

CLINIC CARE

Your health is our priority | Issue 2

**A healthy
heart for life**

**Eat better,
be healthier**

**Take care of
your smile**

**Kids'
Activities
Inside**



Your health is our priority

Our 36 International SOS clinics* operate in locations where the medical care available is not at an international standard, the care is limited, or where cultural and language barriers make it difficult to receive appropriate care. Our clinics offer **primary care, diagnostic care and 24/7 emergency care.**

All our clinics and medical facilities in the regions of Indonesia, North and Central Asia, East Europe, Middle East, Africa, Australasia and Central Europe and Maghreb Africa carry the **ISO 9001 Certification.**

Our members have access to#:

- Routine medical care for expatriates and those staying abroad for extended periods.
- Primary diagnostic care.
- Emergency care and stabilisation prior to evacuation.
- Specialist care, including gynaecology, paediatrics and ophthalmology.
- International-standard medical facilities, including x-ray facilities, laboratories and pharmacies.
- Immigration health checks, first aid training and occupational health programmes.
- Minor surgical procedures.
- Vaccination management.

* We also have seven Occupational Health and three RMSI Clinics totaling 46 clinics worldwide.

Services vary from clinic to clinic.

www.internationalsos.com

Worldwide reach Human touch



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LETTER FROM THE EDITOR

We are proud to present the second edition of International SOS health magazine, *Clinic Care*.

Building on the successful launch of our magazine a few months ago, this issue strives to provide our readers with information that will be interesting, relevant and easy to read.

See it as a practical educational reference guide on personal health matters that could affect you, your family or friends. We also try to give you a better understanding of the health risks facing a mobile workforce in remote areas and to promote general health care, wellness and a proactive approach on a global platform.

Understanding your personal health and looking after your health are vital aspects to a successful happy life. The old adage goes that prevention is better than cure and therefore we highlight topics that may have an impact on you directly or indirectly through a friend or colleague.

In this edition, we focus on heart disease and how high cholesterol levels significantly contribute to coronary problems. We also touch on diabetes and its long-term effects and provide some proactive preventative measures that can be employed by those living with diabetes and to improve their condition.

Disclaimer
This information has been developed for educational purposes only. It is not a substitute for professional medical advice. Should you have questions or concerns about any topic described here, please consult your healthcare professional.

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We also look at nutrition and the relationship between improved dietary habits and how personal and professional quality of life are affected as a result.

Our new Health Risk Map 2014 illustrates global health risk towards developing a better understanding of the medical factors facing a mobile workforce. This provides you with a great tool towards proactive trip planning and management when travelling or relocating to more remote areas where medical infrastructure is limited or under pressure.

We touch on the medical care that our remote-site clinics offer. Our doctors provide medical assessments to evaluate a person's physical and mental health in addition to assessing the health impact of the hazards particular to each specific worksite environment.

Education and the access to information are very important to ensure a healthier, more stable and productive workforce.

Prevention through the correct care is what we aim to promote through this edition by providing information and valuable tools to you, your family, employees and companies.

We believe that Clinic Care will continue to be a source of support to International SOS' vision to extend its worldwide reach and human touch even further.

Wishing you find this a happy and informative read.

Lizette Klingenberg



A healthy heart for life

Dr John Slaven, Regional Medical Director – West African Territories



According to the World Health Organisation, cardiovascular diseases are the number one cause of death globally. An estimated 17.3 million people died from cardiovascular diseases, including heart attacks and strokes, in 2008. This number is expected to increase to 23.3 million by 2030.

Are you at risk?

Your risk of developing some type of cardiovascular disease depends on a combination of factors you either can or can't control.

Risk factors you CAN'T control:

- ♥ Age (your risk generally increases with age)
- ♥ Gender (men are more likely to develop cardiovascular disease, but women are quickly catching up)
- ♥ Family history

Risk factors you CAN control:

- ♥ Cholesterol
- ♥ Activity level/exercise
- ♥ Smoking
- ♥ Weight
- ♥ Blood pressure

Don't ignore these symptoms; seek medical help immediately.



Warning signs and symptoms of a heart attack:

- ♥ Pain or pressure in the centre of your chest that lasts more than a few minutes, or goes away and comes back
- ♥ Discomfort spreading or radiating to your back, jaw, throat, or arm
- ♥ Nausea, light-headedness, or cold sweats
- ♥ Weakness, anxiety, or shortness of breath
- ♥ Rapid or irregular heartbeats



Here are several important ways in which you can start living a more heart-healthy life.

Eat a healthy diet

Eating a good diet is important if you want to stay healthy and energetic. Healthy eating means having a balanced combination of:



Grains: Serve some grains with every meal. Grains are important as they provide us with energy for daily activities, along with many nutrients including dietary fibre, several B vitamins and minerals.



Fruits and vegetables: At least half of every meal should be made up of fruit or vegetables. Vegetables are important sources of many nutrients, including potassium, dietary fibre, folate (folic acid), and vitamins A, E and C. Vegetables should be fresh, not preserved. Fruits are an important source of many nutrients, including potassium, dietary fibre, vitamin C, and folate (folic acid).



Dairy or food rich in calcium: Eat some dairy or calcium-rich products with most meals. They should be "fat free" or "low fat". Dairy and high-calcium products are important as they are essential for building bones and teeth, and maintain bone mass.



Meats, nuts, beans: Eat meat, fish, tofu (soybean), nuts or beans with most meals. Meat should have the fat trimmed off it. Muscle meats are healthier than organ meats (e.g. liver, kidney, tripe) as they contain less fat. Vegetarians need to eat a combination of beans, legumes and nuts.



Oils: Avoid foods that are cooked in lots of oil. There are different types of "healthy" and "unhealthy" fats. Oils containing unsaturated fats are healthier than those that have saturated fats or trans fats. Eating saturated and trans fats increases the amount of LDL ("bad" cholesterol) your body produces. The higher your total blood cholesterol (above a certain level), the higher your risk of developing cardiovascular disease (CVD).



Avoid very sweet, salty or fatty foods. Eating too much of these foods can have a negative impact on your diet and health, because they provide excess calories, but without nutrients.

Exercise



The World Health Organisation recommends at least 150 minutes of moderate physical activity per week. Be active, be creative, - choose a type of physical activity that you enjoy. All physical activity is exercise and will make you fitter and healthier. Having an exercise partner increases the chance that you will exercise regularly.

Stop Smoking



According to the World Heart Federation, smoking is estimated to cause nearly ten percent of cardiovascular disease and is the second leading cause of cardiovascular disease, after high blood pressure. When someone stops smoking for fifteen years, the risk of cardiovascular disease falls to nearly the same level that it would be for someone who has never smoked. If you want to protect your heart health, stop smoking today. ■



Chronic Obstructive Pulmonary Disease (COPD)



Ask your doctor about a simple breathing test called spirometry today.

What is COPD?

Chronic Obstructive Pulmonary Disease (COPD) is a irreversible disease due to damage to the airways and lungs. People suffering from COPD feel as though they can never catch their breath, like they are breathing through a straw. Most COPD is caused by smoking.

There are two groups of COPD:

Bronchitis

Bronchitis occurs when the air passages (bronchial tubes) are inflamed, or when the airway is clogged by inflammation and mucus.

Emphysema

Emphysema occurs when the small air sacs in the lung (alveoli) are destroyed and can no longer absorb or release air.

