

Western's International SOS (ISOS) Resources – User Guide

Western International has invested in the services of International SOS (ISOS), providing access 24-hours a day worldwide to expertise and assistance with travel preparations, medical, security and emergency needs.

All Western students, faculty and staff are covered under the International SOS plan. This guide provides an overview of how to access ISOS services.

If you have questions, please email travelregistry@uwo.ca.

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Be prepared. Access pre-travel information and guidance.

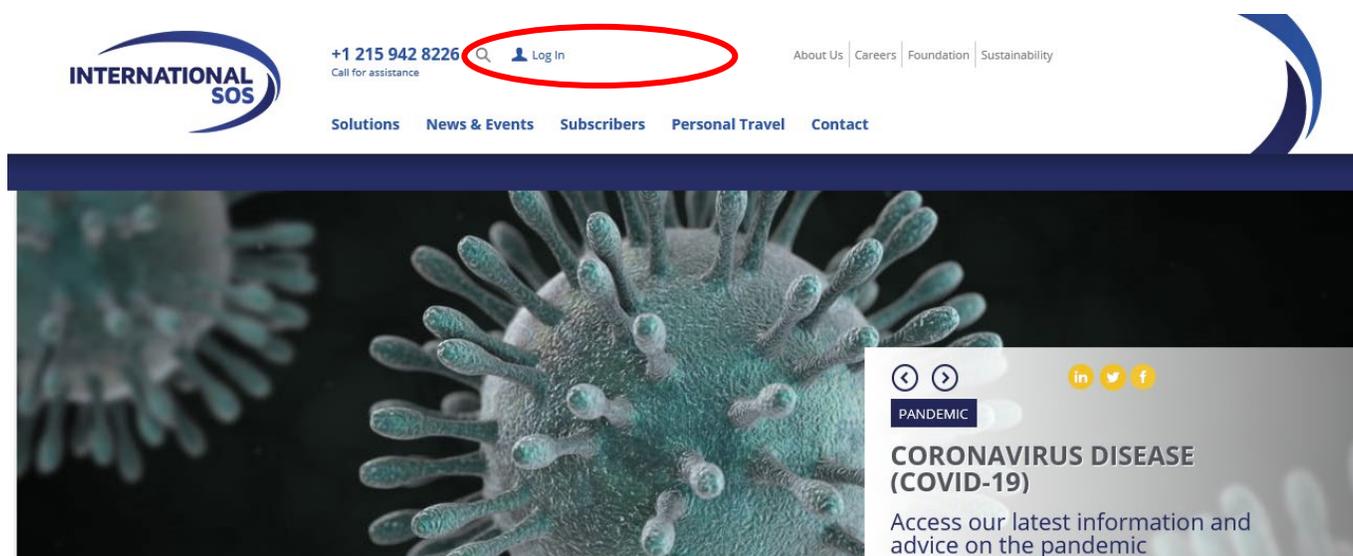
Understand the risks, local environment, health care system and security precautions related to the location(s) you are visiting by accessing detailed country guides and signing up for health and security email alerts.

You can also contact [ISOS Assistance Centers](#) (call directly or call collect) for general travel advice or if you have questions about the locations you are travelling to. You will need to provide the Western University membership number (27AYCA539479) when you contact ISOS.

