



2022

BACK TO SCHOOL



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Innovative Assistance Solutions



COLLEGE ABROAD?
BRING ASSIST AMERICA ALONG!



Score extra credit by downloading the
Assist America Mobile App!

Wherever your travels take you this semester, you can conveniently access a wide range of travel emergency assistance services from your phone by downloading the free Assist America Mobile App for iPhone and Android or Scan the QR Code.



Whenever you travel or study away from home or abroad in another country, we provide valuable emergency services, including:



Medical Services

We offer immediate medical consultation, referrals, prompt admission to a qualified hospital, medical repatriations, assistance with prescriptions that have been left behind and much more.



Non-Medical Services

We take care of problems when you most need the help, whether it's arranging a compassionate visit by a loved one while hospitalized or helping locate lost luggages.

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HEAD OF THE GRADE!

ASSIGNMENT: Medical Repatriation for Michigan Collegiate Student

- Awareness Briefing**
- Medical Monitoring**
- Medical Repatriation**
- Compassionate Visit**
- Interpreter Referral**

“Your service is very good, far exceeding my expectations, and it is very helpful to us. It’s very difficult to buy a ticket back home. You not only bought it for us, but also bought business class and the situation was much better. To my surprise, you continued to help us when we returned home. Thank you very much.”

Distance from Home: 6,787 miles

Emergency: Lily*, a foreign exchange student from China was excited to study American culture at a Michigan university. During her studies abroad, she began feeling fatigued, had severe mood swings and extreme hunger as the months went by. Though she believed it was stress adjusting to a new country, she went to a local hospital for a diagnosis. A physician’s specialist diagnosed her having an autoimmune disorder. In an anxious state, Lily contacted her parents in China and wanted to return home. Since there was a language barrier between her parents and the medical staff at the hospital, the study abroad program administrator contacted Assist America to locate an English-to-Chinese speaking interpreter and arrange transportation services to travel back home.

Support: Studying abroad can be a great adventure and when a medical emergency occurs, Assist America is ready to respond. From the university’s initial call, our Operations Case Manager began our medical monitoring service to ensure Lily was receiving appropriate care. Our team retained regular correspondence with Lily, her family and treating staff throughout the emergency. When the hospital case manager explained that Lily needed to stay in the hospital for an extended period, we immediately arranged and paid for a compassionate visit. This allowed her parents to travel from Michigan to be by her bedside. As Lily’s condition improved, our team arranged and paid for their transportation home. The member appreciated the services provided by Assist America.

Note: *The content of this case study is for illustrative purposes only. For more information about Assist America’s services, visit our website: www.assistamerica.com.



Visit us online at www.assistamerica.com



Studying Abroad?

Some mental health tips that will ease your return to the campus classroom and help you focus on studying.

Studying abroad is exciting and encourages many students to be more culturally aware. However, not all students have the same experience when they first arrive at their new destination. For some students, substantial changes in their environment, coupled with completing assignments and projects can be a stressful undertaking.

It takes time and adjustments to achieve a secure foundation for yourself when studying abroad. You have to start preparing yourself prior to making the journey and then continue motivating yourself during your stay. Here are a few tips that may be helpful for stress reduction in students studying abroad.

BEFORE YOU DEPART

Research your Destination

Spend time researching your destination prior to making the trip. Make a list of places you would like to explore outside of your studies, know the current events of the city, and find your favorite locations whether it's a hiking trail, a library, or a nightclub. Knowing facts about the city can help you feel more connected to your new environment and reduce the stress of feeling like an outsider. The Assist America Mobile App offers Pre-Trip

Information that may be useful while you research your destination.

Socialize and Make Friends Abroad

After researching your destination, you should find a friend or relative that you can connect with during your stay abroad. Your college may offer an online support community, connection to the school deans, or a service number for students seeking advice. Finding someone with similar values and beliefs will help better connect you to the environment and provide comfortability in a foreign setting.

Pack a Comfort Item

What reminds you of home? Pack something that brings you comfort that is small enough to fit into your luggage. Having a familiar object in your dorm room or off-campus apartment can help you feel less homesick, safe, and secure.

DURING YOUR STAY

Join a Club or Organization

Build your connections by staying socially active. Join a college organization or a cultural community with similar interests. Once you get to know a few people, you will

be able to expand your network and make stronger connections. If you are uncomfortable attending organizational meetings, you may want to experiment with social networking sites and apps to help find people with the same kindred spirit.