Symptoms

Symptoms of COPD can start gradually and develop over time:

- Continual productive cough (brings up mucus or phlegm).
- Difficulty breathing in or exhaling (shortness of breath).
- Gets harder to exercise, climb stairs or walk without resting to catch your breath.
- Wheezing, tightness in the chest.
- People often ignore symptoms, assuming the symptoms are a consequence of getting older and/or being a smoker. Encourage people with symptoms to talk to a doctor, before the condition advances further.

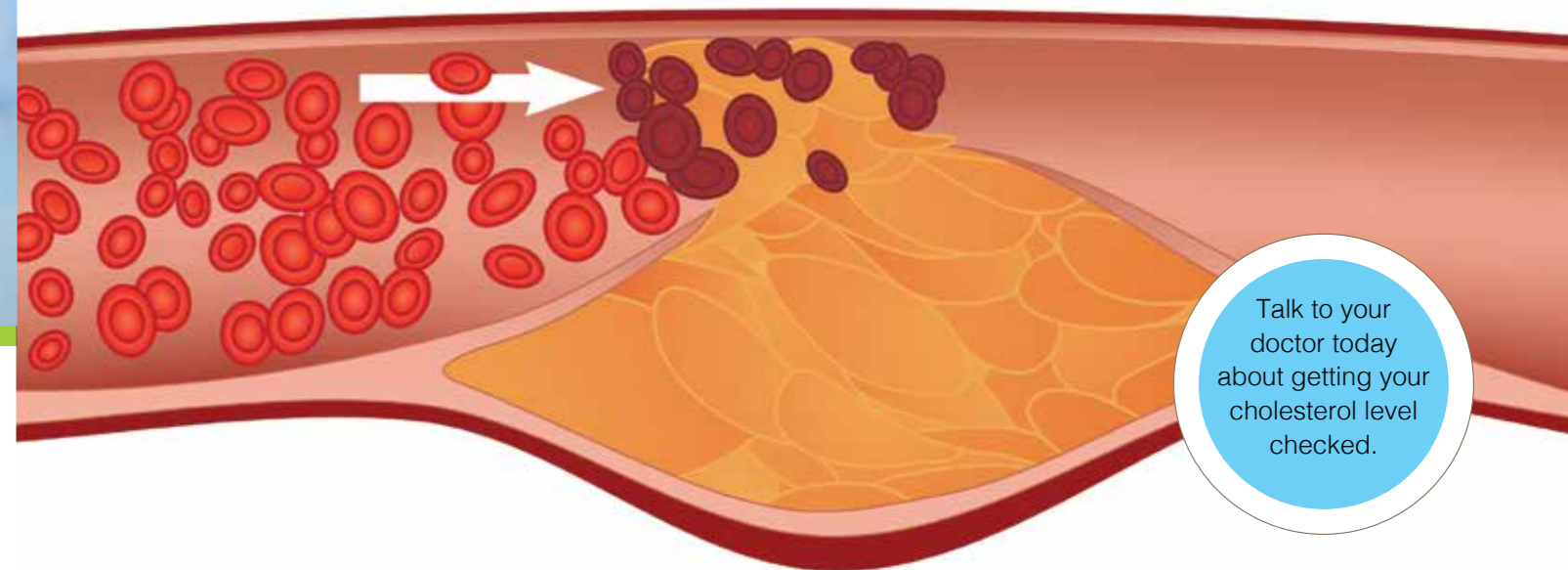
“In 2004, 64 million people had the illness and the WHO predicts that COPD will become the third leading cause of death worldwide by 2030.”

World Health Organization, 2012

Cholesterol

Awareness and Prevention

High cholesterol is a major risk factor for heart disease and stroke.



Talk to your doctor today about getting your cholesterol level checked.

Outcomes

COPD erodes the quality of life of its victims

- You cannot be as active as you would like nor can you enjoy recreational activities. Simple things can become difficult; it may take hours to dress or shower due to frequent “breath breaks”.
- You become more susceptible to frequent colds, flu and pneumonia.
- You become vulnerable to heart problems.
- You may require medications, oxygen treatment or surgery.

COPD is deadly

COPD is currently the fourth leading cause of death worldwide and the World Health Organisation predicts that COPD will become the third leading cause of death by 2030.

COPD cannot be cured, but early diagnosis and management can prevent further deterioration

The damage is irreversible, so early detection of COPD is important. COPD symptoms can be managed to varying degrees with treatment. COPD is largely preventable. It is not contagious and you CANNOT catch COPD from anyone else.

4 steps to prevent COPD

- Stop smoking, and avoid second-hand smoke. Tobacco use is the number one risk factor.
- Keep the air in your house as clean and free of pollutants as you can, for example eliminate the source, improve ventilation and consider using an air cleaner.
- When outdoors, try to minimise the amount of polluted air you breathe.
- Get a flu shot every year. Ask your doctor about a pneumonia vaccine. ■

Cholesterol: What is it?

Cholesterol is a waxy, fat-like material that’s present in every cell of your body. Your body needs cholesterol to function properly. However, having too much cholesterol can lead to poor health.

The body deposits excess cholesterol into the arteries. It builds up into plaque, in a process that blocks arteries (atherosclerosis). This damage can lead to cardiovascular disease – the world’s leading cause of death. High cholesterol is a major risk factor for heart disease and stroke. High cholesterol often has no symptoms, so it’s important to get your cholesterol levels checked about once every five years. You may need a check more often if you have diabetes or a family history of heart disease or high cholesterol.

There are two types of cholesterol, which are sometimes referred to as “good” and “bad” cholesterol. An excess of “bad” cholesterol can lead to disease, whereas high levels of the “good” type can help keep you healthy.

GOOD:
HDL (High-density lipoproteins):
The higher your HDL levels, the better.



BAD:
LDL (Low-density lipoproteins):
Lower your LDL level for optimal health.



Steps for maintaining healthy cholesterol levels

Consider your diet

Eating saturated or trans fats increases the amount of LDL (“bad”) cholesterol your body produces. Improve your cholesterol levels by limiting processed foods such as chips, pastries and biscuits/cookies which tend to be higher in trans fats. Eat more fresh vegetables, fruit and fish. Ensure that the meat you eat is lean and replace some of the oils you use with olive oil.

Maintain a healthy weight

Being overweight tends to increase LDL (“bad”) cholesterol and lower HDL (“good”) levels.

Get physically active

Regular physical activity can help prevent weight gain and lower cholesterol levels. Moderate activity for 30 minutes a day, most days of the week, can make a significant difference.

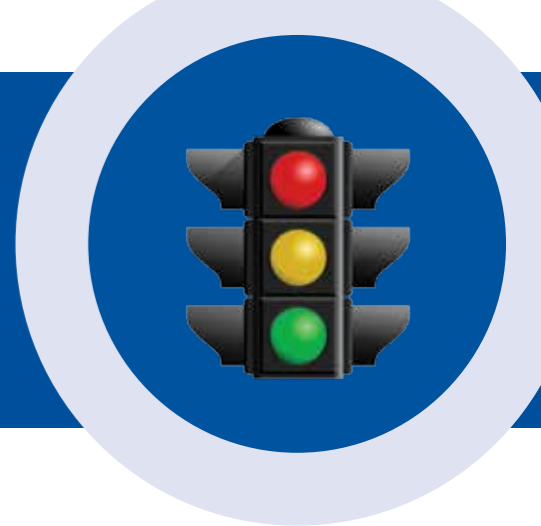
Use medication as prescribed

People with high cholesterol may be prescribed medication. Medication is most effective when used in combination with a healthy diet and regular physical activity. ■

Eat better. Be healthier

Nutrition

How to improve your diet



Why is food important?

