MissionSafe

ON-FIELD MEDICAL EMERGENCY CHECKLIST

For Travelers and Trip Leaders

BEFORE DEPARTURE:

Save your policy details, 24/7 carrier assistance number, MissionSafe contact information, and emergency contacts. Make them accessible offline.

DURING MEDICAL EMERGENCY:

- [ ] **1. SEEK IMMEDIATE MEDICAL HELP**

  Prioritize emergency care and stabilization. Never delay urgent treatment while seeking approvals.

- [ ] **2. NOTIFY MISSIONSAFE + THE CARRIER**

  Contact the carrier's 24/7 assistance provider and MissionSafe as soon as reasonably possible. Share the location, medical condition, and hospital contact details.

- [ ] **3. REQUEST PRE-CERTIFICATION PROMPTLY**

  Hospitalization, surgery, and major services often require pre-certification. Many plans require notification within 48 hours; missing the deadline may substantially reduce reimbursement. Confirm your plan's exact rules.

- [ ] **4. COORDINATE MEDICAL EVACUATION**

  Follow medical guidance and coordinate with the carrier's designated assistance provider. Evacuation generally means transfer to an appropriate facility, not automatically home.

- [ ] **5. DESIGNATE ONE COMMUNICATION CONTACT**

  Assign a group leader or trusted contact to coordinate updates among the traveler, family, medical providers, MissionSafe, and the insurance provider, respecting privacy.

- [ ] **6. SAVE RECORDS + WRITTEN APPROVALS**

  Keep medical notes, diagnoses, discharge summaries, receipts, transport records, written authorizations, pre-certification confirmations, evacuation instructions, and a log of calls.

- [ ] **7. REPORT FACTS + TRACK NEXT STEPS**

  Describe the incident accurately and completely on claim forms. Track requests, authorizations, deadlines, and next steps while treatment continues.

Policy terms and deadlines vary. Review yours and contact MissionSafe with questions.