

CLINIC CARE

Your health is our priority | Issue 1



Colds and Flu
Facts and Prevention

What is Cancer?

Malaria ABCD's

Kids Activities Inside



True CARE through Quality in Healthcare



ISO 9001 Certification for all our clinics and medical facilities in East Europe, Russia, the Caspian, Central Asia, North Asia, the Middle East, Sub-Saharan Africa, Indonesia and Australasia.

ISO 9001 ensures personal medical assistance to our members globally through International Healthcare and Best Practices.

Our members have access to:

- The **BEST QUALITY CARE**, through our international standard processes, facilities and services
- **CONSISTENCY** in medical excellence
- **CONFORMANCE** to regulatory requirements
- **DEDICATION** to global international standards in health care
- **UNCOMPROMISING COMMITMENT** to reliable 24 hours service delivery

www.internationalsos.com

Worldwide reach
Human Touch





LETTER FROM THE EDITOR

Dear client

With health and wellness being one of our key priorities in providing customer care and service excellence to our clients, we are proud to announce the launch of our first International SOS health magazine, Clinic Care. Our primary aim of publishing this magazine is to provide our readers with information that will be relevant, interesting, fun to read and informative, as well as to promote general health and wellness globally.

In this first issue of our bi-annual magazine, we thought it prudent to focus our attention on the ABCD's of Malaria. A very prominent and current health related topic that has far reaching consequences on its victims and society as a whole. Malaria is still responsible for the death of an estimated 660,000 people worldwide per year, impacting on many more. As a company, International SOS supports and will continue to support many initiatives that will help to create awareness amongst communities around specific illnesses and aspects of health care, prevention and cure.

International SOS prides itself on taking care of people, ensuring that our worldwide reach benefits our clients and the communities we are actively involved in through the presence of our clinics. Our network consists of more than 76,000 accredited service providers globally and more than 1,200 doctors and medical staff who can speak over 90 languages and dialects. We would like to share this collective wealth of knowledge with all of you through our next issues to come, and hope that it will add value not only to yourself and your families, but also in your own communities.

The key to sustainable health and wellness is the education of our children, hence we have included a special "Kids Care" section. We have selected fun and educational activities for kids to enjoy and learn from at the same time.

It is said prevention is better than cure, and that's exactly what we aim to do through this publication. Health and wellbeing has always been at the core of our company and what it strives to achieve. We believe that our magazine Clinic Care supports this focus and will create yet another element for International SOS to further extend its worldwide reach and human touch. ■

Warm regards,
Lizette Klingenberg,
Marketing Manager: Africa

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.

© Copyright 2013 AEA International Holdings Pre. Ltd. All rights reserved.

Contents



The Malaria ABCD's pg 4

Colds and flu – facts and prevention 6

Preventing mosquito, tick and other insect bites 8

Vaccinate now 9



Tuberculosis pg 10

Hypertension 16

ISO 9001 accreditation 17

International SOS clinics 18



HealthMap 2013 pg 12



What is Cancer? pg 14



Kids Activities pg 20



The Malaria ABCD's

Awareness, Bite Prevention, Chemoprophylaxis,
Don't Delay Diagnosis... does it all still apply?

Charl van Loggerenberg – International SOS Regional Medical Director – Southern African Territories



Malaria kills over 660,000 people per year and is one of the main reasons for International SOS to perform evacuations in Africa.

Malaria is caused by a variety of Plasmodium parasites that dwell in the red blood cells and have a life cycle involving the human and certain species of mosquito. These parasites were only identified in 1880, with the condition being described for perhaps as long as 10,000 years, and were originally thought to be caused by swamp vapours or “bad air”. Malaria (particularly the falciparum variety) still kills over 660,000 people a year and represents the single most frequent infectious reason for International SOS to perform an international air ambulance evacuation in Africa. Notable historical casualties include a number of popes, Caravaggio, Dante and even probably Alexander the Great. Notable survivors include Ernest Hemingway, Mother Theresa and Ghandi.

Emergency medicine practitioners will always find a relevant ABCD to follow

Awareness	about the risks of exposure to malaria and the symptoms
Bite prevention	follow sensible precautions about covering up and using sprays etc
Chemoprophylaxis	take pills to help prevent getting malaria
Don't delay	get a diagnosis

Prevention and Treatment

Long sleeves and bug sprays around mosquito feeding time (especially evenings) is both an effective way to prevent mosquito bites and a very easy habit to get into.

Chemoprophylaxis, (use of drugs to prevent the development of infectious diseases) is where the myths and controversies start to get interesting. The lack of consensus between certain countries in terms of recommendations doesn't help – so guidance from an experienced practitioner is crucial. Three different drug regimens are still considered effective – daily doxycycline (an antibiotic), daily atovaquone-proguanil (sold as Malarone), or weekly mefloquine. Each has distinct advantages and disadvantages, and advice should be carefully considered.

Atovaquone-proguanil is more expensive but can be started a day before travel and only needs to be continued for a week after exiting the malaria area, so it has a convenience window useful to frequent and short period travellers.

Not delaying diagnosis and subsequent correct treatment is indeed life saving. Given that malaria's incubation period can be awkwardly long (months for plasmodium vivax and ovale, which have the ability to lurk in the liver), any flu-like illness or unexplained headaches and fevers after travel to a malarious area should be checked. Be sure you are tested by a reliable medical facility and follow up with further tests if your symptoms persist.

If you have been prescribed “stand-by-emergency treatment” for malaria, you should consult a medical practitioner. Once you have started, it is imperative that you seek a firm diagnosis. Prompt and correct treatment and diagnosis is essential to prevent death. Travel safe. ■



Treatment is very effective. “ACT” (artemisinin combination therapy - an artemisinin-based compound combined with an anti-malaria medication from a different class) is the preferred treatment for uncomplicated malaria, not quinine, or artemisinin monotherapy, even for children.



Remember

Many health facilities in developed countries are not familiar with diagnosing or treating malaria. If there is any doubt about the quality of advice or treatment you are receiving, contact the International SOS Assistance Centre.

Preventing mosquito, tick and other insect bites

Travellers often face different diseases abroad than those they encounter at home. Many of these are transmitted through the bite of a mosquito, tick or other insect. While some of these diseases can be avoided by having a vaccination or taking preventative medication, others cannot. Additionally, vaccines and medication do not provide 100% protection, so in order to stay healthy, it is important to avoid insect bites.

Know their habitats and habits

Understanding your environment can help you predict what insects might be present. Ticks live in wooded areas, shrubs and grasses. Mosquitoes breed in stagnant water, such as swamps and open water containers in residential areas. Different types of mosquitoes bite at different times of the day. For example, those that spread malaria bite at night between dusk and dawn, while mosquitoes that spread dengue fever bite during the day (primarily at dusk and dawn). Note that one area may house several types of mosquitoes, so you should take bite prevention steps at all times of the day.