Food is important because it provides our body with the energy and nutrients it needs for everyday activities. We need food everyday in order to live. If you put healthy food in your body, you are more likely to be healthy.

What happens if you don't follow a healthy diet?

Having an unhealthy diet can be life threatening. You may also become overweight or obese. Your weight is also related to how much you exercise. Having an unhealthy diet can increase your risk of:

- Heart disease
- High blood pressure
- High cholesterol
- Osteoporosis
- Type 2 diabetes
- Stroke
- Gallbladder disease
- Sleeping problems
- Respiratory problems
- Some cancers

These conditions are serious, and many can be fatal.

An unhealthy diet and/or being overweight can also make you:

- Feel tired
- Become depressed
- Feel unable to do things
- Experience frustration about your appearance
- Lose your energy

The healthiest way to eat

Pay attention to what you eat

Many people don't pay attention to what they eat every day. If you don't pay attention to what you eat, you can end up following an unhealthy diet, even if you didn't mean to do so.

Food principals to healthy eating



Grains
Serve some grains with every meal.



Vegetables
At least half of every meal should be fruit or vegetables.



Fruit
At least half of every meal should be fruit or vegetables.



Dairy or food rich in calcium
Eat some dairy or calcium rich products with most meals.



Meat, nuts or beans
Eat meat, fish, tofu, nuts or beans with most meals.



Oils
Avoid foods that are cooked in lots of oil.



Sweets and fats
Avoid very sweet, salty or fatty foods.

Drink plenty of water

People need to drink plenty of water each day to avoid feeling thirsty. You will need to drink more water if you are:

- Regular exercise
- In hot or humid environment
- In an air conditioned building
- Feeling sick, particularly if you have a fever, vomiting or diarrhoea

Understand the energy balance

When you eat food, you consume energy. When you exercise you burn energy.

This energy is measured in calories or kilojoules.

- If the energy you eat is equal to the energy you burn, your weight will stay the same.
- If the energy you eat is greater than the energy you burn, you will put on weight.
- If the energy you eat is less than the energy you burn, you will lose weight.

Buy healthier food

Most of us buy the food we eat. When buying food, be aware of what you are buying and how healthy it is.

How can you tell if the food you buy is nutritionally healthy?

The best way to find out the nutritional content is to read the nutritional label on the packet.

Sometimes the nutritional information in panels can be very confusing and difficult to understand.

Nutrition Information

Serving per package – 11 Average serving size – 45g (3/4 metric cup)+			
	Average quantity per serving	Average quantity per 1/2 cup skim milk	Average quantity per 100g
ENERGY	670kJ (160Cal)	564kJ (1207 Cal)	1489kJ (856 Cal)
PROTEIN	3.6g	8.3g	8.1g
FAT			
-TOTAL	0.7g	0.9g	1.6g
-SATURATED	0.2g	0.3g	0.4g
CARBO-HYDRATE			
-TOTAL	12.4g	38.9g	72.1g
-SUGARS	11.9g	18.1g	26.5g
-DIETARY FIBRE	3.7g	3.7g	8.3g
SODIUM	212mg	417mg	470mg
POTASSIUM	212mg	417mg	470mg

Example of nutrition table taken from a cereal packet.

Nutrition Label Guide

The "Nutrition Label Guide" allows you to turn the information on the nutrition label into a series of simple 'traffic lights' that tell you how healthy the food is.



Green
Low - healthier



Amber
Moderate - caution



Red
High - limit your intake

	Green	Amber	Red	
Fat	3g or less	3.1g – 20g	More than 20g	per 100g
Sugar	5g or less	5.2g – 15g	More than 15g	per 100g
Sodium (Salt)	33mg or less	301 – 1500mg	More than 1500mg	per 100g

- If a food has 3 green lights, eat it regularly.
- If a food has 1 – 3 amber lights, eat it sometimes.
- Only very occasionally eat foods that have red lights.

When using the guide, you should look at the 'per 100g' column of the nutrition label.

Take the nutrition label guide with you when you visit the supermarket/ grocery store.

The nutrition table on the left has been taken from a breakfast cereal packet. Using the nutrition guide you can see that it gets:

- A green light for fat
- A red light for sugar
- An amber light for sodium (salt)

For a healthier diet only eat these cereals occasionally. Ideally you should eat cereals that have three green lights. ■

Diabetes



Facts and prevention

Diabetes mellitus is an epidemic now affecting more than 347 million people worldwide. It is predicted to become the seventh leading cause of death in the world by the year 2030.

What is diabetes?

Diabetes is a chronic disease

Diabetes is a chronic disease related to how a person's body makes and uses insulin.

- When someone has diabetes their body either doesn't produce enough insulin, or their cells don't react properly to insulin.
- This can lead to an excess of sugar in the blood.

High blood sugar damages blood vessels.

Diabetes - complications

Complications of diabetes:

- Many of the complications of diabetes are related to blood vessel damage due to high blood sugar.
- Damaged blood vessels result in reduced blood supply to organs and tissues. These in turn are gradually damaged by the lack of blood supply.
- If the blood sugar level is properly controlled the risk of complications is reduced.

Diabetes cannot be cured:

- People with diabetes must manage it for the rest of their lives.
- Many cases can be prevented.
- Diabetes is not contagious - it cannot be passed from person to person.

Insulin

Insulin is a hormone made by the pancreas that helps glucose enter and fuel your cells.

Glucose (sugar)

Glucose (sugar) is a main source of your body's energy. Comes from food, and your liver. Enters the blood stream during digestion.

Insulin is essential for glucose to leave the blood stream and enter the cells of the body.

Insulin and glucose are balanced

- After a meal, **your blood sugar level rises.**
- When glucose leaves your blood and enters your cells, **your blood sugar level falls.**
- If you haven't eaten for a while, your liver can re-lease some glucose to keep your blood sugar at a normal level.

It is a supply-and-demand system, where insulin and glucose are balanced.

Diabetes

- Diabetes occurs when the system doesn't balance properly.
- Blood sugar levels are too high ("hyperglycaemia") as glucose cannot enter cells effectively.
- This happens because there isn't enough insulin OR because the body is "resistant" to insulin.

Type 1 diabetes

No insulin - glucose can't enter cells. Blood sugar level rises too high.

Type 2 diabetes

Insulin present but body is "resistant". Glucose can't enter cells. Blood sugar level rises too high.

Diabetes – health threats

Diabetes can reduce quality and length of life.

Diabetes can affect many important parts of the body:

- Vision problems and blindness
- Nerve damage, with possible sexual effects
- Kidney and digestion problems
- Heart attack, stroke and blood vessel damage

The overall risk of death among people with diabetes is at least double the risk of their peers without diabetes.



