



# TRAVELLING SCHOOL TEACHER FALLS ILL

**Mark Shoreham, Senior Teacher of an Australian School was due to board a flight back home after a teaching rotation in China. Sick and bedridden in his hotel room, Mark turned to International SOS.**

An international teacher and frequent overseas traveller, Mark was a conscious traveller but this unusual and untimely situation had caught him completely off-guard. He considered his circumstances with care. Mark did not know the city, was due to board a flight back home and needed to see a doctor.

He called his insurance company. Mark's insurance company told him as it was the middle of the night, to call back in the morning as they were unable to confirm cover for his medical expenses and flight arrangements until business hours. His insurance company had no after hour assistance contacts in China.

Remembering he was an International SOS member, Mark called the International SOS Sydney Assistance Centre and spoke immediately to a doctor who assessed the situation.

The doctor suspected dehydration due to a moderate case of food poisoning, but recommended a face-to-face consultation for confirmation. The Sydney Assistance Centre then activated the International SOS Beijing

**Industry:**

Australian Private School

**Service:**

Comprehensive Membership

**Location:**

China

Assistance Centre to arrange for an English speaking doctor to see Mark at his hotel room.

It was confirmed that Mark was dehydrated and unfit to travel that day as planned.

The International SOS in-house travel desk in Sydney was able to arrange for Mark's flight booking to be rescheduled as well as his hotel stay extended. International SOS also contacted Mark's employer and family back home to ensure they were aware he was recovering and would be delayed in his return.

Thanks to the International SOS worldwide network of assistance and our 24 hour service, Mark Shoreham's travels were delayed less than 48 hours, his flight plans were salvaged, and he arrived home as quickly as possible.

*\*Name has been changed to protect patient confidentiality. International SOS.*