Preparing for Your Trip to Central America

As Team Captain, the majority of your work will occur before your team boards the plane to go to Central America. The sooner you begin to plan for your trip, the less hectic and more productive it will be. On average, team captains spend seven months to one year in preparation. This manual is designed to provide a tremendous amount of information in a logical manner. Please contact the BMDMI Team Activities Department (TAD) with any questions you may have. We consider it a privilege to make your experience as Team Captain an enjoyable one. In fact, we could not do it without you!

Your team will help thousands of people in need — people who have little or no resources. Equally important is that your team members will be given the opportunity to be personally challenged and blessed — for many, it will be a life-changing experience.

This manual is organized into “Sections” which contain the following basic information:

- **Section 1 – Team Captain Information**
  - “To Do” Checklist for Team Captains
  - Team Forms
  - Document Requirements
  - Costs
  - Contact Information
  - Cargo & Luggage Information
  - Passport & Airline Information
  - Miscellaneous Team Information

- **Section 2 – Pharmacy**
  - Suggested Medicines to Purchase in the U.S.
  - Suggested Medicines/Pharmacy Supplies to Purchase in Central America

- **Section 3 – Medical Clinic**
  - Suggested Medical Clinic Set-up and Patient Flow
  - Suggested Medical Clinic Supplies to Purchase in the U.S.
  - Medical Patient Registration Card

- **Section 4 – Dental Clinic**
  - Suggested Dental Clinic Set-up and Patient Flow
  - Suggested Dental Clinic Supplies to Purchase in the U.S.
  - Dental Patient Registration Card

- **Section 5 – Evangelism**
  - Adult
  - Youth
  - Children

- **Section 6 – Team Kitchen**
  - Suggested Food & Supplies to Purchase in the U.S.
  - Suggested Foods & Supplies to Purchase in Central America
  - Food Purchase Form

- **Section 7 – Veterinary Clinic (optional)**
- **Section 8 – Construction (optional)**
- **Section 9 – Project Life™**
- **Section 10 – Eyeglass Clinic (optional)**
“TO DO” Checklist for Team Captains

We have prepared this checklist as a guide to help establish a time schedule for your mission trip to Honduras or Nicaragua. We realize this is not all you will need to do in preparation for your trip, but we hope it will be helpful in giving an outline of the most important steps.

*It is crucial that you meet the following deadlines.* They are designed to make sure that your team encounters no problems along the way. Contact the BMDMI Team Activities Department if you have any questions. (see Contact Information in the Section for phone numbers)

The following *abbreviations* will be used in this manual:

- **BMDMI** = Baptist Medical & Dental Mission International
- **TAD** = BMDMI Team Activities Department in Hattiesburg, Mississippi

**TO BE COMPLETED 1 YEAR TO 8 MONTHS BEFORE TRIP**

___ Read this manual in its entirety. Consider meeting with an experienced team captain for insights and suggestions.

___ Call the TAD to reconfirm and coordinate your team’s travel date to Central America and your expected city of team departure.

___ Recruit team members and disburse information at regular team meetings. Get your team involved in fundraising activities and assign team responsibilities (e.g. children’s church leader, kitchen leader, evangelism leader, etc.). Promote the trip in your community to garner support and possibly donated supplies.

___ Begin raising money for your team as soon as possible. Team member fees do not cover the cost of your purchase of team medicines, meals while in the village, and additional team supplies. Contact the TAD or an experienced team captain for fundraising ideas (see Contact Information at the end of this section).

___ Contact the TAD if you would like for BMDMI personnel to meet with your team or church.

**TO BE COMPLETED 6 - 8 MONTHS BEFORE TRIP**

___ Turn in your med order form to the Teams Department

**TO BE COMPLETED 3 TO 4 MONTHS BEFORE TRIP**

___ Give each ministry area leader a copy of material pertinent to his/her area of service as provided in this manual (e.g. children’s church, medical clinic, dental clinic, etc.)

___ Print Spanish labels for your team’s *liquid* medicine order. For your convenience, we have included these on the manual in pre-formatted labels (Avery 8160).
Submit the following documents for every doctor, PA, dentist, nurse, pharmacist, optometrist, and veterinarian on your team:

- Copy of CURRENT annual license that shows an expiration date
- Copy of graduation diploma from professional school
- Clear copy of vital statistics page from passport (photo should be clear too). Please scan and email.

All of these documents must be submitted to the TAD no later than three months before your trip in order to ensure that these professionals be able to serve on your team in their medical-dental capacity. These are requirements of the Honduran government. No medical or dental professional may practice on a BMDMI team without written permission from these government.