The different types of diabetes

Type 1 diabetes

- Insulin dependent or childhood diabetes
- The body does not make insulin, or does not make enough
- People with this type must have insulin treatment to survive
- Usually appears during childhood but can occur at any age

Cause of type 1 diabetes:

- For unknown reasons, the immune system destroys the cells in the pancreas that make insulin ("beta cells")

Risk factors:

- Genetic predisposition and environmental trigger
- Appears to be a hereditary link
- Higher risk if parent or sibling with type 1 diabetes
- More common in people of Northern European descent
- Uncommon in Asians
- Triggered by common unavoidable viral infections

Type 2 diabetes

"Adult onset" diabetes

- The body does not use insulin effectively
- May actually have high levels of insulin
- In most cases being overweight and inactive are major contributing factors
- Formerly seen in adults only, now occurring in overweight children too

Risk factors you cannot change:

- **Age** - the older you get, the higher your risk, after age 45 and increases greatly after 65
- **Family history** - higher risk if a parent, brother or sister has the disease
- **Race and ethnicity** (Asian, Hispanic, African-American)
- **Personal history** of high blood sugar, or gestational diabetes

Risk factors for type 2 diabetes that you can change

Risk factors you can change:

- **Weight**
- **Physical activity** - exercise helps maintain a healthy weight, and helps the body's cells use insulin effectively
- **Diet** - another factor in managing weight

- **Tobacco use** - smoking can increase blood sugar levels and decrease the body's ability to use insulin
- **High blood pressure or cholesterol** - both conditions increase diabetes risk

Signs and symptoms

Type 1 diabetes

Symptoms tend to start dramatically and suddenly (over weeks)

- Frequent urination
- Excessive thirst
- Increased or constant hunger
- Unexplained weight loss
- Tiredness
- Blurry vision

If unrecognised and not treated, symptoms progress to nausea, vomiting, severe dehydration, coma and death

Type 2 diabetes

Symptoms similar to type 1 but:

- Not as severe
- Not as sudden
- May have been present for months or years and not noticed

Type 2 symptoms include:

- Frequent urination
- Excessive thirst
- Increased or constant hunger
- Unexplained weight loss
- Increased fatigue
- Irritability
- Blurry vision
- Sores or wounds that heal slowly
- Numbness, tingling, burning feeling - especially in the legs and feet

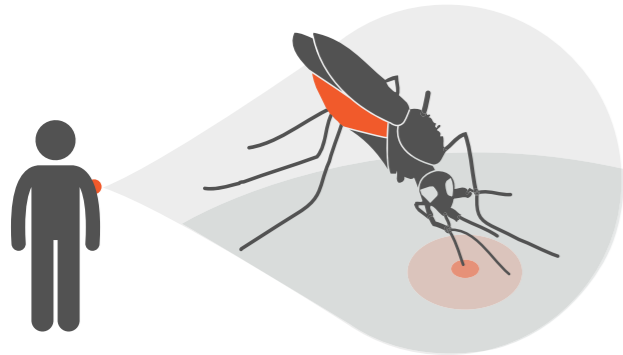
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Malaria Facts

WHAT IS MALARIA?

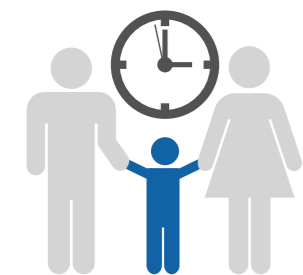
SPREAD BY MOSQUITO BITES

MALARIA IS CAUSED BY *PLASMODIUM PARASITES* THAT SPREAD THROUGH MOSQUITO BITES.



ESTIMATED **207 MILLION** MALARIA CASES ANUALLY

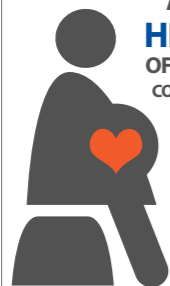
627,000 MALARIA RELATED DEATHS



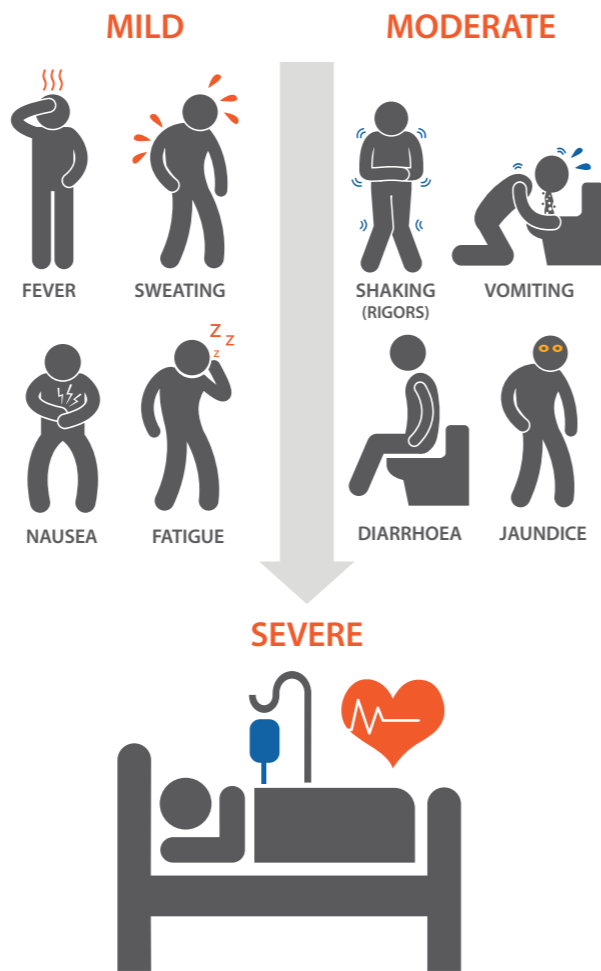
EVERY MINUTE A CHILD DIES FROM MALARIA

PREGNANT WOMEN

ARE AT A **HIGH RISK** OF DYING FROM COMPLICATIONS OF SEVERE MALARIA



SYMPTOMS



Do not ignore the symptoms, go straight to the doctor.



AVOID

- BEING OUTSIDE FROM DUSK TO DAWN
- MOSQUITO BREEDING AREAS SUCH AS STILL WATERS
- TAKING **SMALL CHILDREN** TO MALARIA AREAS

Only listen to advice from medical professionals.

Symptoms can take up to three months to a year to develop.

ABCD OF MALARIA

ALWAYS REMEMBER THE **ABCD** OF MALARIA

- A** Be *Aware* of the risk, the incubation period and symptoms
- B** Avoid being *Bitten* by mosquitoes
- C** Take antimalarial drugs – *Chemoprophylaxis*
- D** If you feel unwell after being in a malaria area – go to a *Doctor*

PREVENTION

MANY MALARIA CASES AND DEATHS ARE PREVENTABLE

PREVENTION METHODS INCLUDE:



Remote site Work Medical Assessments

Dr Richard Jones, Technical Advisor - Jakarta

During a medical assessment, our doctors evaluate a person's physical and mental health. He or she also considers the particular health impact of work hazards the person will face in the work site environment.



Working in remote and isolated environments on oil rigs or mine sites is not an easy task. The sites are cut off from the mainland and pose unique challenges for organisations that need to provide medical care for their employees, and for the people working there. Extreme weather, confined spaces and being far away from home are some of the factors remote site employees face. Before going, it is important to be mentally and physically prepared.

International SOS carries out medical assessments in many locations where international assignees and national workers are required to have a current certificate of fitness before they can start their assignment.

Medical assessments in remote sites

Emerging markets in Africa and other parts of the world are rich in natural resources such as oil and gas, gold, and other types of minerals.

To make sure that someone is fit to work in the EMI (Energy, Mining and Infrastructure) industry in a foreign country our International SOS physicians carry out medical assessments in local clinics.

MedFit: How we can help

Through our MedFit International Health Screening Programme, International SOS can provide your organisation with the resources and experience you need to successfully launch and manage a global health screening programme.

How do medical assessments work?