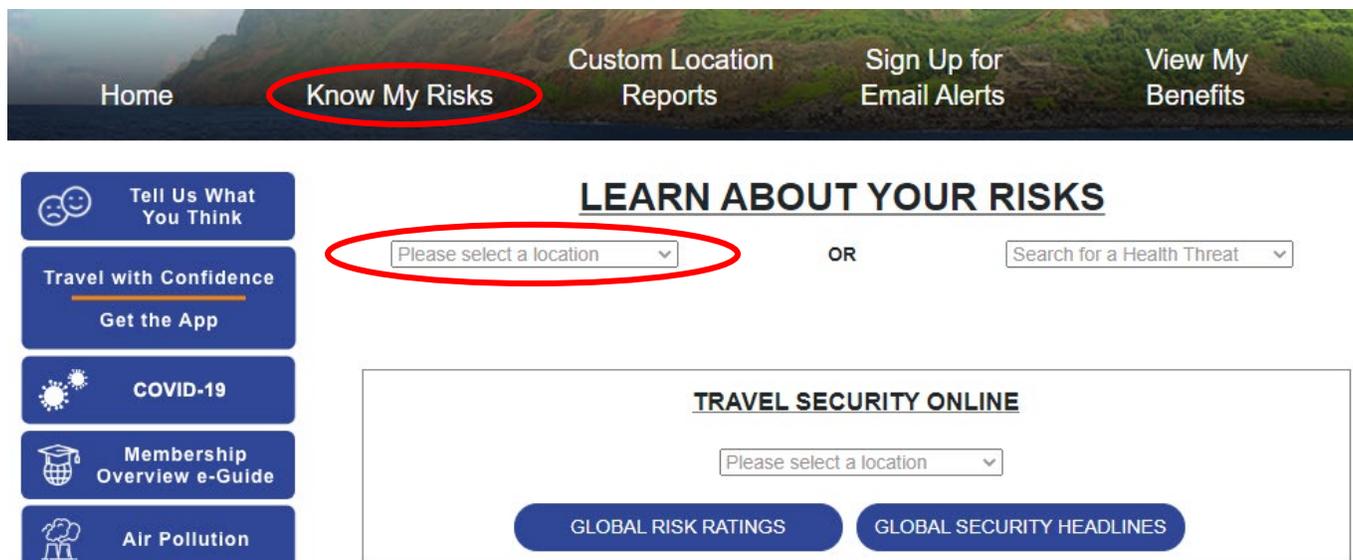
Country guides

Access detailed country guides, which include resources such as COVID-19 impact, security, medical risks, and travel logistics for your travel destination(s).

1. Go to the International SOS website (www.internationalsos.com) and enter Western's membership number under 'Member Log In'.



2. Select 'Know My Risks' on the top menu. Then select the country you intend to travel to from the location drop down menu.



3. Review details pertaining to the specific location including:
 - **overview** of country profile (high risk zones, COVID-19 impact, vaccination recommendations)
 - **security** alerts (personal risks, country stability)
 - **medical** risks (standard of care, clinics and hospitals, food and water, health treats)
 - **travel** logistics (arrival methods and transportation, entry/exit requirements, visas, language and currency, cultural tips, telecommunications and electricity, geography and weather, calendar)
 - **specific city guides**

India

Overview Security Medical Travel City

Risk Ratings Print

- H** HIGH MEDICAL RISK for India
- M** MEDIUM TRAVEL RISK for India
- L** LOW TRAVEL RISK for [Andaman and Nicobar Islands, Lakshadweep, Sikkim, Himachal Pradesh, Uttarakhand, Leh district \(Ladakh union territory\)](#)
- H** HIGH TRAVEL RISK for [Assam \(Assam\), Manipur, Nagaland, some districts of Bihar, Jharkhand, Chhattisgarh, Odisha, Maharashtra, Telangana, Andhra Pradesh, Kashmir division and parts of Jammu division \(both Jammu and Kashmir union territory\)](#)

COVID-19 Impact

COVID-19 Impact Rating (Travel): High -
Inbound travel significantly restricted for most travellers.

Only citizens and those who meet certain criteria for exemption may enter. Mandatory testing and quarantine in designated facilities may apply.

COVID-19 Impact Rating (Domestic Operations): Low -
COVID-related precautions and restrictions causing some inconvenience to business operations. Most businesses are operating.

Both essential and non-essential businesses are operating, though outbreaks may impact medical and/or logistic factors and cause disruption, often at short notice. Pre-existing security risks likely to be exacerbated by COVID-19-related political and socio-economic concerns in the near/medium term, though these disruptions will not affect the stability of the overall security environment. Elective surgery may not be accessible at times and VERY HIGH and HIGH Medical Risk Rated countries will be under pressure. Basic elements of BCPs – such as reduced or staggered staffing, social distancing, limited face to face interaction – may be active, with clear escalation and de-escalation triggers as well as mitigation measures.

