



Global Assistance Hotline: +1 443-965-9242

[www.partners.org/travelsafe](http://www.partners.org/travelsafe)

**FOR NON-EMERGENCY QUESTIONS OR MORE SPECIFIC TRAVEL ISSUES OR ITINERARY RISK ASSESSMENTS,**

**CONTACT: [travelsafe@partners.org](mailto:travelsafe@partners.org)**

### Partners *TravelSafe* Business Travel Preparation Checklist

1. **Book Travel through Egencia or Great Getaways.** Make sure people know where you are going and when you intend to return. Be sure your itinerary has been entered into Partners travel risk management system, *Worldcue*. Booking through Egencia or Great Getaways is automatic. Any other bookings will require Manual Trip Entry.

You will receive a welcome email: please click the link and follow the prompts to complete your profile and establish an account. Once this is done you can access your individual profile at [Worldcue Traveler](#) portal, using your unique username and password. (<https://traveler.worldcue.com/>) - **be sure all contact and emergency info is up to date.** (Note you cannot access this until your itinerary has been loaded AND you have followed the link and prompts to activate your account through the welcome email).

For ALL EMPLOYEES - more information is available about **travel vendors, business travel expense policy, travel discounts**, etc. at [Partners Travel Central](#) on the Partners Finance Intranet.

2. **Research country info.** It's a good idea to review information about your destination(s) by
  - a. Reviewing *Worldcue* Trip Brief via [Worldcue PLANNER](#) link on *TravelSafe* page, or by logging into your own account via *Worldcue* TRAVELER and selecting the "Location Intel" tab. Additionally, helpful safety and security tips are available through each portal and selecting "Global Travel Tips."
  - b. Reading the [State Dept country specific information](#) including Travel Alerts, Warnings, Traveler's Checklist, and US Embassy messages at your destination; Traveler's Checklist: <http://travel.state.gov/content/passports/english/go/checklist.html> ; and reviewing U.S. Embassy notices – these can be found by visiting the US mission's website – for example: for France; most U.S. embassy sites can be found by following website formula - [country].usembassy.gov <http://france.usembassy.gov/>
  - c. **LGBT.** Travel guidance and resources are available from the U.S. Department of State:
    1. LGBTI Travel Info and Resources: <http://travel.state.gov/content/passports/english/go/lgbt.html>
    2. Country specific information can sometimes be found in the Country Specific Information' under the 'Local Laws & Special Circumstances' section (South Africa "LGBT Rights," for example): <http://travel.state.gov/content/passports/english/country/south-africa.html>
    3. ILGA provides information on rights around the world including mapping potential areas of concern: <http://ilga.org/> In addition, many good guide books such as Lonely Planet have up to date sections on LBTI travel to specific countries.
  - d. **Sanctioned country or Traveling with Equipment/Supplies?** Be sure to plan well in advance of your trip as traveling to a sanctioned country and bringing certain items will typically require review from the institution's [Research Compliance Office](#), Partners Risk & Insurance Services, and use of Partners approved travel vendors. See OFAC Sanctioned Country List: <https://www.treasury.gov/resource-center/sanctions/Programs/Pages/Programs.aspx>. Contact: *Ryan Wildes, Partners Risk & Insurance* [rwildes@partners.org](mailto:rwildes@partners.org)