Create a master list of all the supplies your team will need in the village, e.g. food and kitchen supplies, Bibles, clinic supplies, miscellaneous supplies. (see the various sections in this manual for needed supplies)

Notify the TAD of any team members that will require special flight arrangements, i.e. anyone not traveling with the team at all times. Also, notify the TAD of any team members deviating from the normal team trip. *Any deviation from the team flight schedule must have prior approval from the TAD.

Contact the NAVIVAN cargo company to schedule a date that will allow you to deliver your team cargo to New Orleans at least nine (9) weeks for Honduras teams prior to your team’s departure. (see Cargo Information at the end of this section)

Fax to the TAD a copy of the complete inventory of each box in your team cargo the day after it is delivered to New Orleans along with the value amount of your cargo. (See Contact Information at the end of this section for fax number)

TO BE COMPLETED 3 MONTHS BEFORE TRIP

Give each team member a Mission Service Application Form, Team Covenant, and BMDMI Legal Release Form. Ask each team member to complete these forms and return them, along with a copy of the vital statistics page from their passports.

*New for 2016 Season: The 2nd page of the application must be notarized for any team member under the age of 21. If you have any minors traveling on your team, provide the additional Minor Release forms to them for signature and notarization. Without this form, the airline will not allow the minor to travel. (see Team Forms at the end of this section for more information)

Begin packing team boxes with supplies, e.g. team food, clinic supplies, medicines, etc. Keep a running detailed inventory of each box and its contents. **VERY IMPORTANT:** Please put your team name or church name on every box.
TO BE COMPLETED 2 MONTHS BEFORE TRIP

____ Print medical and dental registration cards. (see Section 3 “Medical Clinic” and Section 4 “Dental Clinic” for samples of cards and amounts needed. A template of these registration cards is available in the manual.)

____ Send the list of liquid medicines and creams that your team wishes to purchase on the field. (see the Pharmacy section for Field Pharmaceutical Order Form)

____ Send to the BMDMI Accounting Office the team fee and airline fee for each team member. (see Contact Information at the end of this section)

TO BE COMPLETED 7 WEEKS BEFORE TRIP

____ Send copies of the Mission Service Application Form, Team Covenant, BMDMI Legal Release, Medical History, and vital statistic passport page to the TAD for every person traveling on your team. **Please use the most current team member application included in the manual.** Make sure that each form is completed in full and signed by the team member. Make a copy of each team member’s passport page to take with you to the field in case someone happens to lose his/her passport.

____ Send your team Passenger List to the TAD. For your convenience, the passenger list template in Word is included in the manual and will allow you to easily create your passenger list. You may e-mail your completed Honduras passenger list to Cassie at cassie@bmdmi.org (for Village Teams) or Chad at Chad.Douglas@bmdmi.org (for Hospital and GSCH Teams) Please note on the Passenger List any team members that are deviating from the normal travel schedule and/or who may have arranged their own flights so that the TAD will be able to arrange for their transportation to and/or from the airport in Honduras.

____ Complete the “Questionnaire for Team Captains” form for team needs on the field and send to the TAD. (see Team Forms at the end of this section)

____ **At least 4 weeks prior,** if your team is taking ice chests on the day of travel that contain meat or dairy products, please provide the TAD with a detailed inventory of its contents, including product name, quantity, and expiration date. This information is necessary to obtain proper permits.
TO BE COMPLETED 2 WEEKS BEFORE TRIP

Choose a person to serve as your team’s emergency contact in the States while your team is on the field. Give your emergency contact a copy of the first page of each team member’s application that shows phone numbers and names of relatives. Explain to your emergency contact person that you or someone from the field will contact them if an emergency were to arise with the team or a particular team member. The emergency contact in the U.S. should then be instructed to call the necessary people in regard to the emergency. Also, give your emergency contact person the phone numbers of the TAD and the Mission Office and/or Mission Home in Honduras. If a family member at home should have an emergency, they should notify the team’s U.S. emergency contact who will in turn notify the team on the field.

Give each team member the address and phone number of the BMDMI Mission Office and/or Mission Home in the country you are traveling to. You will find it helpful to provide this information on a label that can be attached to the back of each passport. It will also be helpful to write the team members name on this label to allow for easy passport identification without opening it. Instruct each team member to keep this address information with them at all times while on the field and on their luggage.

Give each team member the phone number of the TAD and your team’s emergency contact in the U.S. to be left with his/her family in case they need to communicate with a team member while he/she is on the field. This is for emergency purposes only. Also, have your team members explain to their families that they most likely will not be able to call the U.S. while they are on the field. This will prevent families at home being worried if a team member cannot get a call out from Honduras.

Provide the TAD with the full name and all contact numbers for your team’s emergency contact(s) in the States.

Appoint one of your team physicians to gather important health information from each team member, e.g. special medications being taken, illnesses, etc. Ask team members to communicate any special medical needs/conditions that they may have to this physician. This precaution is taken in case a team member needs emergency treatment and is unable to communicate.