Prevent bites while you are indoors or asleep

- Make sure that there is fly-wire (mosquito netting) on all of your windows.
- Use “knock-down” aerosol spray or electric insecticide vaporizers to kill insects in your room.
- Use air-conditioning when possible as it may reduce the chance that you will be bitten.
- Consider sleeping under an insecticide-treated bed net. Pre-treated nets are available, some of which can last 3-5 years through repeated washings. To ensure insects cannot enter any part of the net, tuck it under the mattress or make sure it touches the ground. ■

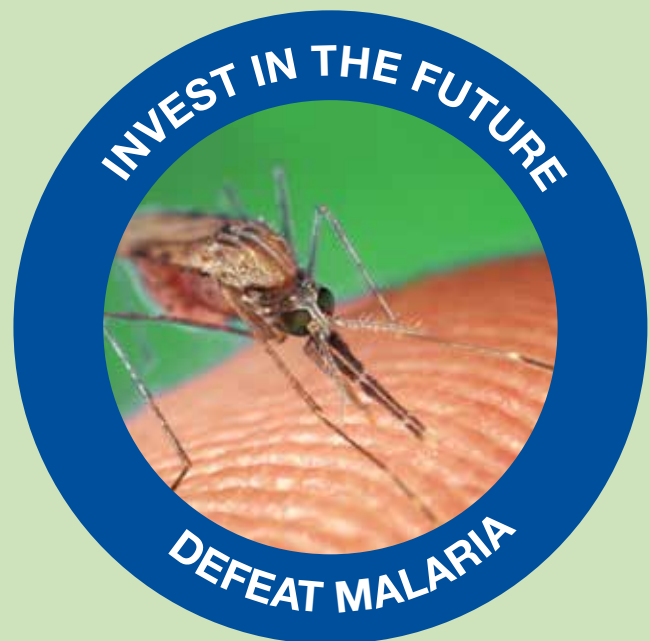
Reference

International SOS – Country Guides
www.internationalsos.com

Preventing bites while outdoors

- It is advised to wear light-coloured clothing that covers most of the body (long sleeves and long pants), weather permitting. Wear socks and shoes that cover your entire foot. Tuck pants into socks for added protection.
- Use an effective insect repellent, such as one containing DEET. In general, the higher the concentration of the active ingredient in a product, the longer it lasts and hence the more effective it is.
- Consider treating clothing with an insecticide. These are available as both soaks and sprays, and usually last through several washings. Always follow the manufacturer's instructions.

Once you return indoors, check your clothing and body for ticks. If you find one, remove it promptly.



Vaccinate now



What are vaccines?

Vaccines protect you from getting sick with specific diseases, like influenza (flu), hepatitis and tetanus. They usually contain a tiny piece of the disease-causing germ, or a variant of the germ that is dead or very weak. Not all diseases have a vaccine. For example, there is no vaccine against HIV/AIDS or malaria.

When you receive a vaccine, your body produces antibodies which stay in your system and make you “immune” to the disease. This means that if your body encounters the disease in the future, it is already prepared to fight it off, and will probably keep you from getting sick.

Although they are often injected, some vaccines can be swallowed or inhaled through your nose.

When to get vaccinated?

Many vaccines are given on a routine schedule to babies and children. For some vaccines, single doses can provide protection for life, while others require additional doses or boosters to keep you protected.

Some people, like travellers and healthcare workers, need additional vaccines.

For more information and advice on your own personal vaccination needs, speak with your healthcare provider. Vaccination contributes to the public good.

Why get vaccinated?

Protect yourself

Many infectious diseases can cause serious complications, such as deafness, paralysis, and brain damage, and can also be deadly. When you are vaccinated, your health is protected.

Protect your family

If you get sick, your family worries and spends time and money to help you feel better. There is also the risk that you may pass on a deadly disease to a family member who hasn't been vaccinated, like young children or people with weakened immunity (e.g. people with HIV/AIDS or undergoing cancer treatment). These people can suffer severe infections and lifelong complications if they are exposed to disease.

Protect your community

When most members of a community are vaccinated, it greatly reduces the chance that a disease outbreak will occur. This is especially beneficial for those people who are unable to be vaccinated. By being vaccinated, and encouraging others to get vaccinated, you are protecting your neighbours, friends and community.

Protect your world

Strategic vaccination campaigns can significantly reduce the number of people who get sick or die from infectious diseases. It is possible that some diseases could be eradicated completely through vaccination. These goals require good international cooperation on a governmental and personal level.

Are vaccinations safe?

A very small percentage of people may experience severe reactions. Government and international agencies work hard to ensure that vaccines are safe for a large majority of the population, and that the benefits outweigh the risks. ■

Remember

- It is extremely unlikely to get a serious case of a disease by being vaccinated against it.
- Vaccination is important even for diseases that are 'rare' in your area. Without vaccination, one sick traveller could easily start a widespread outbreak.
- Vaccinations save lives, your family, your community and your world.

Colds and Flu

Facts and Prevention



Colds and Flu

Both the common cold and influenza (flu) are contagious viral illnesses, with similar symptoms. However flu symptoms tend to start suddenly and are often more severe than those of a cold. Most people will make a full recovery after a few days from both colds and flu. However, flu can cause complications, such as pneumonia, which can be fatal, particularly in young children, pregnant women, adults over 65 years and people with underlying health conditions (such as heart disease).

Colds and flu are typically spread from one person to another through the droplets an infected person generates when they cough, sneeze or talk. People who are in close contact can be infected when they inhale the droplets directly, or touch a contaminated surface with their hands, and then transfer the virus to their eyes, nose or mouth.

Symptoms

People often mistakenly say they have “flu” when they actually have a common cold. Influenza is more serious than the common cold. The following table shows some of the differences between the two.

For a healthy immune system, ensure that you get good nutrition, enough sleep and physical exercise.

Symptoms		
	Cold	Flu
	Starts 1-2 days after exposure to virus	Starts 1-4 days after exposure to virus
Fever	Rare in adults and older children. Can be as high as 38.9°C in infants and small children	Usually 38.9°C but can go up to 40°C and usually last 3 to 4 days.
Headache	Rare	Sudden onset and can be severe
Muscle aches	Mild	Usual and often severe
Tiredness and weakness	Mild	Often extreme and can last two or more weeks.
Extreme exhaustion	Never	Sudden onset and can be severe.
Runny Nose	Often (Clear & Watery)	Sometimes
Sneezing	Often	Sometimes
Sore Throat	Often	Sometimes
Cough	Mild hacking cough	Usual and often severe

Treatment

Drink plenty of non-alcoholic fluids, and get plenty of rest.

There is no specific medicine for colds. Antiviral medications (such as Tamiflu) are sometimes used to treat influenza, especially in people who are at higher risk for severe illness, such as pregnant women. If antiviral medications are appropriate, your doctor will prescribe them, and they must be started early, within 48 hours of symptom onset. Antibiotics are not effective against viruses.

Symptoms will resolve by themselves, however, if necessary, they can be relieved somewhat by the following measures:

For nasal congestion:

- Use a nasal decongestant sparingly, and not for more than a few days.