When a person comes to have a medical assessment done, the doctor always takes into consideration that the assessment needs to relate to the individual's work circumstances, the work environment and the potential risks at the work site. They consider that:

- Most sites are a long distance from shore-based medical services.
- Severe weather conditions may prohibit or delay medical access to the site or evacuation from the offshore location. A delayed medical evacuation can also put co-workers and rescuers at risk.
- The physical structure of an offshore installation with numerous stairways, ladders and confined spaces will require a reasonable degree of stamina and agility from individuals working in this location.
- The individual's specific job responsibilities as well as his or her own related physical and mental health must not cause additional risks hazards to the individual or co-workers (for example, extreme fear of flying).
- Other important factors in the work environment include shift work with long hours (for example twelve-hour shifts), absence from home for prolonged periods (up to four weeks), smoke, heat and cold exposure, limited privacy and living in a closed community.

The UK's Oil and Gas (OGUK) industry's medical standard is widely used as the medical criteria to guide health fitness status objectively. Our Chief Medical Officers working in the International SOS Clinics are registered providers. The OGUK Offshore Medical Certificate is valid for two years and comprises of the following:

- Complete patient history and health questionnaire.
- Full physical examination including measurement of height, weight and calculation of Body Mass Index (BMI). BMI is seen by some as an important indicator in remote work fitness, as all safety equipment has its tolerance limits.
- Near, distance and colour vision.
- Pulse and blood pressure measurement.
- Lung function test (peak flow).
- Audiogram (hearing test).
- Chest X-ray (as medically required).
- Routine urine test, with immediate result.

Checklist to remain fit during travel and while working in remote environments



- Keep all **vaccinations updated**: For example Hepatitis A and B, Yellow Fever, Tetanus and Rabies (where applicable).
- Take **Malaria chemoprophylaxis** (for non-immune individuals and where applicable).



- **Lifestyle diseases**. Unhealthy lifestyles such as inactivity, poor nutrition, tobacco use and frequent alcohol consumption increase the prevalence of chronic disease such as diabetes, heart disease and chronic pulmonary conditions, which lead to decreased quality of life, absenteeism, disability and premature death.



- **Food and water precautions**, For example, don't drink untreated tap water and avoid buying food from street vendors (traveller's diarrhoea is still a very common travel-related illness).



- Take **adequate supplies** of all chronic medications in their original containers, clearly labelled. This is especially important for international assignees that use medication that may not be readily sourced in Ghana or other destinations.



- Bring **extra glasses** or contact lenses.



- Avoid stray dogs and **report any animal bites** immediately.

- Wear a **medical bracelet** in case of significant allergies or chronic medical problems. ■



Take care of your smile



Taking care of your teeth

By following these principles, you can prevent oral diseases, and have a beautiful smile for your lifetime:

- Practise oral hygiene every day
- Eat a healthy diet
- Get the right amount of fluoride
- Visit the dentist regularly
- Don't chew betel nut
- Don't smoke or chew tobacco

Practise oral hygiene every day

Practicing good oral hygiene every day can significantly reduce your risk of developing oral diseases. A good oral hygiene routine should include:

- Flossing once a day
- Brushing twice a day
- Using mouthwash regularly or as directed by your dentist.

Flossing your teeth

Flossing removes plaque and food particles from between the teeth and under the gum line. Flossing should be done at least once a day before you brush your teeth. You can use floss (a white wax like string) or tooth picks.

Brushing your teeth

Brushing your teeth removes plaque and food particles from your teeth. Brush your teeth at least twice a day using a quality fluoride toothpaste (children need special toothpaste), a soft- bristled brush – the size and shape should fit your mouth, allowing you to reach all areas easily.

Caring for your toothbrush

- Replace your toothbrush every 3 – 4 months or sooner if the bristles are frayed.
- Do not share toothbrushes.
- Thoroughly rinse toothbrushes with tap water after brushing.
- Store the brush in an upright position and allow it to air-dry.
- If more than one brush is stored in the same holder or area, keep the brushes separated.
- Do not routinely cover toothbrushes or store them in closed containers.

i A cavity is a hole that forms on the surface of a tooth.

Mouthwash

Antimicrobial mouthwashes can help kill the bacteria that cause gingivitis. Fluoride mouthwashes can help reduce and prevent tooth decay. Mouthwashes can also help temporarily freshen up your breath, although they will not prevent bad breath in the long term.

Mouthwashes can be used as an extra method of cleaning after you have flossed and brushed your teeth. Follow the manufacturer's instructions.

i Mouthwash is not recommended for children age six or younger because they may swallow it.

Eat a healthy diet

A balanced and nutritious diet is good for your general health and your dental health. Without the right nutrients, your teeth and gums can become more susceptible to decay and gum disease.

Foods rich in calcium and phosphorus such as cheese, nuts, meats and milk protect the tooth enamel. Firm fruits such as apple and pears protect against tooth decay by stimulating saliva. High water content in the fruits adds to clearing the food particles and neutralising acid.

Sugar is one of the main causes of dental problems. So try to:

- Choose sugar-free snacks.
- Add less sugar to coffee or tea (or use sugar substitutes).
- Avoid sugar-sweetened soft drinks and fruit drinks.
- Be aware that honey, molasses, liquid invert sugar, glucose, and fructose are all types of sugar.
- When you do eat sweets, avoid sticky sweets and eat the sweets with a meal – not as a snack.
- After eating sweets, brush or rinse your mouth with water, or eat a fibrous fruit, raw vegetables, or chew sugarless gum.

i Avoid excessive alcohol and caffeine.

Without the right nutrients, your teeth and gums can become more susceptible to decay and gum disease

Get the right amount of fluoride

Fluoride is the ion that comes from the element fluorine. It can make your tooth enamel more resistant to the acid produced by plaque bacteria, and reduce the number of cavities you get.

Some countries add fluoride to the water supply. This has been shown to be a safe and effective way of preventing cavities. If you live in an area that does not have fluoridated water, your dentist might recommend that you:

- Use toothpaste and mouthwash with added fluoride.
- Use fluoride supplements such as tablets or drops.
- Drink bottled fluoridated water.
- Receive fluoride treatment at the dentist more regularly.

It is possible to have too much fluoride, which can result in "fluorosis" of the teeth and bones. It is particularly important that children do not have too much fluoride. You should discuss your fluoride needs with your dentist.

Visit your dentist regularly

In general, you should see your dentist every year for a check-up. You may need a check-up more or less frequently, depending on your needs – your dentist will tell you how often you need to visit.

i You should see your dentist promptly if you notice any of the warning signs of oral disease and immediately if you have a dental emergency.

Caring for children's teeth

Children's teeth require special care and attention:

Before birth: A well-balanced diet during pregnancy provides the developing baby with the right amount of fluoride.

Teething: Many babies have no trouble with teething, while others get very upset.

- They might sleep badly, have red cheeks, be fussy and eat less.
- Their gums might look swollen and sore.
- Rubbing the gums with ice can help.
- If your child is in pain, ask your dentist or doctor for advice. ■

Jet lag and business travel

Dr Irene Lai, International SOS



Many business travellers face the inconvenience of feeling worn out or suffer from insomnia or forgetfulness after traveling across time zones. These are symptoms of jet lag.

Travellers who fly through different time zones are at risk to suffer from this temporary condition that occurs when the body adjusts to changes in light, temperature and climate. Your biological clock helps regulate your sleep/wake cycle and your body temperature.