Stay Active

It is essential to constantly motivate yourself to stay fit and healthy so you can stay focused on your studies. Poor eating habits and sleep deprivation are leading causes of stress in

college students. While staying abroad, you can make your own meals similar to home, exercise a few times per week, and plan a routine for yourself.

Find Your Personal Support Networks

You should try to find a balance between talking to your friends back home and spending time with new ones. You can still plan to travel with your friends from your home country, but it is also important to be open to new experiences with your new friends.

Finding a balance between your old life and your new life abroad can be difficult at times. Assist America offers many services for students seeking medical or non-medical attention while studying away from home. The 24/7 Operations Team is one-tap away with the Assist America Mobile App and can provide students with emergency trauma counseling service, prescription assistance, luggage assistance, medical referrals along with emergency services.

WHY ASSIST AMERICA?

Assist America provides various services that are proven to be useful and reassure students studying out-of-state or abroad and their parents. For example, Assist America often helps students find where and how they will be able to refill certain prescriptions before

they even leave home, so they can plan their departure with peace of mind. Additionally, students who know they will need to see a physician while being away from home can call Assist America for referrals. Assist America provides

emergency telephonic trauma counselling for students, with referrals for follow-up sessions with specialists. Finally, students going to a foreign country can use the Pre-Trip Information tool on Assist America's website and the Mobile App to familiarize themselves with their destination.

WHO WE ARE

Founded in 1990, we are the nation's largest provider of global emergency medical services through employee and student benefit plans. Our members enjoy complete peace of mind, freed from dealing with complex decisions and financial considerations during difficult times.



SHARE US YOUR EXPERIENCE!



@AssistAmerica
#AssistAmerica

SKILLS CHECK: **How can Assist America provide peace of mind this semester?**

Whether you're leaving home for school for the first time or returning to campus after months of virtual classes, you are covered by Assist America if you are traveling more than 100 miles away from home or to campus. We encourage students to utilize our services when they encounter a medical or travel emergency while away from home. Read on to find out how you can use Assist America this semester.



MEDICAL REFERRAL

While on campus, students have access to medical referrals in any situation. Those students who attend a school far away from home may not be familiar with the medical facilities local to their campus. Whether you wake up with a sore throat, need to visit a doctor regarding a pre-existing medical condition, or looking for a referral to a mental health professional, you can contact us for assistance with a medical referral to a local doctor, urgent care, or hospital.



MEDICAL REPATRIATION

While we always hope for the best when traveling away from home, an emergency can happen at any moment. Let Assist America be your peace of mind while away from home if an emergency occurs. In the event of a medical emergency such as getting sick or injured at school and need to be returned home, we will arrange for transportation back to your own home or a rehabilitation facility.



COMPASSIONATE VISIT

In the event that you are hospitalized while away at school, Assist America offers compassionate help if an emergency strikes. We understand that it may be stressful for a student to be hospitalized away from their family. If you are expected to be hospitalized for a specified number of days, we will arrange and pay for the transportation of a loved one to join you.



LOST LUGGAGE ASSISTANCE

Some of us know how frustrating it is when your suitcase does not appear on the carousel after a flight. If you lose your luggage while traveling back to campus or on vacation, we will work with airlines to recover and deliver lost bags so that you can enjoy your travels or focus on your studies stress-free.



ACCESS ON YOUR ELECTRONIC DEVICES AND SO MUCH MORE!

Accessing Assist America's services is as easy as tapping a button when you download the Assist America Mobile App to your smartphone. The Tap-for-Help button immediately connects you to our 24/7 Emergency Operations Center no matter where you are in the world. And, with VoIP calling, you can avoid international phone charges by using a Wi-Fi connection. You can also find pre-trip information as well as a Travel Status Indicator to let you know when you are eligible for services, and much more!

Learn more about our services and how we can assist you while you are away at school by downloading the mobile app or visiting our website at www.assistamerica.com.



SUCCESS BY THE NUMBERS

Assist America's purpose is to deliver unparalleled emergency and non-emergency assistance services to business and leisure travelers at anytime, across the globe and without financial burden. We asked our members to complete our Satisfaction Survey and here are the 2022 2nd Quarter results:



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Find out more by visiting us at www.assistamerica.com.



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**... reminds you that we provide
peace of mind wherever you
go and we're only one call away!**

STAY CONNECTED THIS SEMESTER



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