3. **Plan.** Partners **TravelSafe** Global Assistance Hotline number: **+1 443-965-9242**. **Carry the number with you and if you need assistance or if in doubt, call!** The Partners **TravelSafe** Program is supported by a premier travel risk management company called iJET that provides a 24/7 call center and access to iJET's web-based travel risk management platform, *Worldcue*. **TravelSafe** is backstopped by Partners-wide insurance policies and response services such as emergency medical evacuation, and security assistance.
  - a. Think through what you will do if something happens (major crime, natural disaster, serious illness or injury) – like calling **TravelSafe** and having a written emergency plan (1 or 2 pages) with insurance information and contact details for you and your family members is indispensable in the event of an emergency. Make copies, include itinerary, and give to key people.
4. **Communications and Information Security.** Taking mobile device(s) with you? Be sure your devices are encrypted, back up important information, and know how to access email remotely. Contact IS Service Desk in advance of trip: <https://partnershealthcare.service-now.com/phsess/main.do> . From a safety and security perspective, it is best to travel abroad with international calling capability. There are affordable and easy ways to manage plans and costs and turn international plans off and on at will through your provider. All major providers (AT&T, Verizon, etc.) and especially T-mobile and Sprint now have very reasonable and traveler friendly international plans. It is possible to manage cellular data and Wi-Fi so as to limit international roaming and use free Wi-Fi to download data. To access your partners email account, one of the following is required:
  - a. Register your cell phone and activate international roaming for US phones to receive the unique access code, and/or,
  - b. Through [IS Service Desk](#) - Request an RSA SecurID software token app (downloads to either your laptop or mobile phone) in order to use VPN to work remotely.
5. **Passport & visa check.** Is your passport book valid and with sufficient number of pages? Will you need an **entry visa(s)** to enter the country or countries you intend to visit? Check the US Department of State's [Country Specific Information](#) to see whether or not a visa is required. Make photocopies and include with your plan in #3 above. Consider US Customs & Border Protection, Mobile Passport Control and App:
  - i. <https://www.cbp.gov/travel/us-citizens/mobile-passport-control>
  - ii. <http://www.mobilepassport.us/>
6. **Travel Medicine Clinic:** Visit a Travel Medicine Clinic (Not primary care doc although that may also be necessary depending on personal circumstances). You should visit a health care provider ideally 4 – 6 weeks before your trip. Even if you are leaving soon, a visit to your health care provider is still useful.
  - b. MGH Traveler's Advice and Immunization Clinic has developed the **Travelers' Rapid Health Information Portal (TRHIP)** with support from the Centers For Disease Control that provides travelers with a quick report on what vaccines or medications are required for your trip: [Traveler's Rapid Health Information Portal](#)
  - c. **MGH Travelers' Advice & Immunization Center:**  
[http://www2.massgeneral.org/id/clinical\\_practice/travel\\_advice/](http://www2.massgeneral.org/id/clinical_practice/travel_advice/)
  - d. **BWH Global Health & Travel Clinic:**  
[http://www.brighamandwomens.org/Departments\\_and\\_Services/medicine/services/infectiousdisease/travel.aspx](http://www.brighamandwomens.org/Departments_and_Services/medicine/services/infectiousdisease/travel.aspx)
  - e. **See CDC Traveler's Health/Destinations:** <http://wwwnc.cdc.gov/travel/destinations/list>
  - f. Traveling with medications? Be sure to visit the [Travel Medicine and Health page](#) on the Partners *TravelSafe* > Travel > Travel Medicine and Health SharePoint site.