Restrictions
Inbound

Vaccinations For India

Cholera	Oral vaccination is recommended for travellers Read more
Hepatitis A	Recommended for all travellers and expatriates. Read more
Hepatitis B	Recommended for all travellers and expatriates. Read more
Japanese encephalitis	Vaccine is recommended for people who will Read more
Polio	Resident nationals arriving from Afghanistan, Read more
Rabies	Consider for certain travellers, especially: For Read more
Typhoid fever	Recommended for all travellers and expatriates. Read more
Yellow fever	Indian Government requirements for vaccination Read more

Routine Vaccinations

- All routine vaccinations should be current: these include [Measles-Mumps-Rubella](#), [Polio](#), [Tetanus-Diphtheria-Pertussis](#), and [Varicella](#).
- Annual influenza [vaccination](#).

Other Medical Precautions

- [Before you go - See your doctor and dentist and ensure you are in the best health before you leave.](#)
- [Other preparations:](#)
- [Malaria](#)
- [Zika Virus](#)
- [Health Threats](#)

India

Overview **Security** Medical Travel City

Summary Personal Risk Country Stability

Last Updated : 19-Nov-2020

Alerts

- Anticipate disruption, avoid protests during nationwide strike on 26 February
- West Bengal: Election-related violence underlines need to continue to avoid all political gatherings
- Monitor developments amid ongoing efforts to de-escalate tensions along India-China border

[View All Alerts](#)

India

Overview Security **Medical** Travel City

Before You Go Standard of Care Clinics & Hospitals Food & Water Health Threats

Before You Go Standard of Care **Clinics & Hospitals** Food & Water Health Threats

Last Updated : 24-Aug-2020

Clinics & Hospitals

Medical Providers

No matter where you are, contact International SOS first if you are sick, injured or need medical advice.

Our medical staff will advise you, help you select the correct doctor, hospital or clinic, and make any necessary appointments on your behalf. If our terms allow, we will also make financial arrangements for you.

It is recommended that you contact International SOS before accessing medical care in India

Hospitals / Clinics

If you are unable to contact International SOS, the following list of hospitals and clinics is provided in case of medical emergencies.

Bangalore

Columbia Asia Hospital - Hebbal

Category: Hospital

Address: Columbia Asia Medical Center - Hebbal

Health Threats Summary

Health threats present include:

Animals: Anthrax, Hantaviruses, Leptospirosis.

Bites and Stings: Chikungunya, Crimean-Congo Fever (CCHF), Dengue fever, Filariasis, Japanese encephalitis, Kyasanur Forest Disease, Leishmaniasis, Malaria, Scrub typhus, Zika virus

Coughing/sneezing: *COVID-19, Tuberculosis (TB)

Environment: Air Pollution, Altitude

Food and/or water: Cholera, Hepatitis A, Nipah virus, Travellers' diarrhoea, Typhoid fever

Sex/blood/needles: HIV, Hepatitis B and C, & STIs

Swimming/bathing: Schistosomiasis

Overview Security Medical **Travel** City

Getting There Getting Around Language & Money Cultural Tips Phone & Power Geography & Weather Calendar

Last Updated : 20-Nov-2020

Getting There

METHOD OF ARRIVAL

By air

Most major cities, including the capital New Delhi, Mumbai (Maharashtra state), Bangalore (Karnataka state), Chennai (Tamil Nadu state), Hyderabad (Telangana state), Kolkata (West Bengal state), Ahmedabad (Gujarat state) and Cochin (Kerala state), have international airports. Major international airports in the country are: New Delhi's Indira Gandhi International Airport ([DEL](#)), Mumbai's

Phone & Power

India Telecommunications

Emergency Numbers	
Fire	101
Police	100

Dialing Codes	
Country Code	91
IDD Prefix (International Direct Dialing)	00
NDD Prefix (National Direct Dialing)	0

