

ISOS Appointment Scheduling Instructions

ARCADIA
ABROAD

ISOS is a 24/7 assistance company that specializes in supporting the health and safety needs of international travellers. If you need medical advice or help arranging appointments for both physical and mental health, you will call ISOS using these instructions.

Step 1



Prepare for your call with ISOS

You will be asked to share the name of your Arcadia program, the start and end dates of your program, your in-country address (use your residence, the Arcadia Center, or your host institution), and your course schedule, if available.

Step 2



Call +1 (215) 354-5957

This is a direct line for Arcadia students. You will be asked to share your name, your member ID (**11BCAS791724**), the reason why you're calling. Examples include: scheduling an appointment, looking for medical advice, needing a medication refill, etc..

Step 3



Speak with the Medical Team

A licensed medical provider will ask you for more information about symptoms, pre-existing conditions, medications you take, what you are looking to do right now, and anything else that might be relevant to the care you need.

Step 4



Save your Case Number

Before your call is done, ISOS will give you a case number. Save it.

Next time you need assistance for this issue, you can share your case number with ISOS and you can pick up right where you left off.

1

ISOS as a Resource

If you aren't sure if you need to see a doctor, you can call ISOS and ask for general advice. They are a really useful tool.

2

Understand what's Reasonable

ISOS will schedule you with the next available appointment. Just as in the US, your appointment may be in a few days. If you're need to see a specialist (like psychiatry), it may take longer as those doctors are in high demand.

3

Be Open to Virtual

In a post-pandemic world, sometimes virtual appointments are easier to acquire, especially for mental health services. Be open to using a provider in this way. If it doesn't work, ISOS can help you source a new provider.

4

Use Global Health Complete

Our telehealth app, using Global Health Complete may get you seen by a doctor sooner (within hours). These doctors can prescribe medication, but there are limits to what can be diagnosed virtually. Please note that psychiatry and talk therapy are not provided in Global Health Complete.

To access care, download the app and enter access code MBA01350-704161. If you are in the UK, you will also need to confirm your identity. Instructions will be sent to you via email.

5

ISOS has Options

You may opt to use the health center on your host university's campus, if there is one. If that is challenging, understand that ISOS has a vast network of providers and works directly with your insurance, so it may be more efficient to use ISOS.

6

Be an Advocate

You know your body and your wellness. If you need something, ask for it. If you run into challenges, ask for help. We're here to help you navigate your health, but we have to be partners!

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Still have questions?

Your wellness advisor (pre-departure) or in-country staff (once you arrive) can help you understand your specific circumstances. If you are pre-departure and are looking for support, please email studentwellnessabroad@arcadia.edu and your wellness advisor will get back to you. If you're already abroad, connect with the Arcadia Abroad staff in your host country!