

Travel Assistance Services

Contact 24/7 Travel Assistance by calling the numbers below. Assistance includes finding and arranging payment for medical care, medical and security evacuation, and other fee-based services. Program leaders can call on behalf of students to arrange assistance.



Teledoc Services by Doctor Please!

If this is a life, limb, eyesight or other significant emergency, **Think Local First**.

For a non-life-threatening sickness, injury or infection, you can contact a doctor 24/7 using **Doctor Please!**, a feature of our international insurance.

Doctor Please! provides multilingual (English, Spanish, Portuguese, French) teleconsultation services and appointments on your schedule. Before you travel, download and register for the Doctor Please! app for easy access while abroad.

1. Call Gallagher Global Assistance by calling **1-312-935-9242** (direct) or **1-866-693-6873** (toll free).
2. Tell them you are part of the University of Illinois and provide your policy number.
3. Let them know that you need the activation code for the Doctor Please! app. This is a unique code for each individual.
4. Visit the Google Play or App Store to download the Doctor Please! app.
5. Register and enter your access code.
6. Familiarize yourself with the app and, if needed, request a video or call back and you will receive an email with booking details.



Remote Mental Health Services

Maintaining good mental health is an important aspect of a successful international experience. For assistance while abroad, you can connect with U.S.-based specialists via the numbers below. Services are limited to counseling. During the call, the counselor and traveler can assess if the traveler should continue long-term care via phone or make arrangements locally.

These services can be accessed 24/7 by calling the numbers below and providing the corresponding policy number:

- Student policy number: **GLM N10893392**
- Faculty/Staff policy number: **GLM N14287310**

1-312-935-9242
(direct)

1-866-693-6873
(toll free)

COVID-19 Travel Considerations

Traveling during a pandemic requires additional evaluation and preparation, even more so for groups. Program leaders should review the following essential considerations when planning university-sponsored group travel.

Essentiality of Travel

Is this travel essential for students' academic experience **at this time**? Can travel be delayed until conditions improve? Are the planned activities feasible with social distancing and other precautionary measures?

Travel Warnings

After reviewing the Department of State travel advisory levels, the Centers for Disease Control and Prevention (CDC) travel health level, and the CDC's COVID-19 travel recommendations, am I comfortable taking students abroad? Will my department/unit approve me to lead travel in these conditions?

Destination Restrictions

Do I understand and have the ability to comply with host nation precautionary measures? Is the host nation using punitive measures to support compliance (fines, detainment, etc.)? What is the likelihood that activities could be canceled during the program?

Local Traveler Support

Is adequate personal protective equipment available to support all participants in country? Do I have contacts at the destination to provide emergency support if required?

Infection Rates & Trends

What are the recent/current trends related to COVID-19 infections in the local community? Are case numbers and new infections waning for at least two weeks?

Impact of Quarantine (if required)

What are the financial implications for infection, quarantine or other possible trip interruptions to include host nation precautionary measures? What is the impact if I or the students must self-isolate or quarantine upon return?

Impact on Local Community

Will our activities transmit the virus to others at the destination? Will our presence cause a strain on local resources that could be needed for the host nation's citizens?