For a sore throat:

- Drink cold fluids, ice-sticks or honey and lemon juice in hot tea.
- Use warm salt water gargles as needed (2 teaspoons of salt in a standard glass of water).
- Suck on hard candy, herbal throat lozenges, or over-the-counter throat lozenges.

For fever or mild pain:

- Take acetaminophen/paracetamol or ibuprofen. Follow the manufacturer's labelling for dosage.

NOTE: Aspirin should NOT be used in infants, children or teenagers as it increases the risk of "Reye's syndrome" (a rare but very serious syndrome of liver and brain damage).



Prevention

- Maintain good personal hygiene.
- Wash your hands frequently. Carry a hand sanitizer for use when soap and water are not readily available.
- Avoid touching your face.
- Don't share eating utensils or personal hygiene items.
- Avoid close contact with people who are obviously sick.
- Keep surfaces clean, especially those that are frequently handled, or shared, such as faucets, doorknobs, and hand rails.

Vaccination

There is no vaccine against common colds.

Vaccination against influenza is recommended every year for people, but especially high-risk groups, such as children, pregnant women, older adults and for people that have an underlying health issue such as asthma, diabetes or heart disease. The flu virus constantly changes, so there is a new vaccine available every year. ■



Tubercu

Dr. Beau Dees – Regional Medical Director, Indonesia

Tuberculosis, or TB, is a disease that has been known for centuries and has caused untold misery to many millions of people.

Today TB, along with HIV and malaria, is a constant scourge around the world and it is one of the most important and devastating communicable diseases in the modern era. According to the Centre for Disease Control, one third of the world's population is infected with TB.

What is TB?

TB is a bacterial disease that spreads from one person to another by breathing in infected mucus. TB can be treated, but careful drug regimens are needed. If untreated, it can be serious and even fatal.

TB most commonly affects the lungs but can also seriously affect bones, kidneys and the nervous and intestinal systems. In most people, the body's defences block this area of the lung, thus preventing the bacteria from spreading throughout the body. This state is called "latent" or "inactive" TB and the person feels well and is not infectious. Some people however develop "active" TB which means they have symptoms and usually feel sick. These people are infectious and can spread the disease to others as the mucus they cough up contains the bacteria.

At one time TB was considered to be a disease that only affected lower socio-economic groups of people however, TB can affect anyone. People at most risk of getting TB are those who live with someone who has the disease (e.g. family members, people who share living quarters), have another illness or a weak immune system (e.g. HIV), are babies, children or are healthcare workers.

Symptoms of TB include a cough for three weeks or more, weight loss, loss of appetite, a fever and sweats, especially at night.



TB does not cause HIV or AIDS, however, people with HIV are much more prone to catch TB and once they have it, the effects tend to be more serious. Together, TB and HIV form a deadly duo with each magnifying the effects of the other. The World Health Organization (WHO) reports that after HIV, TB ranks as the second leading cause of death from an infectious disease worldwide.

Symptoms of TB include a cough for three weeks or more, weight loss, loss of appetite, a fever and sweats, especially at night.

Prevention

The spread of TB can be prevented by promptly identifying and treating infectious individuals. This is the primary goal of community health programmes, which aim to educate people to recognise the symptoms and seek treatment early, thereby preventing the spread of the disease.

The Bacille Calmette-Guerin (BCG) is a vaccine that does not provide good protection against TB. In countries where TB disease is common, children are given BCG at birth, as it reduces the risk of severe disease and complications in babies and children younger than 5 years of age. In many places where the rates of TB in the general population are relatively low, BCG immunizations are not used as it does not reliably protect against TB infection. Globally, the vaccination is generally not used in adults, or children over 5 years old.

osis



If you have any symptoms, see your doctor and get tested. TB is curable.

WORLD TB DAY

In 2011, there were an estimated 8.7 million new cases of TB and 1.4 million people died from TB.

World Health Organization, 2013

24 MARCH

Treatment

TB can be treated through a combination of antibiotics. Decades ago the only medication used was *Streptomycin* but the bacteria became resistant to this and so other drugs were added to treatments. Standard treatments now are a combination of three or even four front-line drugs that are administered over a period of six months and under strict medical supervision known as “Directly Observed Therapy” or DOTS.

Of increasing concern worldwide is the emergence of multiple drug-resistant strains of TB, which are resistant to two or more of the front-line drugs. There have also been cases of “extensively drug-resistant TB” (XDR TB) where the bacteria are resistant to second-line drugs as well.

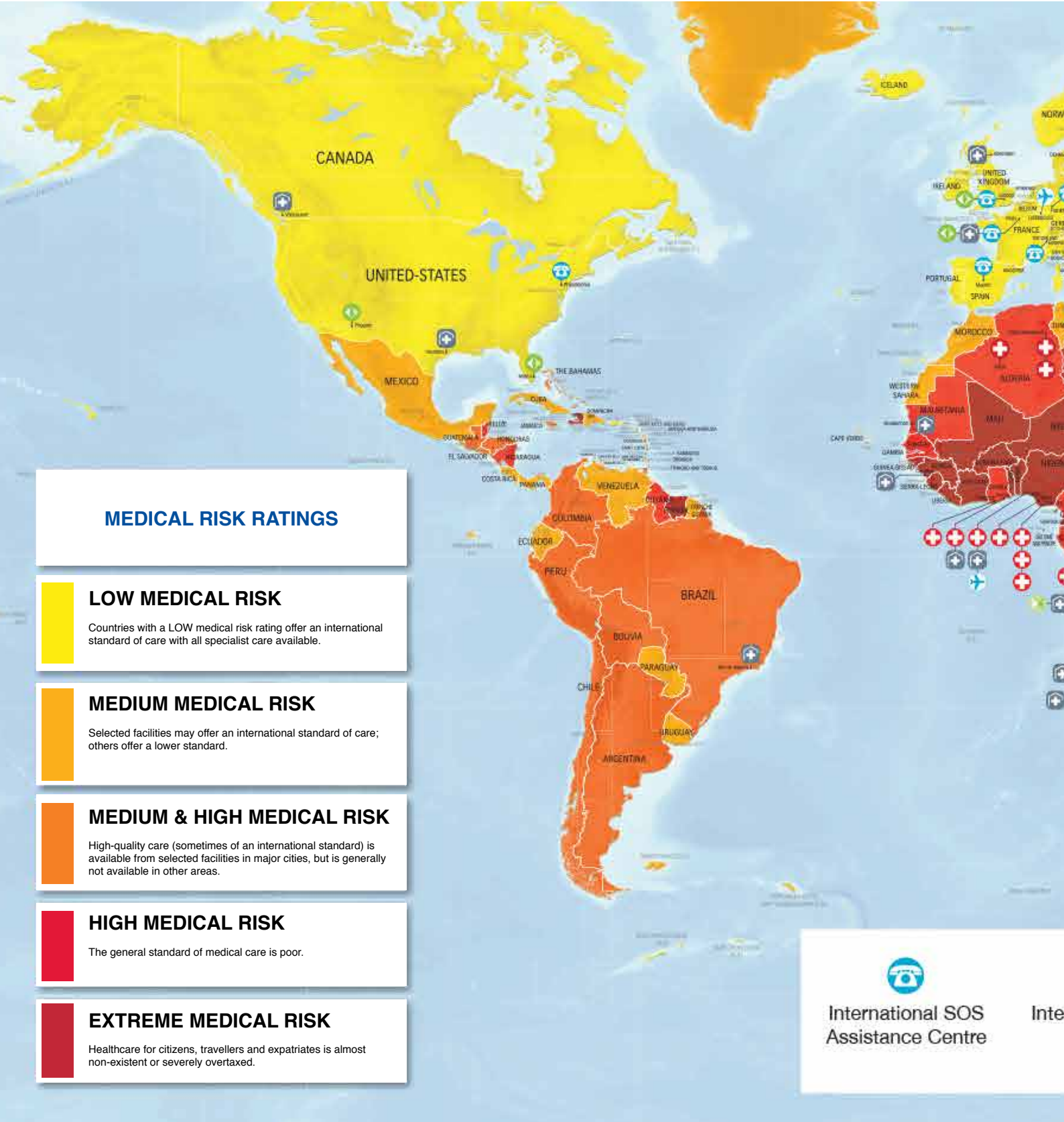
Although most people can be cured of their active TB with appropriate treatment, those suffering from other illnesses such as diabetes or HIV have an increased risk of severe TB which may produce permanent lung damage and have a long-lasting impact on a person’s lifestyle.

