QUICK REFERENCE

RESPONDING TO GENERAL EMERGENCIES ABROAD

Missouri S&T faculty and staff must:

- Secure a safe location.
- Contact or respond to directions of local authorities.
- Notify the Study Abroad Office / International and Cultural Affairs of your location and status. PROVIDE PHONE NUMBER WHERE YOU CAN BE CONTACTED
  During office hours: (573) 341-6237 or (573) 341-6015 or (573) 341-6425
  Outside office hours: (573) 458-9049 which is a Google Voice number that is monitored by International and Cultural Affairs staff members. This number rings to office phones and personal cell phones of staff members.
- If you are not able to reach anyone at the Google Voice number, please call Missouri S&T University Police at (573) 341-4300. This number is monitored 24/7. University Police can contact International and Cultural Affairs staff members.
- Wait for further instructions from the Study Abroad Office, who will coordinate with Missouri S&T officials and the student’s emergency contact.
- Communicate Missouri S&T instructions to students.
- Maintain communications with the Study Abroad Office.

RESPONDING TO MEDICAL EMERGENCIES ABROAD

Missouri S&T faculty and staff must:

- Seek appropriate medical care.
- Call GeoBlue’s 24/7 Emergency Assistance Center at +1 (610) 263-2847 if outside the U.S. (call collect if needed) for medical instructions and payment information.
  - NOTE: GeoBlue should be contacted as early as possible. If emergency care is needed, seek medical care and then call GeoBlue. If reasonable, call GeoBlue before medical care is provided.
- Notify the Study Abroad Office / International and Cultural Affairs of your location and status. PROVIDE PHONE NUMBER WHERE YOU CAN BE CONTACTED
- During office hours: (573) 341-6237 or (573) 341-6015 or (573) 341-6425
  Outside office hours: (573) 458-9049 which is a Google Voice number that is monitored by International and Cultural Affairs staff members. This number rings to office phones and personal cell phones of staff members.
- If you are not able to reach anyone at the Google Voice number, please call Missouri S&T University Police at (573) 341-4300. This number is monitored 24/7 and University Police can contact International and Cultural Affairs staff members.
- Work with the Study Abroad Office to maintain contact with GeoBlue and the local treatment facility. The Study Abroad Office will coordinate with Missouri S&T officials and the student’s emergency contact.
- Protect the student’s right to privacy. Share only necessary details on a need to know basis.
- Maintain communications with the Study Abroad Office.

For non-emergency medical care, students should be prepared to pay for the cost of treatment. Upon return to the U.S. they should seek reimbursement beyond the cost of the deductible per the policy.

Email and/or texting may be the best form of communication so use and check these communication tools frequently.
EMERGENCY CONTACT INFORMATION

In any emergency situation, you should contact Missouri S&T’s International Affairs (IA). Following is a list of important contact numbers:

Missouri S&T International and Cultural Affairs – During Office Hours
Study Abroad Office (573) 341-6237 or (573) 341-6015
Main Office (573) 341-6015 or (573) 341-4208 or (573) 341-6425
http://international.mst.edu/ 104 Norwood Hall 8:00 am – 4:30 am, Monday – Friday

Robin Ziegler – Study Abroad Coordinator, Office: (573) 341-6237 or (573) 341-6015, Email: zieglert@mst.edu
Susan Potrafka – Assistant Director, Office: (573) 341-4091 or (573) 341-6015, Email: susanp@mst.edu
Bill Elliott – Director, Office: (573) 341-7858 or (573) 341-4208, Email: elliottwj@mst.edu
Jeanie Hofer – Associate Provost, Office: (573) 341-6425, Email: Jeanie@mst.edu

Study Abroad Emergency Contact Number (After Hours): (573) 458-9049
** This number rings the office phone and personal cell phones for Robin Ziegler, Susan Potrafka, and other staff members in the Office of International and Cultural Affairs. Should you not be able to reach a person, leave a message explaining the urgency of the situation and provide a phone number where you can be contacted.

Missouri S&T University Police: (573) 341-4300
If you are not able to reach IA staff members, please call the University Police. This number is answered 24/7. Police staff can contact International and Cultural Affairs staff members.

GeoBlue - Provider of international health insurance for study abroad.
In the event of a medical emergency, seek medical care immediately and then contact GeoBlue. For non-emergency medical care, make an appointment and then contact GeoBlue before medical care is provided.

For medical evacuation and other 24/7 emergency assistance, call GeoBlue:

| Outside the U.S.: Call collect: +1 (610) 254-8771 | Email: globalhealth@geo-blue.com |
| Within the U.S.: (800) 257-4823 | Webpage: https://www.geobluestudents.com/ |

For other questions about coverage:

| Outside the U.S.: Call collect: +1 (610) 263-2847 | Email: customerservice@geo-blue.com |
| Within the U.S.: (844) 268-2686 |

Note: This information is included on the back of the students’ GeoBlue ID cards.

International and Cultural Affairs, Insurance Services
Amy Smith – Insurance Advisor, Office: (573) 341-6875 or (573) 341-6015, Email: aesmith@mst.edu

Other Helpful Contact Information


Last Updated: July 26, 2017