“When you cross multiple time zones, your biological clock gets out of sync with your environment,” said Dr Irene Lai, Medical Director, International SOS – Australasia. “The body reacts. We become fatigued, disoriented and suffer broken sleeping patterns. Jet lag can also cause irritability, difficulty concentrating and affect decision-making ability.”

Many people say that jet lag lasts one day per hour of time change. Although most travellers recover within three days, it can take up to a week to re-adjust after flights involving significant time changes.

Prevention

If practical, plan your itinerary travelling in a westward direction. This causes less jet lag than flying from west to east because it is easier to stay up a bit longer than it is to go to sleep earlier.

No matter which direction you're travelling, try to take these steps:

Before departure:

- Adjust your meal and sleep times to your destination's time zone.
- Get plenty of exercise several days before departure.
- Get a full night's sleep the day before travel.

During the flight:

- Drink plenty of water to combat dehydration.
- Limit alcohol and caffeine consumption, since these contribute to dehydration.
- Dress comfortably. Wear loose clothing and slippers or very comfortable shoes.

- Consider layering clothing so you can take items off or put more on depending on the cabin temperature.
- Get out of your seat and walk around often.
- Do stretching exercises in your seat to reduce swelling in the legs and feet.
- Change your watch, cell phone and other devices so the time displayed is the current time at your destination.
- If it is night-time at your destination, try to sleep for long stretches on the plane.
- If you have a stopover, get out and walk. If possible, take a shower to help get the muscles loose and blood flowing.

Upon arrival:

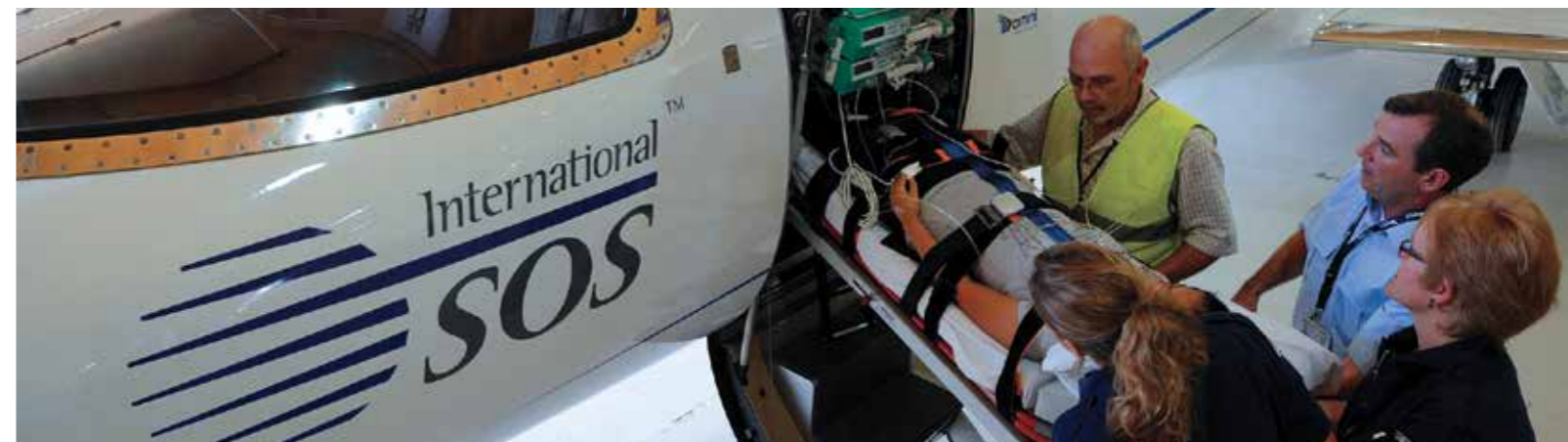
- Light exposure is important. If it is daytime, make sure you can see the morning or afternoon light to help your body adjust. Daylight is a key factor in adjusting to a new time zone.
- Limit your first day's activities.
- Try not to sleep until it is night-time. If you must nap, keep it short.
- Relax and adjust your meal times and other activities to those of your destination as soon as possible.

Medications

You may choose to ask your doctor for a short-acting sleeping tablet to cope with insomnia. Do not take these for more than three to four nights. Over-the-counter sleep aids may also effectively cause drowsiness.

Melatonin can be helpful but should only be used occasionally for a short-term. Consult your doctor before use. ■

Emergency care around the globe



Supporting clients and their families in a medical emergency

A very concerned mother called the Assistance Centre for help and advice for her daughter.

Her 19 year old daughter, who was a college student on a school trip to Bali, had been admitted to a local hospital with serious leg and hip injuries following a motorbike accident some hours earlier. The hospital was asking for payment before treating her daughter's injuries but was unwilling to accept the mother's credit card payment from the United States.

International SOS' response and actions to support our member

The local International SOS clinic was asked to assist in establishing contact with the hospital. It was important to understand the extent of the patient's injuries, the level of care the hospital was able to offer and to see how payment could be facilitated.

During a follow-up call with the patient's mother, we established that she was working for a company with International SOS membership. With her consent, it was decided to escalate the case to her company.

After reviewing the medical capabilities of the hospital and the patient's injuries, we recommended that she should be evacuated from Bali to Singapore where she would be able to undergo urgent surgery and receive the appropriate postoperative care that she required. Several Assistance Centres actively looked at evacuation options. The medical team from the International SOS clinic monitored the patient to ensure that she was stabilised prior to the air ambulance evacuation. The patient was successfully evacuated by air ambulance to Singapore. Upon arrival in Singapore, the patient was

admitted to one of the International SOS' preferred hospitals under the care of a specialist. There she was able to undergo the urgent surgery that she required.

International SOS continued to monitor her condition medically. We also guaranteed the inpatient medical expenses, such as the cost of purchasing a wheelchair. We also assisted with arrangements to enable her mother to fly to Singapore from the USA, to be with her.

Once the patient was fit to fly, we arranged for her repatriation back to New York, accompanied by an escort nurse and her mother.

A happy ending for everyone

International SOS was in constant contact with the patient, the mother and the client to ensure all parties were updated and any concerns could be handled efficiently throughout the progression of the case. We creatively explored the various options available to ensure that the patient would receive the urgent medical care she needed.

As a result of expert advice and dedicated teamwork between four Assistance Centres, a very anxious mother was given the necessary support, help and information she needed during this difficult time. Her daughter was able to return home safely where she made a full recovery. Not only did we help her to walk again, but she was able to pursue one of her big passions; running. ■

Eating healthily



Identify the fruit and vegetables that keep you healthy

List Items

- | | | |
|----------|----------|----------|
| 1. _____ | 4. _____ | 7. _____ |
| 2. _____ | 5. _____ | 8. _____ |
| 3. _____ | 6. _____ | 9. _____ |

Answers:
 1. Bananas
 2. Pears
 3. Grapes
 4. Orange
 5. Apples
 6. Carrots
 7. Onions
 8. Tomatoes
 9. Lettuce

