

# JOHNS HOPKINS

## UNIVERSITY & MEDICINE

### Johns Hopkins Global Travel Assistance Program

#### Dear Johns Hopkins Traveler,

Johns Hopkins has implemented a comprehensive travel assistance program supported by Healix International, which will provide a number of services for employees traveling or assigned away from their usual place of business, including medical and security assistance. You now have a one call point of contact for medical and security issues via dedicated Johns Hopkins 24/7 Assistance Services Helplines.

One call will instantly provide you access to medical and security professionals for real time information, advice and support on many different topics.

In addition, members can access a consolidated resource of medical and travel safety information online and through [www.traveloracle.healix.com/johnshopkins](http://www.traveloracle.healix.com/johnshopkins)

#### WHEN SHOULD YOU USE THE SERVICE?

##### Pre-Trip: Know Before You Go

- Access the Travel Oracle travel webpage to discover comprehensive and real-time information on general travel advice, vaccination requirements, hospitals, embassies, business and social etiquette for all countries and major cities around the globe.
- Access Travel Oracle to view recent incidents affecting the countries and cities you are visiting.
- Telephone the Johns Hopkins Global Assistance Helplines (contact info on next page) for pre-trip advice on health or security concerns.

- Access the Healix App to register and receive real-time alerts about natural disasters, social unrest, crime events, and transport disruptions that may impact travel.

##### During Your Business Trip

- However minor or serious, if you have medical or travel safety concerns, your first call should be the Johns Hopkins Global Assistance Helplines (contact info on next page).
- The Medical Operations team will provide assistance and when appropriate, identify approved clinics, hospitals or arrange for a doctor visit.
- Case handlers can assist with lost or stolen documentation, money, or baggage and can provide access to legal assistance.
- Security consultants are on standby to provide quantified advice on security issues.

##### IN AN EMERGENCY: Crisis Management

- Emergency Response Teams are on standby to assist with any crisis and will coordinate all necessary resources to ensure expedient evacuations and repatriations in a medical or security emergency.

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**Healix International Global Head Office:**

Healix International, Healix House, Esher Green, Esher KT10 8AB, United Kingdom  
[www.healix.com](http://www.healix.com)



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### Frequently Asked Questions

#### How do I access the Johns Hopkins Global Travel Assistance Program?

- Go to Travel Oracle at [www.traveloracle.healix.com/johnshopkins](http://www.traveloracle.healix.com/johnshopkins)  
Please be sure to register the first time with policy number: **JH18492**

- Call the Johns Hopkins Global Travel Assistance Helplines any time 24/7/365:

**Americas: + 1 443 455 0711**

**OR:**

**EMEA: + 44 20 8763 4952**

(Note: collect calls or 'reverse toll' charges will be accepted)

- E-mail [johnshopkins@healix.com](mailto:johnshopkins@healix.com)**  
(Note: email responses will come from [InternationalHealthcare@healix.com](mailto:InternationalHealthcare@healix.com))

- Information about these services can also be found on the Johns Hopkins Travel Portal

#### What if during my trip I need medical/security advice or assistance?

Call the Global Assistance Helplines whenever you have a medical issue or travel safety issue – major or minor – and medical and security experts will provide qualified advice for every country worldwide.

#### What will happen in an Emergency?

Emergency response teams are on standby to assist. Crisis management specialists will coordinate all necessary resources to ensure your protection in a volatile medical or security situation or scene of natural disaster.

#### What are other reasons I could call the Johns Hopkins Global Assistance Helplines?

- Pre-trip medical/security advice
- Out-patient referral
- Lost visa/passport
- Stolen wallet
- Vaccination requirements
- Medication concerns
- Medical emergency
- Lost contact/missing employee
- Detention by authorities
- Civil unrest/violent protest or disorder
- Natural disaster/ severe weather events

#### What will I be asked when I call into the Johns Hopkins Global Assistance Helplines?

- First you will be prompted to determine the nature of your call and the team will triage the call to the right professional for assistance.
- You will be asked your name/name of the affected employee (other personal information will also be recorded).
- You will be asked for your contact information (so we can call or email you back in case we lose contact with you).
- You will be asked for your Johns Hopkins division/business unit.
- We will need to identify if you are a traveler or an expatriate travelling outside of your country of assignment.
- We will need to know what country and city you are calling from now.
- Any other questions that are deemed relevant to provide you the best in class service.

#### And remember:

Please Be Prepared, Be Safe, and Stay Well.  
We are here to assist you!

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