What can you do?

It is important that individuals travelling to or living in TB risk areas consult their doctor to learn more about TB and how to prevent it.

Be aware of the symptoms of TB. Watch out for them in yourself, family members or co-workers, and if they develop seek medical advice promptly. ■

Tuberculosis (TB) can infect many body parts, but is most common in the lungs.



MEDICAL RISK RATINGS

LOW MEDICAL RISK
 Countries with a LOW medical risk rating offer an international standard of care with all specialist care available.

MEDIUM MEDICAL RISK
 Selected facilities may offer an international standard of care; others offer a lower standard.

MEDIUM & HIGH MEDICAL RISK
 High-quality care (sometimes of an international standard) is available from selected facilities in major cities, but is generally not available in other areas.

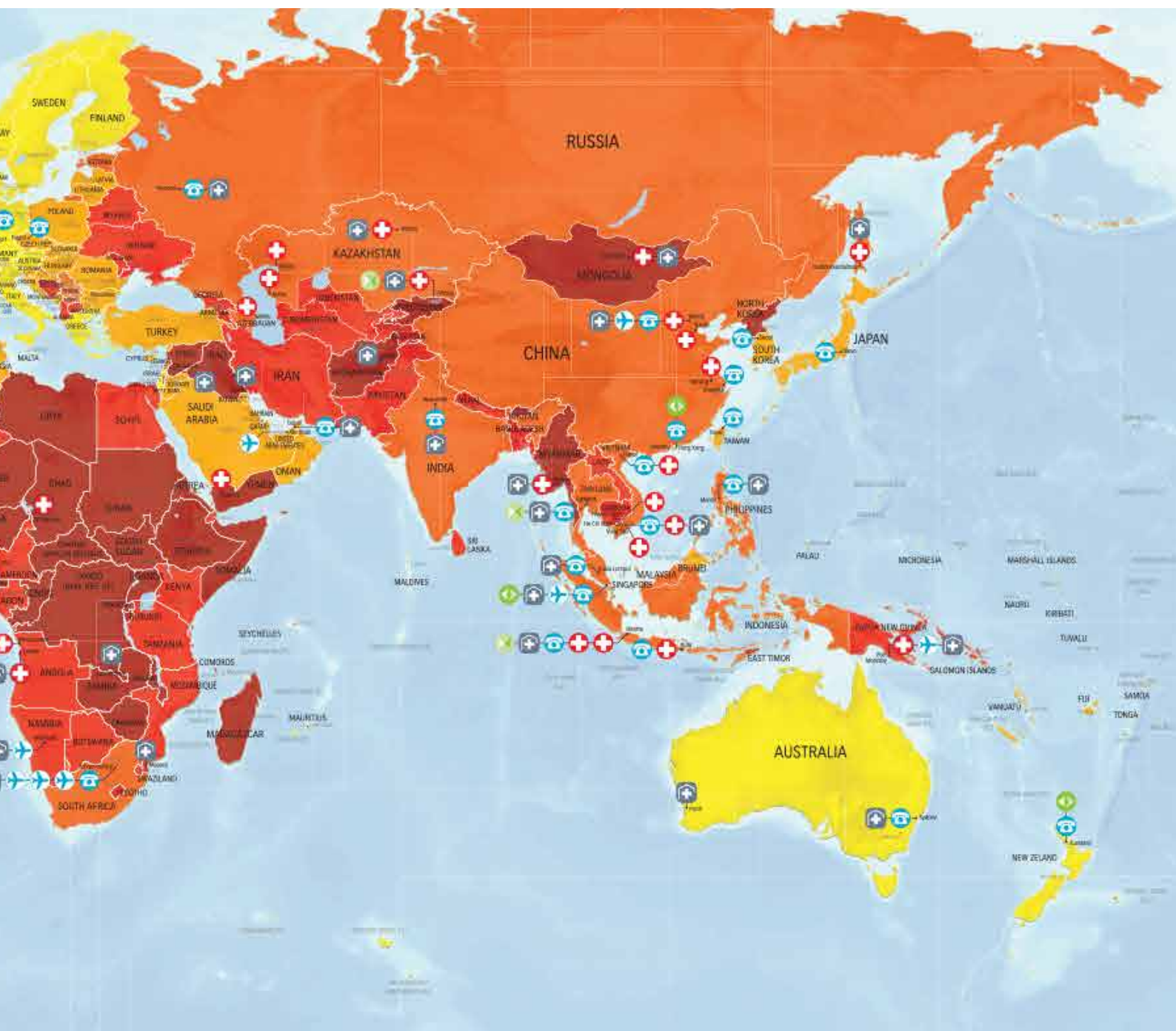
HIGH MEDICAL RISK
 The general standard of medical care is poor.

EXTREME MEDICAL RISK
 Healthcare for citizens, travellers and expatriates is almost non-existent or severely overtaxed.



International SOS Assistance Centre

2013 Understanding Global Health




International SOS
Clinic


Medical Services
Centre


Medical Supply
Distribution
Centre


International SOS
Air Ambulance



What is C



Cancer is a serious condition in which cells of the body grow in an uncontrolled way. The disease, also sometimes called tumour, neoplasm or malignancy, can affect almost any part of the body. The term “cancer” is used for a group of diseases and there are more than 200 types, each with its own name and treatment.

Though cancer can be treated, it is still a leading cause of death worldwide, accounting for 7.6 million deaths (around 13% of all deaths) in 2008. The cancers which most commonly cause death are lung, stomach, liver, colon, breast and cervical cancers. According to the World Health Organization (WHO), 84 million people will die of cancer between 2005 and 2015 in the absence of intervention. About 30% of all cancer cases could be prevented by lifestyle and vaccination choices.