You can **save a life** by performing CPR

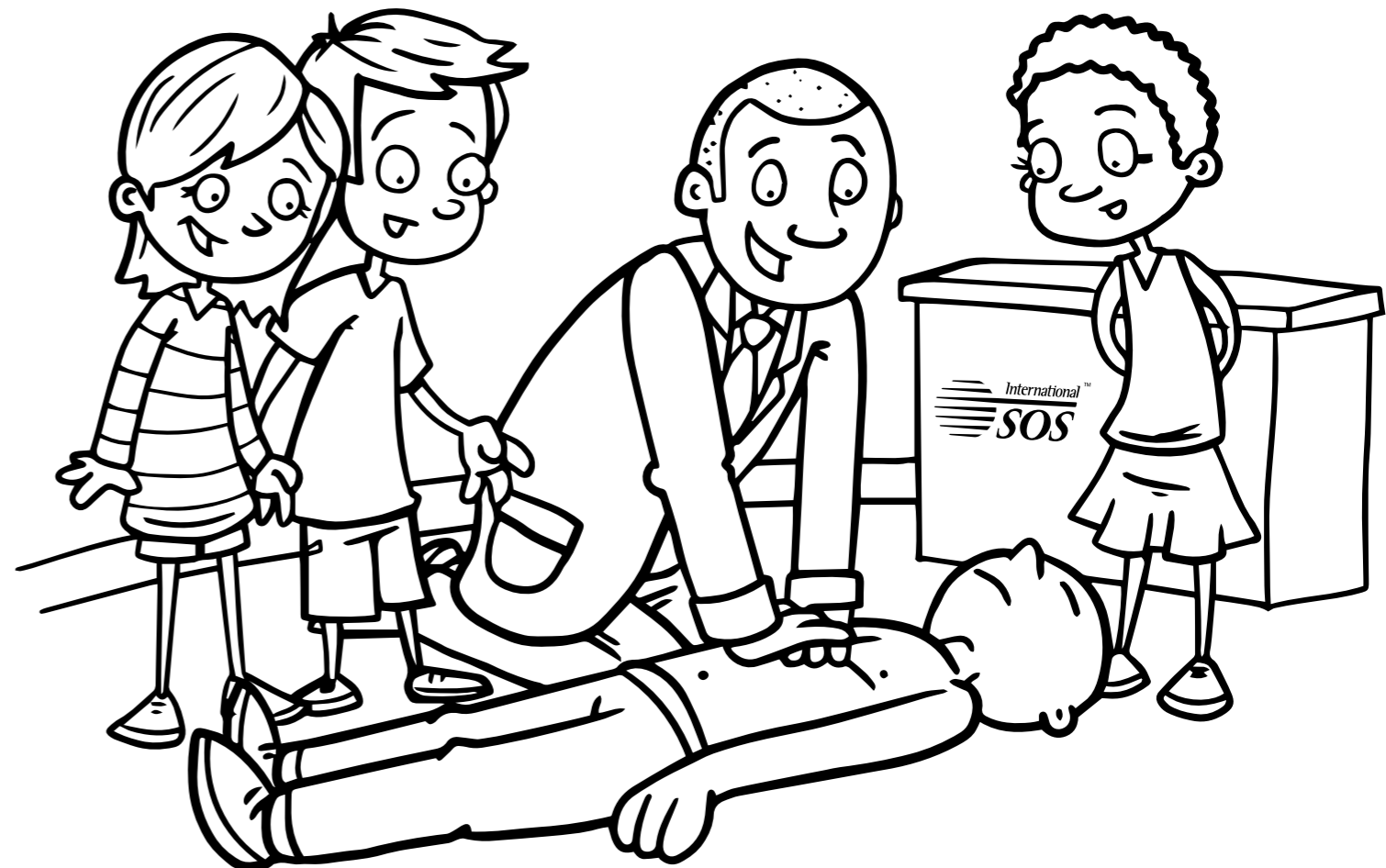
What is CPR?

CPR stands for cardiopulmonary resuscitation. This means helping an adult whose heart has stopped beating or who has stopped breathing.

How do I do CPR?

- Turn the adult onto his or her back.
- Put your hands on the chest and push down hard and fast until help arrives.

Always call for help first.



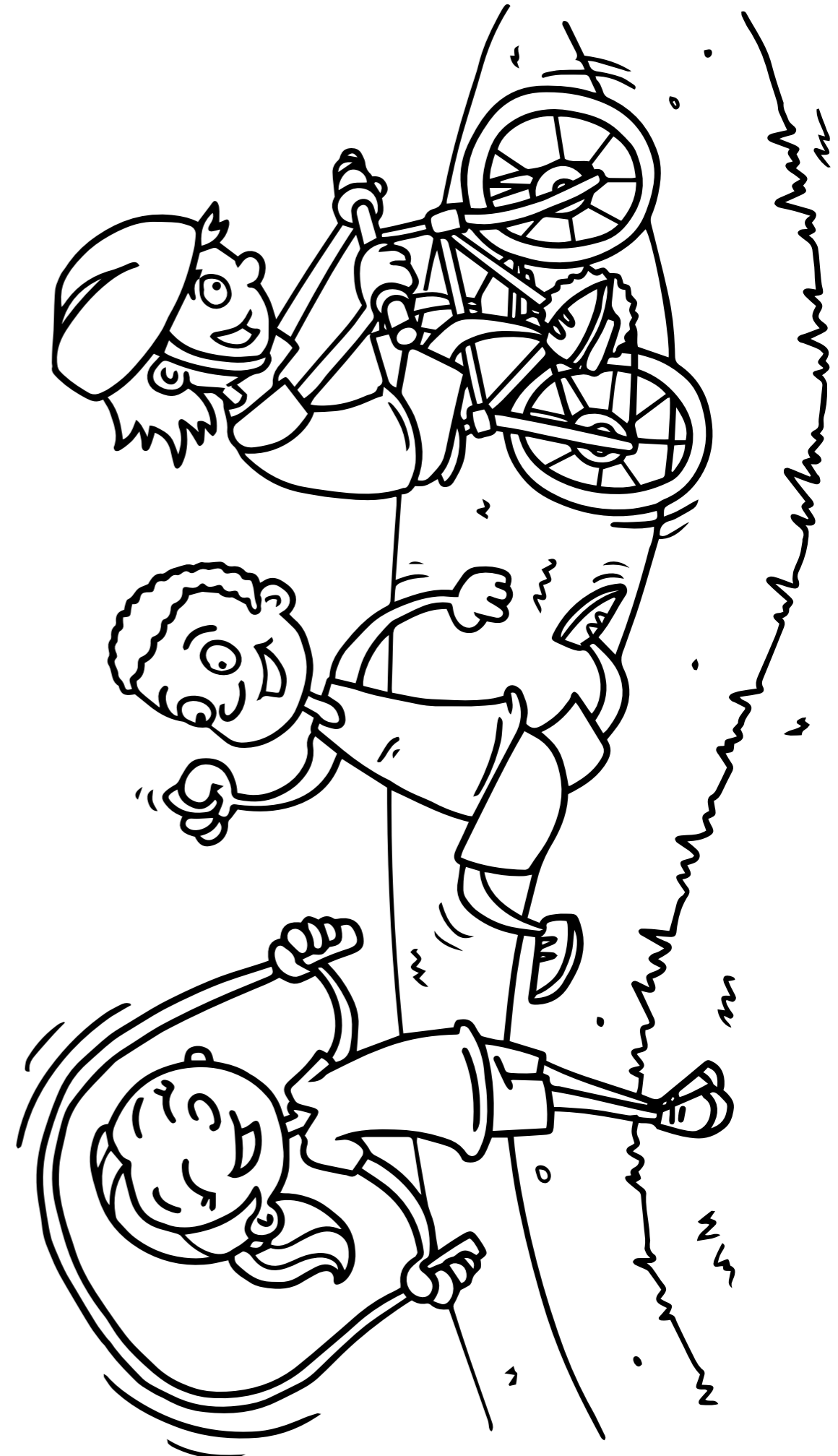
Exercise keeps you healthy

Find the hidden words below in the crossword. Words run from left to right, top to bottom or diagonally.

