EMERGENCY ASSISTANCE
FOR PLU EMPLOYEES

Pacific Lutheran University employees traveling on university sponsored business can access the 24 hour emergency services program provided by Assist America if they experience a medical emergency while traveling 100 miles or more away from campus.

Services provided include:
- medical consultation, evaluation & referral
- emergency medical evacuation
- medical monitoring
- medical repatriation
- prescription assistance
- emergency message transmission
- compassionate visit
- repatriation of mortal remains
- emergency trauma counseling
- lost luggage or document assistance
- interpreter & legal referrals

Assist America’s services do not replace medical insurance during medical emergencies.

All services must be arranged and provided by Assist America.

Assist America will not accept claims for reimbursement.

Exclusions include: trips exceeding 90 days from legal residence and commission of unlawful acts.

Contact Information:
Assist America-Global Emergency Services
Reference Number: 01-AA-ACN-06048
1-800-872-1414 (within USA)
+1-609-986-1234 (outside USA)
medservices@assistamerica.com

Please have the following information when you call Assist America:
- Name of caller, phone number, relationship to patient
- Patient’s name, age, gender, reference number and employer
- Name, location and telephone number of hospital or treating doctor if applicable.

Employees should contact their department head and Human Resources to report any incidents that occur while on university business.

Updated August 11, 2011, Office of Finance & Operations, Sue Liden