What causes cancer?

The exact cause of cancer is not known. However, we do know that certain agents called carcinogens damage cells and may cause cancer. Aging and genetic factors also play a part. With many cancers, the risk generally increases as a person gets older, and some cancers run in families.

Some known carcinogens include :

- Tobacco smoke – this is the single leading risk factor for cancer
- Ultraviolet radiation – which comes from the sun as well as other sources
- Asbestos (a group of silicate mineral fibers)
- Biological agents, such as infections with certain viruses, bacteria or parasites

Cancer is the leading cause of death in developed countries and the second leading cause of death in developing countries.

According to the National Cancer Institute at the National Institute of Health.

ancer?

Dr. Michael Couturie –
General Practitioner and Internal Medicine Specialist
Beijing International SOS Clinic

How can some cancers be prevented?

There are several ways to reduce your cancer risk.

- 1** First, and by far the most important, is to avoid tobacco smoke, including second-hand. Cigarettes and tobacco cause over 20% of all cancer deaths and of the majority of all lung cancer deaths worldwide each year.
- 2** Second, maintaining a healthy weight with a healthy diet may reduce your cancer risk. Obesity and being overweight may increase some cancer risks. There is increasing evidence that avoiding processed foods and eating a balanced diet rich in vegetables, fruit and fibers will help reduce not only your cancer risk, but your cardiovascular disease risk as well. Other factors, such as limiting alcohol intake and getting regular exercise will also help.
- 3** Third, you can limit your skin cancer risk by wearing appropriate protective clothing, using a high SPF sunscreen and by not getting sunburned.
- 4** And finally, some cancers can be prevented with vaccination. Hepatitis B infection can lead to liver cancer, so getting vaccinated can limit your risk of getting infected. Ninety-nine percent of cervical cancer is known to be caused by infection with Human Papilloma Viruses (HPV).



The most common cancers worldwide are lung, breast, large intestine (colon and rectum), stomach and prostate.

According to the National Cancer Institute at the National Institute of Health.

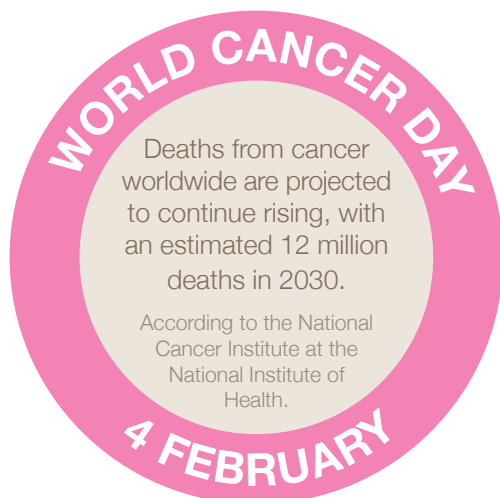
Cancer is treatable

Treatment is most effective if cancer is detected early. Certain screening methods, such as Pap smears, mammography and stool tests, may detect some cancers earlier and, most importantly, may increase the survival of people with these cancers (cervical, breast, colon). You should also be vigilant by learning the early warning signs and seeking prompt medical attention if you detect symptoms such as:

- lumps
- persistent indigestion
- change in bowel habits
- unexplained weight loss
- sores that don't heal
- persistent coughing
- abnormal bleeding

Each type of cancer has its own treatment which aims to cure, prolong life and improve quality of life for patients.

The best treatment is prevention. If you smoke, talk with your doctor about ways to quit. If you are overweight, ask them about strategies to change your diet and increase your exercise. Not all cancers can be prevented, but talk with your doctor to identify the aspects most relevant for your particular risk profile. ■



Hypertension

What is hypertension?

Hypertension is also known as high blood pressure. This occurs when the pressure in the arteries is higher than normal. Arteries are blood vessels that take blood from your heart around your body and normally, a certain amount of pressure is needed to push blood through your arteries. Blood pressure is one of your “vital” signs and is measured using two numbers, the first number is referred to as systolic and the second as diastolic.

A diagnosis of hypertension can only be made by measuring your blood pressure several times and finding the measurement to be consistently high. You have hypertension when either your systolic and/or diastolic reading is above the “normal” reading.



Normal	Below 120/80 mmHg
Pre-hypertension	Between 120-139/80-89 mmHg
Hypertension	Equal or above 140/90 mmHg

The higher your blood pressure the greater your risk of having a stroke or heart attack.

Keeping your blood pressure in the normal range can prevent other cardiovascular diseases and can help increase your life-span. Hypertension is often called a “silent killer” because there are usually no symptoms when high blood pressure has developed gradually, even if the blood pressure is very high. People with high blood pressure often feel and look normal.

Uncontrolled high blood pressure damages your arteries and over time can cause poor blood flow. This can eventually harm your major organs and result in “end organ” damage:

- Heart failure
- Kidney failure
- Eye problems with loss of vision
- Stroke

Diagnosing and managing hypertension can help prevent this damage.

Preventing hypertension

Hypertension can be prevented through healthy lifestyle.

- Eat a healthy diet
- Get physically active
- Manage your weight
- Avoid tobacco smoke
- Watch your salt (sodium) intake
- Limit alcohol intake

How is hypertension treated?

Initial treatment involves the same simple, healthy lifestyle choices for prevention.

If your blood pressure is still high, your doctor will probably prescribe medication to lower it.

You will need to have regular checks to ensure it improves (ideally maintained around 120/80 mmHg). Speak to your doctor about hypertension and get your blood pressure checked today. ■

Extremely high blood pressure may cause symptoms such as headache, dizziness or nose bleeds. This is an emergency and requires urgent medical attention.



ISO 9001 Certification

We are proud to announce that from April 2013 all our clinics and medical facilities in East Europe, Middle East and Africa, North Asia, Indonesia and Australasia regions are ISO 9001:2008* certified. This means that our quality management processes are of the highest standard, complying with international standards that are recognised and respected worldwide.

Adriaan Jacobz, Group Director Medical Services, International SOS said: “As an organisation, we are deeply committed to providing high quality services to our customers. We have maintained a robust internal quality management program for many years, covering all areas of the operational delivery structure. Our ISO 9001:2008 certification brings external focus and benchmarking. It shows that we have the right procedures in place to maintain consistency in our medical facilities and supplies, medical treatment, information systems and data management as we employ best practices in healthcare, globally.”

The move comes as part of a company drive to ensure that all International SOS medical facilities around the world are ISO 9001:2008 certified by June 2014. Our 27 Assistance Centres globally are all ISO 9001:2008 certified.

Adriaan continued: “We believe that our global ISO initiative will help us serve our members even better. Already, we offer them consistent and premium healthcare services throughout the globe. Our international network of 73,000 providers including hospitals, doctors and clinics are accredited. These entities have gone through a proprietary internal credentialing process of rigid protocols, site surveys and annual evaluation initiatives. ISO certification is another step in our efforts for continuous improvement.”

