.S., Canada, Puerto Rico, U.S. Virgin Islands & Bermuda	1-800-527-0218
Israel:	1-809-41-0172		

\* Dial the first portion of phone number, wait for tone, and then dial remaining numbers.