CASE STUDIES

LOST POSSESSIONS AFTER FIRE
An Australian school group was on their way from Los Angeles International Airport into the city when the bus they were travelling on suddenly caught on fire. The group stood on the side of the road while the bus burnt down with their possessions inside.

What International SOS did
International SOS organised alternate transport, cash advances and replacement passports.

The outcome
The group was able to continue the study trip as planned.

BLOCKED EARS
A teacher leading a school group on a trip to Gallipoli arrived with severely blocked ears. “By the following day I still couldn’t unblock my ears so I phoned International SOS and was put straight through to a doctor”.

What International SOS did
The doctor gave him practical advice and by the next day the teacher was back on track. When the doctor called to see how the teacher was feeling he was reassured it was safe to fly back.

The outcome
The school trip was not disrupted.

JAPAN EARTHQUAKE AND TSUNAMI RESPONSE
When the earthquake and tsunami occurred, university students in Tokyo on an exchange program were concerned about being exposed to radiation from damaged nuclear plants.

What International SOS did
Despite no real risk to radiation, International SOS helped the university charter an A330 to relocate 30 students to Hong Kong and arranged transport and accommodation for them.

The outcome
The university was praised for its rapid response to the disaster by students, teachers and parents.

SWINE FLU THREAT
An Australian school group visiting its sister school in Vietnam when a H1N1 (swine flu) outbreak was detected in an area close to the school. This caused considerable concern amongst parents and teachers.

What International SOS did
International SOS advised the school management on preventative measures to be put into effect immediately. The school was also provided with an education and awareness program for teachers, staff, the parents association and students.

The outcome
The school was well prepared to handle an outbreak and demonstrated Duty of Care to its students and staff.
SERIOUS CUT ON PLAYGROUND IN VIETNAM
An eight year old suffered a nasty finger injury while playing with friends on the school playground which resulted in an open wound and lost fingernail.

What International SOS did
Emergency advice was given to the school nurse on the phone while a hand surgeon at a preferred medical centre was located before transferring the child for care.

The outcome
The surgeon repaired the skin, bone and nail with the child being observed in the emergency room for one night before being sent home the following day.

CHILD WITH ACUTE ABDOMINAL PAIN ON TRIP TO CAMBODIA
On a school trip to Cambodia, a teacher contacted us regarding a child with severe abdominal pain.

What International SOS did
We organised emergency admission to the nearest hospital, monitored the case, gained access to his medical file and transferred the child back to Singapore with an International SOS medical escort.

The outcome
The child arrived safely back home in Singapore within 48 hours.