Our International SOS medical facilities support a variety of its clients in the finance, professional services and manufacturing sectors as well as the oil and gas and mining industries. International SOS customers include

expatriates, business travellers and nationals working in cities throughout the region and workforces on remote sites and offshore rigs.

In 2010 International SOS began working with the Swiss Association for Quality and Management (SQS), to develop an external certification program (based on independent and international standards) to validate the company's internal Quality Management System. This process complimented International SOS' continued internal quality management drive and had the support and encouragement from our members, who increasingly seek this level of quality assurance.

SQS has particular expertise in the ISO 9001:2008 certification for the healthcare industry and related quality statutes. It is an independent non profit organisation and member of the International Quality Network. It operates in over 31 countries.

Mr. René Wasmer, Member of the SQS Executive Board and former IQNet President, said, “Companies who are SQS certified have demonstrated that they have superior quality management processes in place, meet regulatory requirements and are continually working to ensure customer satisfaction. Certification according to ISO 9001: 2008 illustrates the company's continued dedication to ensure its healthcare services meet the highest standards globally. ISO 9001:2008 is implemented by over one million companies and organisations in over 170 countries. ■



International



List of clinics worldwide:

Algeria	Hassi Messaoud (2)	Mongolia	Ulaanbaatar
	Adrar	Myanmar:	Yangon
Angola:	Luanda	Nigeria:	Lagos
	Ilha da Luanda		Port Harcourt (3)
Azerbaijan:	Baku		Warri
Cambodia:	Phnom Penh	Papua New Guinea:	Port Moresby
Chad:	N'Djamena	Russia:	Yuzhno-Sakhalinsk
China:	Beijing	Vietnam:	Hanoi
	Nanjing		Ho Chi Minh City
	Shenzhen		Vung Tau
	Tianjin	Yemen:	Sana'a
	Tianjin -TEDA		
Ghana:	Takoradi		
	Accra		
Indonesia:	Jakarta (2)		
	Denpasar (Bali)		
Kazakhstan:	Aktau		
	Almaty		
	Astana		
	Atyrau		

Our International SOS Clinics

Our 35 clinics around the world operate in countries where medical care of an international standard is unavailable, or where cultural and language barriers make it difficult to receive appropriate care. Most clinics offer primary care, diagnostic care and 24/7 emergency care.

Doctors are available to provide all types of treatments, ranging from simple vaccinations to emergency heart attack treatment. In many clinics, specialist care is also available in various fields, including gynaecology, paediatrics and ophthalmology. For expatriate families settling into a new environment, a family medical practice is especially important. Many of our doctors offer complimentary informational sessions in a variety of topics. Immigration health checks, first aid training and occupational health programmes are also available.

How we work

Access to International SOS clinics is one of the benefits enjoyed by our members, with a Clinic Plan required at most of our facilities. Short-term visitors in a clinic location are advised to call the nearest assistance centre before visiting an International SOS clinic. The assistance centre can provide initial medical advice and inform members of clinic access requirements.

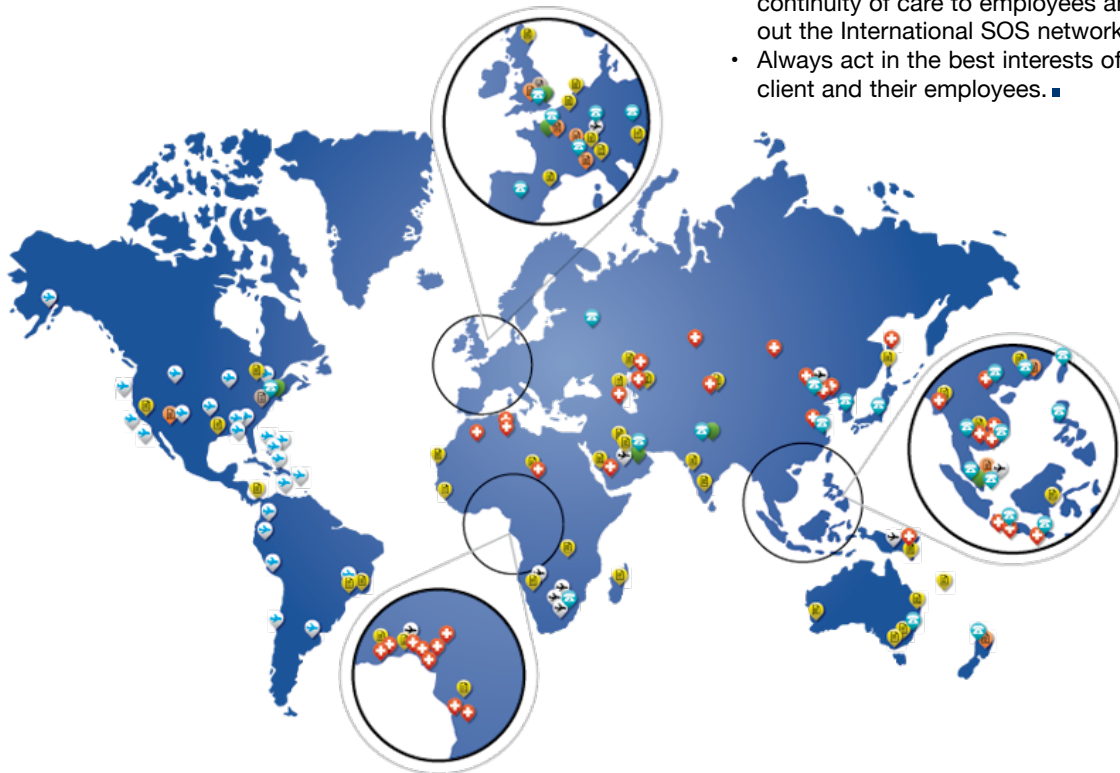
SOS Clinics

How we help

- International SOS clinics operate in locations where an international standard of care is not available, is limited or where cultural and language barriers make it difficult to receive appropriate care.
- They provide routine medical care for expatriates and those on extended stays abroad.
- The clinics offer primary diagnostic and emergency care and many have international standard pharmacies.
- Our clinics are equipped with the facilities needed to stabilise a critically ill or injured person before evacuation.
- Specialist care is also available in most clinics, including gynecology, pediatrics and ophthalmology.
- Many of our doctors offer complimentary health and wellness information sessions as well as well-woman and well-man care.
- Immigration health checks, first aid training and occupational health programmes are also available.