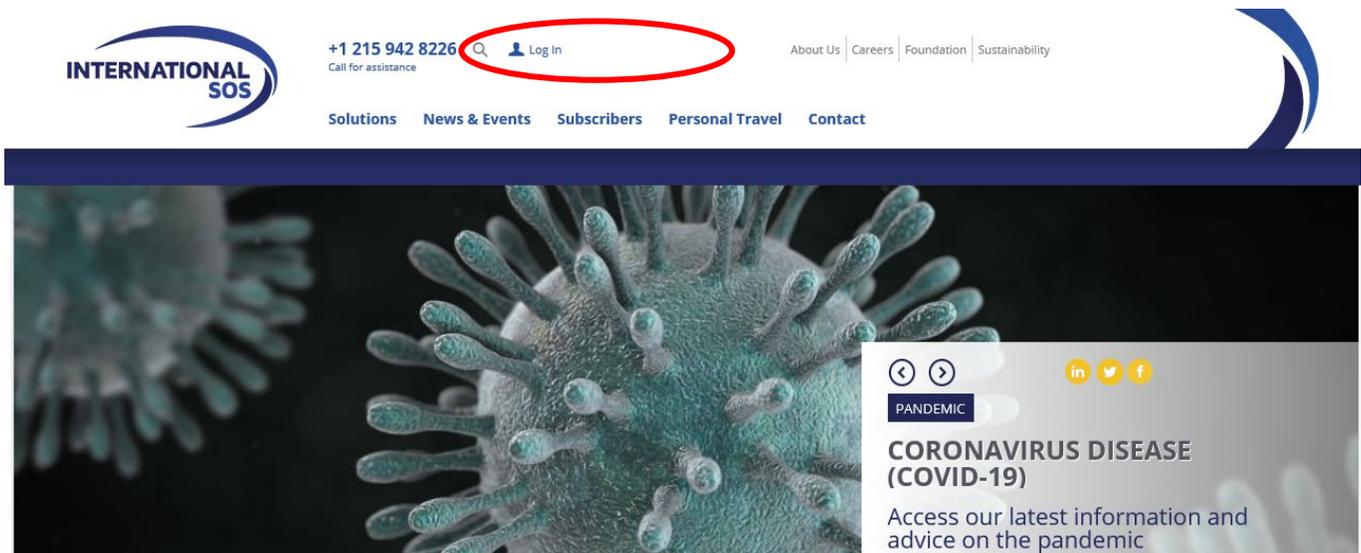
Telephone Information

Foreign business travellers should make international calls from their hotels or from telephone booths, which are clearly marked as 'STD/ISD' and metered. The booth operator is paid in cash, according to the length of the call. Some international calling cards, such as AT&T and MCI, also provide access for international numbers.

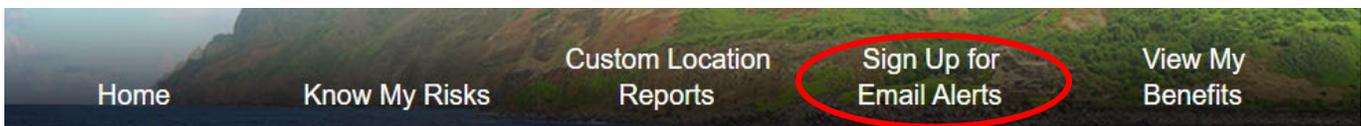
Sign up for health and security email alerts.

Stay informed of health, safety or security risks in your travel destination(s) by signing up for email alerts. You have the option to select which countries and what type of alerts you wish to receive.

1. Go to the International SOS website (www.internationalsos.com) and enter Western's membership number under 'Member Log In'.



2. Select 'Sign Up for Email Alerts' on the top menu. You will be redirected to an alerts login page.



3. Enter your name and email address under 'How do I register' if this is your first time registering for the alerts. You will receive confirmation of registration by email along with a link to activate your account.
 - a. Once your account has been set up, login using your email address.

My Alerts | Logon

Email alerts

You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world.

How do I register

If you have not registered to receive email alerts before, then enter your name and email address to register.

Name:
Email address:

Register

Login for existing users

If you have already registered to receive email alerts, enter your email address in the form below and click Login.

Email address:

Login

4. Select the email alerts you wish to receive:
 - a. Check the box next to the type of alerts you wish to receive.
 - b. Use the drop down menu to select 'All updates' or 'Special Advisories'.
 - c. Place check marks in the boxes next to your country/countries of interest. You have the option to select medical or non-medical alerts, or both types of alerts for the selected country by selecting the 'MED' or 'NON-MED' check box next to the respective country.
 - d. Select 'Save Changes' when you have completed your selections.