7. **Health Insurance.** Confirm that your health insurance covers worldwide claims by calling the customer service # on your card. If you request it, they should issue you a letter confirming coverage and explaining claims process. Partners and its BCBS coverage has worldwide claims coverage. Find out more at: <https://bcbsglobalcore.com>
  - a. There is also a mobile app for both Apple and Android devices: <https://bcbsglobalcore.com/Home/MobileApp/>. Same thing: Enter the first three letters of the ID number on your BCBS card. The app will provide information on networked medical providers in the country you select.
8. **Travel Medical Insurance.** For business approved travel, medical assistance and evacuation services are covered through **TravelSafe** – see above. Partners insurance does not cover travel of a personal nature (e.g. vacation) and so travelers should carefully consider obtaining coverage to meet their specific individual and trip needs. For more specific questions or information, *Contact: Ryan Wildes, Partners Risk & Insurance Services* [rwildes@partners.org](mailto:rwildes@partners.org)
9. **Register with Smart Traveler Enrollment Program - STEP.** Be sure to register with the US State Department thru STEP: <http://travel.state.gov/content/passports/english/go/step.html>
  - i. Consider US Department of State, Smart Traveler app
    1. For Apple IOS: <https://itunes.apple.com/us/app/smart-traveler/id442693988?mt=8>
    2. For Android: <https://play.google.com/store/apps/details?id=gov.state.apps.smarttraveler&hl=en>
10. **Pack wisely.** Less is often more. Consider some specialty equipment such as personal alarm, collapsible water bottle, door stopper, N95 mask, etc. Use a money belt to secure your money and passport. Create a fake wallet and or carry ‘bait’ money.
  - a. FlareSafe: <http://flarebrands.com/> can be bought at <http://www.walkabouttravelgear.com/>
11. **Take responsibility for your safety and security.** Your decisions, actions and choices have a direct impact on your safety and security. You are the most important person when it comes to your safety and security. Remember situational awareness. Consider the risks of traveling solo: Loners get victimized and so it often takes more work and planning to stay safe.
12. **Train & Educate.** Depending on location and duration of your trip, health, safety and security training is always a good idea, both for yourself and any travelers you manager.
  - a. **Introduction to Personal International Health, Safety, & Security** is offered monthly. See [IHSS site for more info](#). *Contact: Ryan Wildes, Partners Risk & Insurance* [rwildes@partners.org](mailto:rwildes@partners.org)
  - b. **US Department of State, Overseas Crisis Readiness Program**
    - <http://www.state.gov/m/fsi/tc/ocr/>
  - c. **DisasterReady.org website:** <http://www.disasterready.org/> - free but registration required. Excellent site for on-line, self-directed training programs, including:
    1. **Save the Children Personal Safety and Security E-course**
    2. **United Nations two core safety and security courses: Basic Security In The Field (BSITF) and Advanced Security In The Field (ASITF).** *Note: both available through disasterready or through UN Dept of Safety & Security – free, register at: <https://training.dss.un.org/courses/login/index.php> )*

13. **Planning on driving?** In nearly all cases, driving should be left to experienced and knowledgeable locals for many reasons. Generally speaking driving and riding in vehicles is the most dangerous activity during travel. Do your homework before you leave so that you know all that is required to legally and safely operate a vehicle. For example, many countries require an International Drivers Permit along with a valid driver's license from the traveler's country of origin. Many countries also have little or zero tolerance for driving under the influence. Comprehensive insurance is essential and should include physical damage and auto liability risks and claims. Credit card auto rental insurance products vary from card to card and may not provide the level of coverage required for an individual traveler. Many times, like health insurance, U.S. auto insurance may not extend or apply overseas or to certain jurisdictions, leaving a person potentially uninsured. **Always, ALWAYS purchase auto insurance locally.** Review the [U.S. Department of State's "Driving Abroad"](#) section for further detailed information.

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**WALLET CARD**

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|  <p><b>GLOBAL ASSISTANCE HOTLINE:</b><br/><b>INTERNATIONAL: +1 443-965-9242</b><br/><b>WITHIN U.S.: 1-866-647-9716</b><br/><a href="http://www.partners.org/travelsafe">www.partners.org/travelsafe</a></p> <p>Non-emergency inquiries: <a href="mailto:travelsafe@partners.org">travelsafe@partners.org</a></p> | <p>Access your personal travel information:<br/><a href="https://traveler.worldcue.com">https://traveler.worldcue.com</a><br/>**registered account, username &amp; password required</p> <p><b>IN AN EMERGENCY, CONTACT:</b></p> <ol style="list-style-type: none"><li>1. Local Emergency Assistance (Ambulance, Police, Hospital)</li><li>2. <i>TravelSafe</i> Global Assistance Hotline</li><li>3. U.S. Embassy or Consulate</li><li>4. Someone connected to your program</li><li>5. When in doubt, call someone!</li></ol> |
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