

## **NASA Assist** by U.S. Air Ambulance

NASA has provided [www.NASAassist.com](http://www.NASAassist.com) as a resource to access valuable information to help plan your international assignment, and to limit your travel, health, and security risks while in your destination country.

On [www.NASAassist.com](http://www.NASAassist.com), you will find useful information on travel, health, safety and security for over 190 countries of the world, including country specific tools for your destination. For NASA employees who are outside the United States conducting agency business, NASA has provided the following services through NASA Assist:



## **Medical and Dental Assistance:**

### **Immediate Medical Advice**

If you require medical advice, the NASA Assist Help Line is available 24 hours a day to connect you with immediate medical advice. Please be aware that telephone advice cannot replace the diagnosis of a competent physician that you visit in person and that our advice may include that you should see your doctor for a diagnosis.

### **English Speaking Doctors and Dentists**

Online at [www.NASAassist.com](http://www.NASAassist.com), you will find contact information for local English speaking doctors and dentists. Once informed, please call your provider to determine if they are right for your situation. If you need additional help finding the right professional, please call the NASA Assist Help Line and we will be glad to assist you further.

## **Medical Evacuation:**

### **Medical Transport**

If you become ill or injured requiring medical attention and the closest facility does not have adequate medical capability, your NASA representative may determine that the appropriate alternative is medical evacuation. NASA Assist will provide prompt, safe evacuation with fully trained, licensed, and certified medical personnel and medical equipment to safely transfer you to a receiving medical facility that will provide Western equivalent medical care.

U.S. Air Ambulance will consult with your attending Physician and NASA's medical representative to determine the best transport alternative for your transfer. Multiple transport options are explained online that can provide safe, medically assisted transfer to your destination. In some cases, NASA's medical representative may require that you be transported directly to the United States.

## **Insurance Assistance**

Prior to, during, and after your medical transport, U.S. Air Ambulance will work with your insurer, air and ground transporters, the receiving facility, NASA representatives and you to facilitate financial management of your transport and to provide proper documentation for insurance claims regarding your transfer.

## **Transportation of Companions and Minor Children**

When you are evacuated, loved ones sometimes may not be able to be transported with you. When those circumstances arise, NASA Assist can arrange for a companion airline ticket for a relative, friend, or co-worker to join the patient. Arrangements can also be made for transportation of the patient's minor children to meet you or with your relatives.

## **Patient Assistance:**

### **Western Hospitals**

Online, we have provided a list of JHACO International hospitals, those hospitals that have passed American accreditation standards. We have also included hospitals ranked internationally and by country.

### **Patient Monitoring**

Once you are transferred to a medical facility, NASA Assist will monitor your condition and, as you prefer, periodically inform your family and confer with NASA Representatives about continued appropriate care.

### **Medicine and Supply Replacement**

When practical and legal, arrange for delivery of medicines, drugs, and medical supplies that are required for patient's care or treatment but which are not available at or near the patient's location.

## **Travel Assistance:**

### **Online Services**

Online at [NASAassist.com](http://NASAassist.com) you will find destination and travel health reports for international locations plus training and communication tools that you can access and use before and during travel abroad to increase awareness and prepare for safe and healthy travel. If during your search you have further questions, please feel free to call the NASA Assist Helpline.

### **English Speaking Lawyers**

Online at NASAassist.com, you will find contact information for local English speaking Lawyers. Once informed, please call the lawyer to determine if they are right for your situation. If you need additional help finding the right professional, please call the NASA Assist Help Line and we will be glad to assist you further. U.S. Air Ambulance does not accept responsibility for the legal services you choose or for the level of competency you receive.

### **Travel Document Replacement**

NASA Assist has provided online resources to assist NASA employees who have lost important travel documents (e.g. passport) that provide instructions for recovery or replacement. If you have additional questions, please call the NASA Assist Help Line and we will be glad to assist you further.

### **Family Communication During Emergencies**

NASA employees that are overseas on business may use the NASA Assist Help line to convey emergency messages to their family members. Our help desk will provide timely transmission of these messages between NASA Federal employees and their family members

## **International Mortuary and Funeral Services:**

NASA Assist will provide repatriation of mortal remains, including arranging for transportation of NASA Federal employee mortal remains from the place of death to the home country. If requested by an authorized family or legal representative, we can arrange for local burial near the NASA Federal employee's place of death. For a more detailed description of this service, go to NASAassist.com or call us at any time to discuss your situation.

### **For More Information:**

More information about any of these services can be found at NASAassist.com, or feel free to call us at:

USA : **1-800-336-4079**

Worldwide: **Exit Code + 1-941-926-3949**

(Call collect 24 hours per day)



**Safe Travels!**