D	M	W	B	E	H	A	T	M	P	A	Q	N	E	S	L	P	V	D	K	O	X	D	B	U	I	F	P
S	C	A	H	G	Y	X	E	O	S	M	O	E	U	L	Z	W	E	L	S	R	A	R	E	T	C	E	H
P	K	O	B	I	S	E	P	I	N	K	E	L	O	K	O	M	C	I	U	Y	R	U	W	I	K	O	P
D	N	E	I	U	J	S	E	A	C	G	I	A	J	O	E	N	A	S	O	E	F	O	A	Y	L	I	C
C	A	L	C	A	P	O	W	Q	S	A	B	P	R	M	A	S	D	U	O	E	S	D	N	E	I	R	F
M	U	C	Y	P	A	L	P	I	U	S	V	O	P	Q	J	F	T	E	X	R	F	B	E	T	N	D	G
O	K	O	C	U	A	P	G	J	W	U	L	I	T	I	B	H	M	O	Y	U	W	R	P	U	I	N	E
F	U	O	L	G	K	W	O	T	L	C	O	W	Q	Y	N	V	F	W	Q	N	E	R	Y	T	I	X	Q
N	U	I	E	Y	T	Y	R	A	D	O	H	I	N	B	U	G	B	Y	W	N	L	K	H	G	N	N	K
L	A	R	K	E	F	I	P	E	D	R	J	A	B	T	F	K	A	X	U	I	U	A	O	L	W	V	Q
F	O	M	I	E	Z	N	D	P	N	E	Q	J	V	G	O	A	C	L	E	N	E	J	E	X	I	N	C
F	W	A	S	O	M	B	D	W	A	P	C	M	K	O	A	S	A	Y	Q	G	J	B	O	W	V	Y	L
A	I	E	M	P	L	N	I	U	E	H	F	N	R	Y	E	U	E	T	I	A	S	O	N	O	C	U	C
H	U	T	V	R	A	O	K	D	U	E	A	O	L	B	G	N	G	A	Y	R	E	O	I	L	E	A	N
P	L	G	N	V	U	P	A	O	P	N	L	I	M	H	I	E	A	V	D	H	U	W	I	U	W	D	T
S	R	T	H	E	V	Q	T	U	O	P	M	M	T	V	U	O	A	S	E	D	C	N	F	I	U	O	E
R	E	O	R	V	S	T	S	F	H	A	X	E	V	R	U	O	P	Y	B	M	G	E	W	S	P	A	T
H	Q	I	U	U	A	S	L	P	F	C	R	B	U	T	A	R	Q	H	E	N	J	Y	E	T	L	N	I
E	P	L	E	G	Z	V	C	C	N	N	M	H	T	Y	W	M	G	T	D	B	G	W	U	Y	V	M	S
R	J	S	D	S	V	H	G	J	Q	K	G	U	I	T	B	D	E	L	Y	N	M	A	A	Q	K	U	A
O	Y	D	U	M	S	W	P	H	E	N	W	R	O	R	D	C	V	A	R	L	K	S	Q	L	O	Q	E
I	B	R	O	K	N	E	Q	E	T	B	E	E	P	A	B	M	W	E	T	P	R	D	L	P	E	A	F
T	W	A	B	I	T	Q	S	T	R	E	T	C	H	I	N	G	I	H	N	O	Y	B	C	V	T	E	M
N	E	X	A	O	U	I	N	F	R	G	P	R	F	N	M	H	W	T	K	E	A	J	E	F	R	T	P
K	M	A	Q	M	C	E	Y	N	F	J	O	O	I	I	C	T	E	H	O	U	T	N	R	U	W	E	T
B	T	R	C	R	S	N	T	S	D	B	L	I	P	N	F	T	A	I	Z	C	N	L	T	N	K	Q	N
Q	O	E	E	F	G	W	F	W	F	B	M	I	O	G	G	R	G	M	A	A	H	K	A	L	R	I	K
X	U	X	F	E	T	A	Q	U	O	K	H	T	D	V	N	D	G	H	D	Q	F	O	M	W	E	T	N
P	E	A	D	R	M	T	G	H	K	O	W	H	U	T	Y	H	Q	R	G	Z	C	B	N	R	S	F	R
M	J	V	R	T	P	U	O	M	X	D	H	Q	K	G	E	Y	J	L	V	W	A	O	P	Y	R	E	H

- 1. Exercise
- 2. Stretching
- 3. Running
- 4. Skipping
- 5. Cycling
- 6. Healthy
- 7. Happy
- 8. Fun
- 9. Bicycle
- 10. Training
- 11. Joy
- 12. Friends
- 13. Fitness
- 14. Family
- 15. Laughter

Let's exercise today!

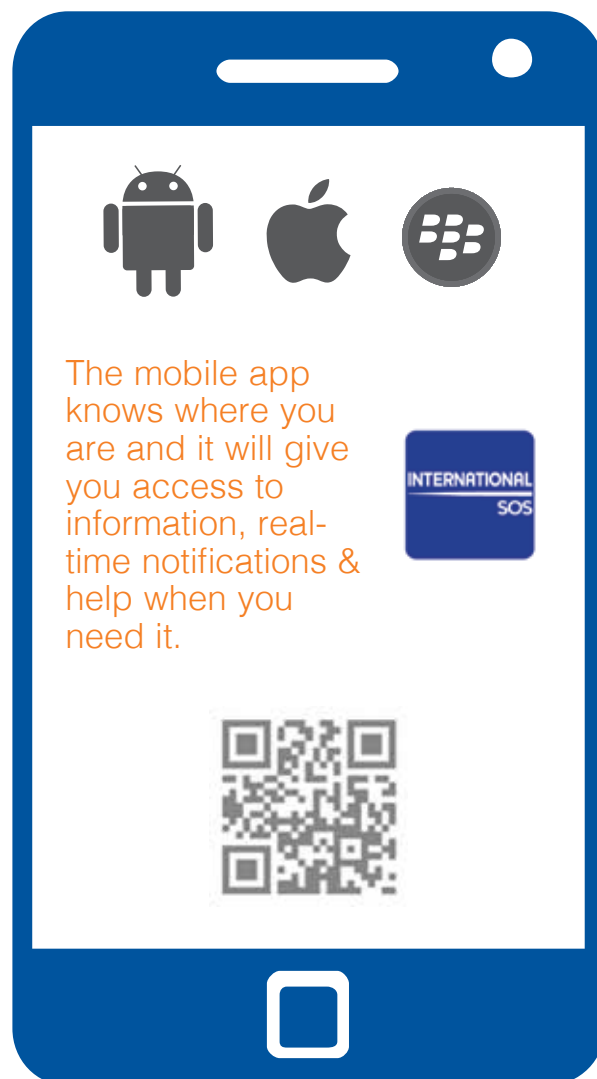


International SOS Assistance Mobile App

International SOS's Assistance App is an essential tool for business travellers and expatriates.

Innovative, intuitive and effective, the Assistance App keeps your employees informed and gives you peace of mind.

As part of your travel risk mitigation, our app delivers essential information and advice to the palm of employees' hands. If the unexpected should happen, they will be one tap away from advice and help from experts within our global assistance network.



Download now from your App Store – available on
Apple, Android and Blackberry platforms.

Worldwide reach
Human touch