Key Features

- East Europe, Russia, the Caspian, Central Asia, North Asia, the Middle East, sub-Saharan Africa, Indonesia and Australasia clinics are ISO 9001 certified. (ISO stands for the International Organisation for Standardisation, who develops and publishes a variety of international standards. The 9001 refers to the standard for Quality).
- Access to international standards of medical care.
- Available in areas where international standards of medical care are not available.
- Medical professionals who speak multiple languages to ensure that care is not delayed due to communication barriers.
- Seamless integration with all 27 International SOS Assistance Centres and our Global Assistance network consisting of 76,000 accredited service providers.
- General Practitioner based primary care and family practice.
- Healthcare that is globally consistent to provide continuity of care to employees and families throughout the International SOS network.
- Always act in the best interests of the member, the client and their employees. ■



International SOS office



International SOS clinic



International SOS Americas preferred provider



MedAire office



International SOS assistance centre and office



Dedicated air ambulance

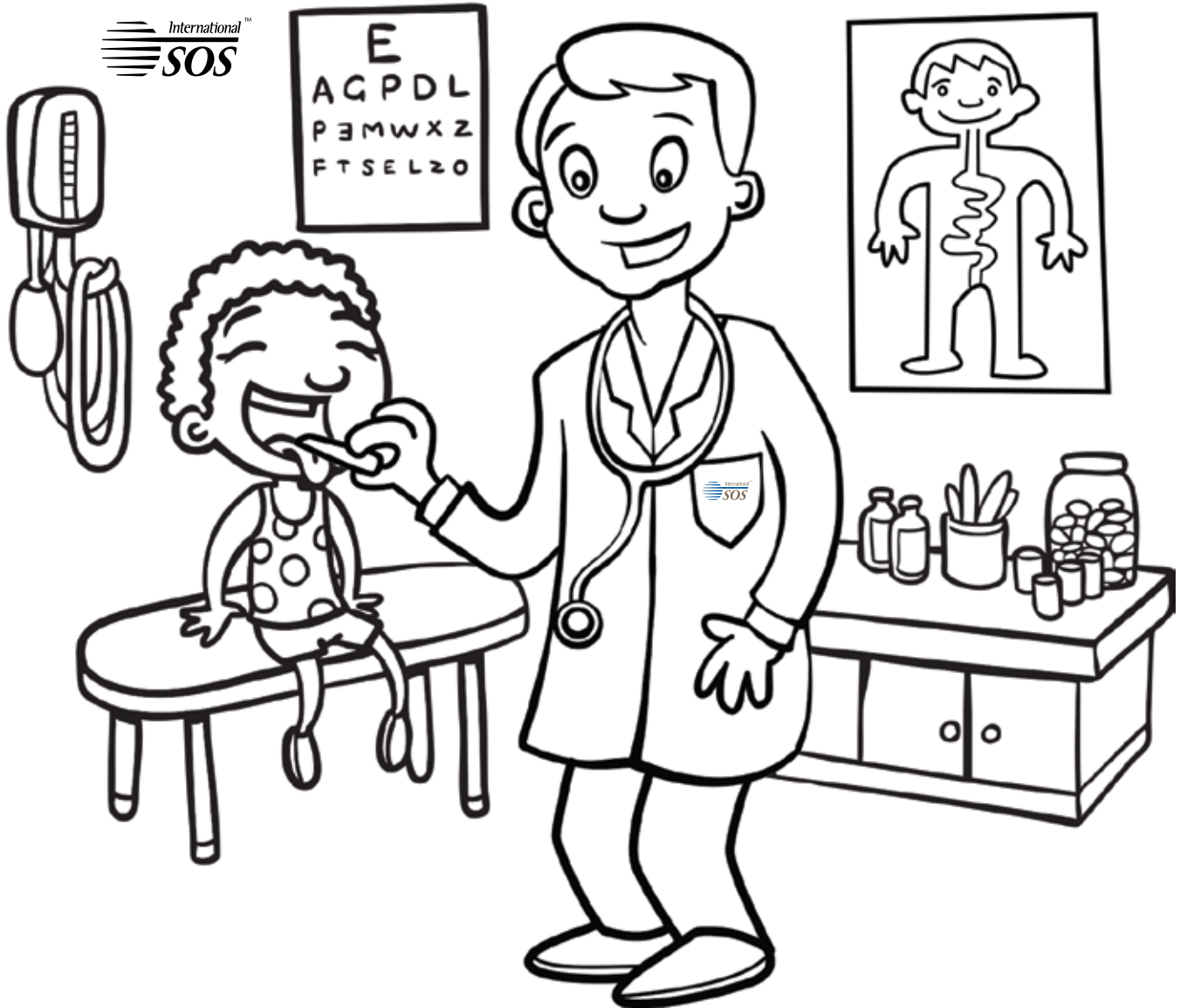


International SOS and Control Risks joint resource



VIPdesk office

Our doctors care...



Doctors help us to feel better
when we are sick

Take care of yourself... stay healthy



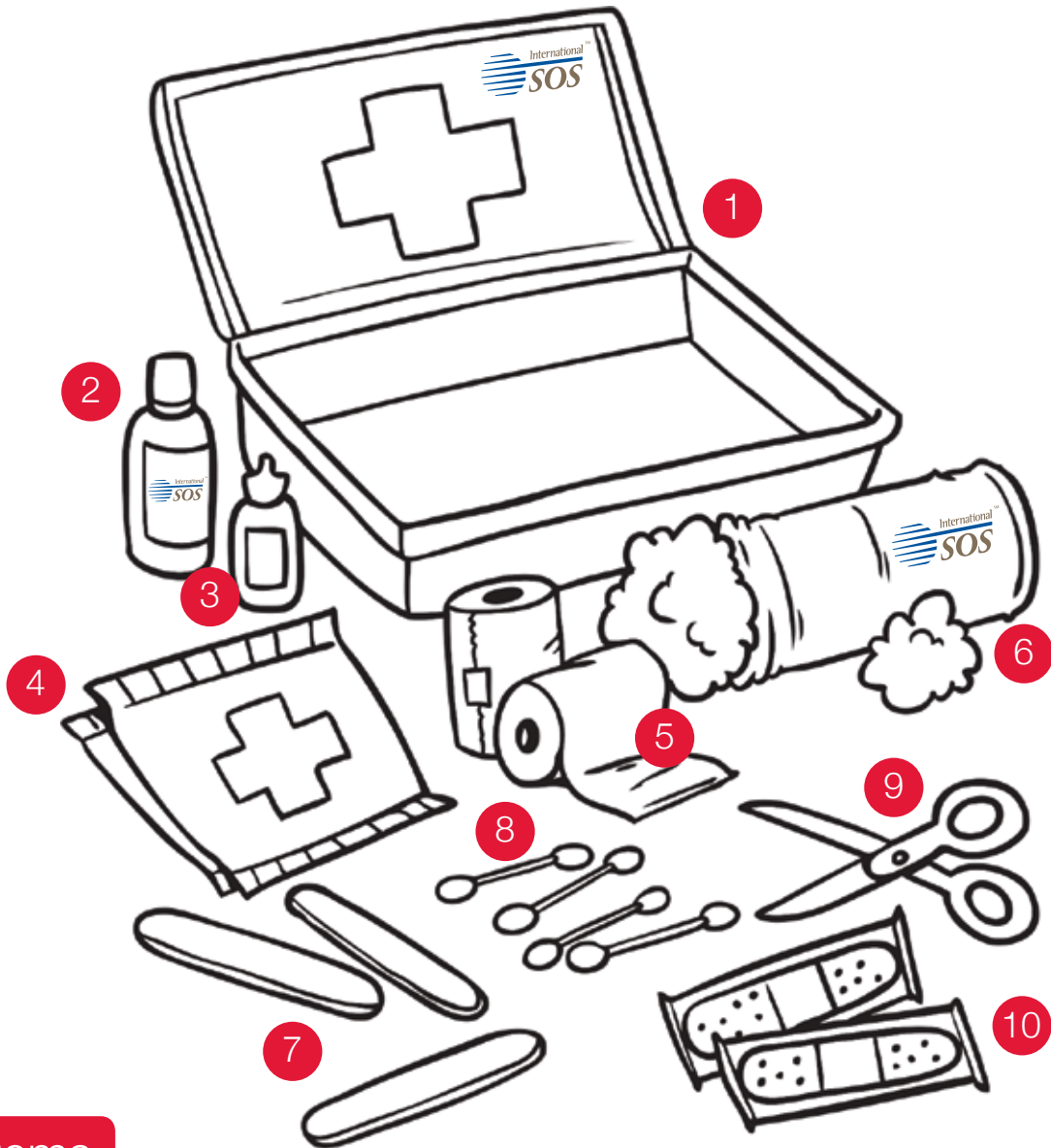
Find the hidden words below in the crossword. Words run from left to right, top to bottom or diagonally.

