

 ROSS UNIVERSITY SCHOOL OF VETERINARY MEDICINE	Crisis Management Emergency Plan/Protocol	Effective	Nov 05, 2005
		Originator	Beth Smith
		Last Updated	December 12, 2005
		Updated By	Beth Smith

1. Call Assist America - 877-488-9833 or 609-452-8570 (Collect 24/7)

- a. Be prepared to provide the following information:
- i. Assist America reference number: **01-AA-SID-01031**
(Students are covered through **Student Resources/The MEGA Life and Health Insurance Company** medical insurance policy);
 - ii. Has the student been accessed by local medical staff?
 - iii. Is the student hospitalized? Address and phone number of the hospital;
 - iv. Name and phone number of the treating physician;
(Note: Assist America requires that any medical assessment must be provided by a medical practitioner licensed to practice in that country);
 - v. Verification of medical insurance;
 - vi. Family contact information; and
 - vii. One individual from the School who will be primary contact

b. Medical Emergencies:

- i. Call Assist America as soon as possible since the medical team will need to access the situation and coordinate the transport to the nearest, most appropriate medical facility;
- ii. Students must have their medical insurance information with them when they are transported. **The patient/student will be required by the hospital to pay for any medical insurance deductibles, co-payments, or out of network costs at the time of service. Students must have cash or a credit card with them for payment before they leave the hospital. Otherwise, the student must call their insurance carrier to see if direct billing to the insurance carrier can be arranged.**

c. Return of Mortal Remains:

i. Call Assist America as soon as possible to arrange for transport of the deceased from the site of death to a local, network funeral home. Assist America must be contacted to select the funeral home. Once the deceased has been transported to the funeral home, Assist America will work with the family on the disposition of the remains and transport to the deceased's place of residence. In consultation with the Assist America staff, the funeral home will prepare the deceased for transport and coordinate the shipment of the remains to a funeral home near the deceased place of residence.

2. Contact Student Resources/The MEGA Life and Health Insurance Company - provide the following information:

1. College or University Policy Number;
 2. Caller's name, status, telephone/fax numbers;
 3. Student/Patient name, DOB, ID number/passport number;
 4. Student's home address;
 5. Nature of injury/illness;
 6. Name/location, telephone of hospital; and
 7. Name/Telephone of treating physician
3. **Additional Contact information at Student Resources/The MEGA Life and Health Insurance Company:**
1. During normal working hours call in the following order:
 - a. Joan Hansen - Assistant to Thomas Morris -
800-237-0903, ext. 6242 or 727-563-3450
 - b. Thomas Morris - Senior VP Student Resources -
800-237-0903, ext. 6231

Crisis Management Plan

Setting Expectations for the Students

Medical Insurance for students:

Appropriate Medical Insurance – students are expected to have either the Student Resources medical insurance program or individual medical insurance which will cover them both in the U.S. and outside the U.S. If the student has individual medical insurance, it should be at least comparable to the Student Resource plan.

In the event of a medical emergency:

1. Call Assist America – get the student to local medical care for initial assessment and contact Assist America right away.
2. Medical Evacuation
 - a. Evacuation Timeframe: There are many factors which influence how quickly a student can be evacuated (weather, time of day, type of injury, equipment availability, etc.) **It could take several hours for a student to be evacuated.** The student will be evacuated to the nearest appropriate medical facility as determined by the Assist America Medical Director in consultation with the receiving hospital. The choice of the facility will be dependent on a number of factors including type of injury, availability of medical personnel and medical facilities et al.
 - b. Medical Insurance: The student is responsible for understanding their medical insurance plan. They will need to contact their medical insurance carrier as quickly as possible if they are admitted to the hospital. Assist America can facilitate this communication, but it is the patient's responsibility to contact their medical insurance carrier regarding their medical claims.
3. Return of Mortal Remains:
 - a. Call Assist America – contact Assist America 24/7 in the event a student passes away. It is critical that Assist America be contacted immediately since we will need to access whether the funeral home is willing and able to provide appropriate services and transport the deceased.
 - b. Initial contact – once the initial contact has been made with Assist America, Assist America will work directly with the family on final arrangements for the transport/disposition of the deceased. If the school administration would like an update, they can contact the Assist America Operations Center directly. Regarding the transport of the deceased to their home, the funeral home selected to prepare the remains for transport will coordinate the details for the transport of the remains to the receiving funeral home. While the Assist America team is in constant contact with the sending and receiving funeral homes, the details of the shipment and the pick up are coordinated directly between the funeral homes. PLEASE NOTE: It can take several days for the transport of the remains. Often flight arrangements are not finalized until the last moment. If the family wishes to travel with the remains, it can also delay the transport.