My Alerts | Real time country updates

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in

- Medical updates Travel security updates

Real time country updates | Other updates | Scheduled summaries | Settings | RSS feed | Logout

This service emails you country specific Medical and Travel security updates as they happen.

Country Picker

Please set your alert delivery options:

When updates are published to one of my subscribed countries below

Email me all updates

Enter country name

- MED NON-MED
- Select All
- Afghanistan
- Albania
- Algeria
- American Samoa (US)
- Andorra
- Angola
- Anguilla (UK)
- Antigua and Barbuda
- Argentina

You have not selected any countries

Medical

Non-Medical

Summary

You have not selected any alerts

Save Changes

5. You can also choose to receive emails regarding global issues, changes to health or security risk ratings, daily digests, monthly digests and regional security forecasts.
 - a. Select the respective tabs for 'Other Updates' and/or 'Scheduled Summaries' to set your preferences. Check the boxes next to items that interest you under these tabs.
 - b. Select 'Save Changes' when you have completed your selections.

I am interested in

Medical updates Travel security updates

Real time country updates | **Other updates** | Scheduled summaries | Settings | RSS feed | Logout

This service collects the latest information and regularly sends it by e-mail.

Daily Digest

Frequency: daily

Select All

Africa

Americas

Asia & the Pacific

Europe & CIS

Mid East & N Africa

Summary

You have not selected any alerts

You have unsaved changes.

Save Changes

Stay safe throughout your travel. Download the Assistance App.

Take advantage of instant access to ISOS services through the free Assistance App, including:

- One-touch dialing to the closest International SOS Assistance Centre, for immediate help.
- Mobile-friendly medical and travel security information to prepare for your travel, with deeper content a further tap away.
- The latest medical and travel security alerts, delivering travel advice before and during trips, allowing you to quickly adjust your plans if needed.

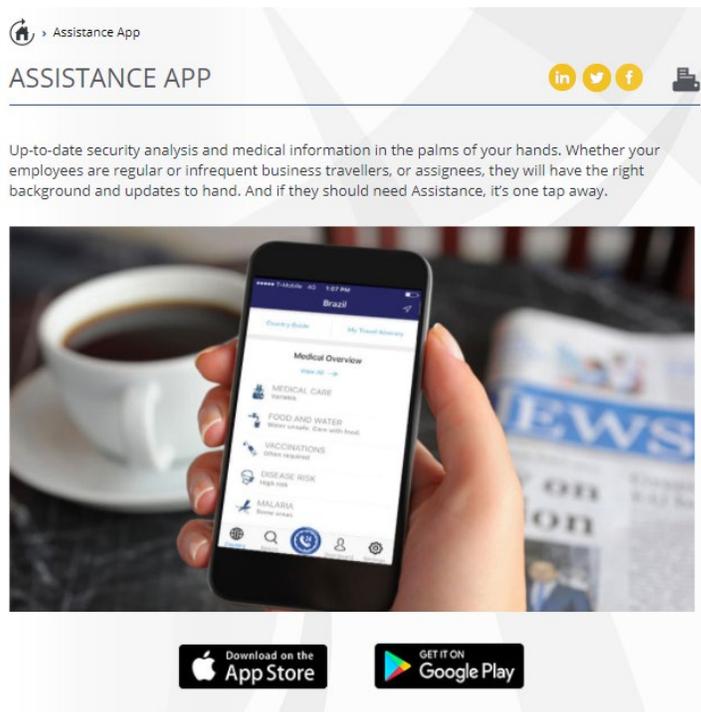
To download the App:

1. Open the Internet browser on your phone and enter the following address <http://app.internationalsos.com>. You will find various versions of the app for your device.

OR

Open Google Store from your phone and search for ISOS Assistance App. You will be able to install the app directly to your phone.

2. Once the app is downloaded on your phone, open the app and enter the Western University membership number into the app to sign in. You will then be connected to the member services.



Additional Resources

Additional resources are available in the ISOS member portal, which can be accessed once you log in to the ISOS website (www.internationalsos.com) using Western's membership number, including:

- COVID-19 updates (data by location, restrictions, cases, vaccine information, frequently asked questions)
- [Membership eGuide](#) – Illustrates the scope of your benefits with a comprehensive representation of how to navigate ISOS services.