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

Hidden words:

- Exercise
- Vegetables
- Sleep
- Doctor
- Play
- Medicine
- Water
- Vitamins
- Brush teeth
- Fruit

First aid kit in your house



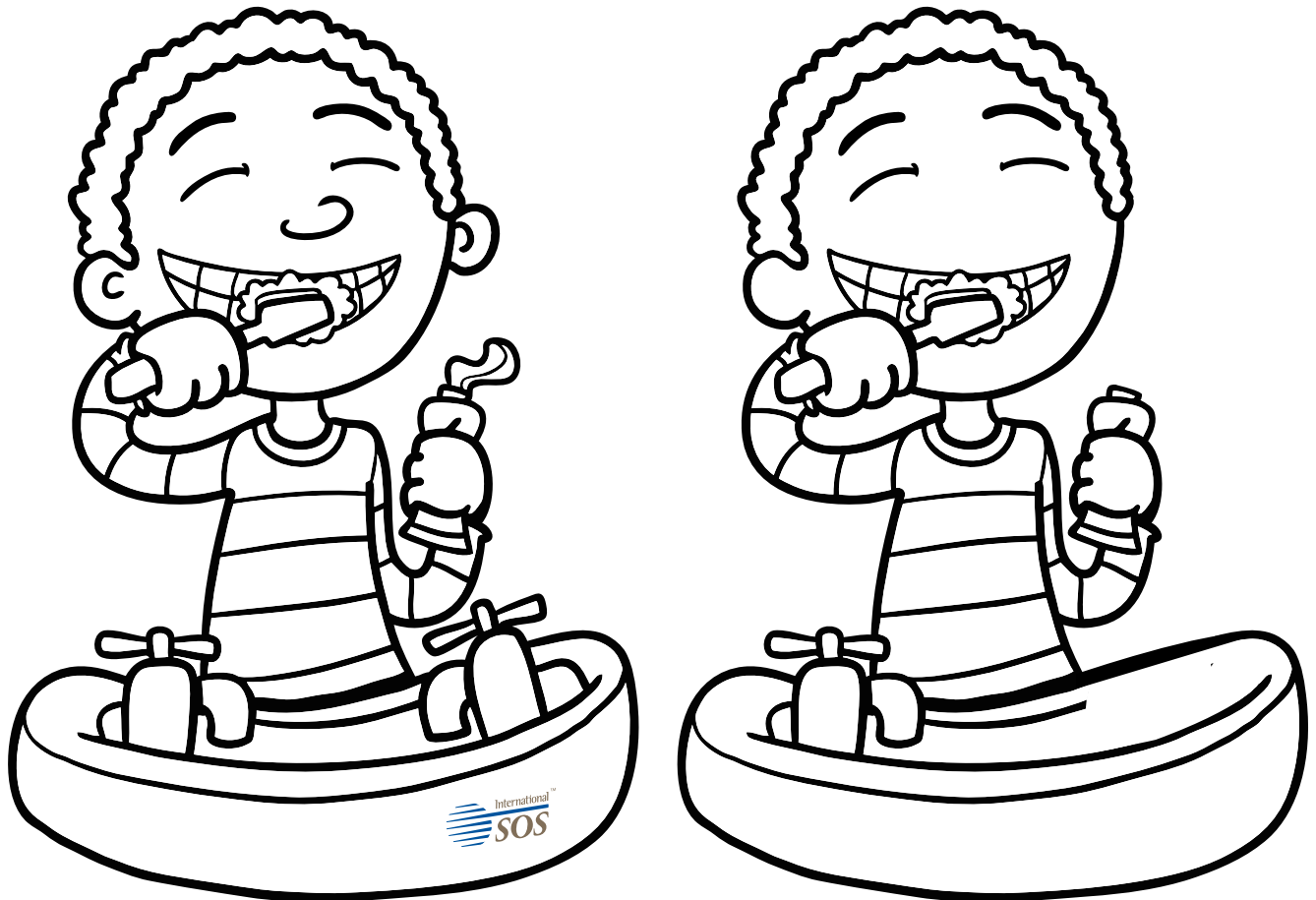
List Items

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

- Answers:**
1. First Aid Kit
 2. Medicine
 3. Mercurochrome
 4. Swabs
 5. Bandages
 6. Cotton Wool
 7. Medical Sticks
 8. Ear Buds
 9. Scissors
 10. Plasters

Spot the Difference

There are six differences between the two pictures



For healthy teeth and gums:

1. Brush your teeth every day
2. Floss your teeth regularly

Protecting your people is our priority

International SOS is the world's leading medical & travel security risk services company operating from over 700 sites in 76 countries. To our clients we offer medical and travel security advice, preventative programmes with in-country expertise and emergency assistance during critical illness, accident or civil unrest on a global scale. Our service also extends to both Governments and Non-Government Organisations whom we help to achieve their Duty of Care responsibilities.



All our clinics in East Europe, Russia, the Caspian, Central Asia, North Asia, the Middle East, sub-Saharan Africa, Indonesia and Australasia are ISO 9001 certified, as well as our 27 assistance centres. This ensures that our processes, facilities and services are accredited to be of the highest international quality standards.

A global infrastructure
you can depend on:



27 Assistance Centres

PASSION: With local expertise available globally, you can speak to us in any language anytime 24/7/365



1,200 physicians

EXPERTISE: Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment & healthcare system



35 Clinics

CARE: Access to a vast network of accredited clinics practising international standards of medicine - even in developing countries



76,000 accredited providers

RESPECT: A network of accredited healthcare, aviation & security providers, ensuring we provide you with high standards of care in the air and on the ground

Protecting your people is our priority and this is what makes us the world's leading medical and travel security services company today.

See what we can do to help you.

To find out more, please visit www.internationalsos.com

Worldwide reach Human touch