Notify the TAD if your team wishes to have the final night “special banquet” meal at the Mission Home or at a local restaurant. Please note that teams choosing to eat at a restaurant for its final banquet will be responsible for this additional cost.

Please notify the TAD of any boxes or special items your team will be taking on day of travel in addition to personal luggage. A special letter to the customs department of Honduras may need to be prepared. Also, please note that we strongly discourage teams from taking boxes on the airplane on the day of travel. If an airplane is full, many airlines will delay the shipping of boxes, refusing to give them priority status.
TO BE COMPLETED WHILE ON THE FIELD

Upon arriving in your village, have someone in your Pharmacy do an exact inventory of all medicines that were purchased and delivered for your team. You must then inventory the leftover medicines that were unopened and return them to the missionary in charge of your team. Your team will be charged only for those medicines that were opened. Please note, however, that any creams or plastic bottles ordered on the field will be charged to the team regardless of any leftovers.

If you have chosen to eat your final night “special banquet” in a local restaurant, please inform the Mission staff of which Central Americans and/or missionaries you wish to invite. The team will be responsible for the restaurant expenses of these guests.

Complete the Statistics Form with your missionary in charge before leaving Honduras. Your missionary in charge will give this information to the TAD.

TO BE COMPLETED UPON YOUR RETURN TO THE U.S.

Send any photos and/or testimonies from your team members that might be used in a BMDMI newsletter or on the website to webmaster@bmdmi.org.

Upon receiving a final bill for your team expenses after you return to the States, please send full payment to the BMDMI Accounting Office. (see Contact Information at the end of this section)

Contact the TAD to reserve your team date for next year!
Information about Required Documents

All Team Members: Every team member will need to provide the following documents. Please gather these documents and send them to the BMDMI Team Activities Department no later than seven (7) weeks before team departure:

- Completed Mission Service Application
- Signed Team Covenant
- Signed Legal Release
- Copy of Vital Statistics Page from Passport (must be able to see face clearly on passport copy) Scanned copies are preferred.

Team Physicians, PAs, Dentists, Nurses, Optometrists, Veterinarians, and Pharmacists: In addition to the documents required of every team member as listed above, every first-time medical and dental professional on your team will need to provide the following documents. Please gather these documents and send them to the Team Activities Department no later than three (3) months before team departure:

- Copy of CURRENT annual license (showing expiration date)
- Copy of professional diploma
- Copy of Vital Statistics Page from Passport (must be able to see face clearly on passport copy)

These documents are necessary to obtain professional work permits from Honduran government agencies. Failure to submit these documents by the established deadline will result in the professional being unable to practice on the mission field due to lack of a permit. No exceptions can be made on this requirement mandated by the Honduran government.

Minors Under the Age of 18: In addition to the documents required of every team member, federal law stipulates that any team member under the age of 18 present a NOTARIZED Minor Travel Permission Form stating that they are aware of the minor traveling outside the country and that the minor has his/her permission to do so. Please note that minors without this notarized permission form will NOT be allowed to travel in or out of the country. No exceptions will be made to this law by the airline desk personnel. You will find a copy of this special travel permission for minors in the Forms section.

The minor will need to have TWO (2) copies of this notarized release – one to be given to the airline on the flight down to Central America, and the second to be given to the airline on the return flight to the United States.

*New for 2016 Season: The 2nd page of the application must be notarized for any team member under the age of 21.

Furthermore, if you have a minor who has special family circumstances, please refer to the guide below to meet the requirements of the above federal law:

- **If one parent has full, legal custody...and the parent with full, legal custody is NOT accompanying the minor,** then you must present a certified copy of the custody agreement where it is indicated that the parent has full custody along with the completed and notarized Minors’ Travel Permission Form that has been signed by the parent with full custody to the Airline Ticket Desk upon checking in. If the parent with full legal custody IS traveling with the Minor on the team, then you will only need to present the certified copy of the legal custody agreement. The Minor’s Release form would not be needed if the parent with full, legal custody is accompanying the minor on the team.

- **If one of the parents is deceased...and the remaining parent is NOT traveling on the team with the minor,** then you must present a certified copy of the death certificate of the deceased parent along with the completed and notarized Minor’s Travel Permission Form that has been signed by the remaining parent to the Airline Ticket Desk upon checking in. If the remaining parent IS traveling on the team with the minor, then only the certified copy of the death certificate will need to be presented to the Airline Ticket Desk.
If the parents are divorced...and the minor is traveling alone on the team, then BOTH parents must still be willing to sign the Minor’s Travel Permission form granting permission on the part of BOTH parents for the minor to leave the country and participate on your team. The **completed, signed and NOTARIZED Minor’s Travel Permission Form** must be presented to the Airline Ticket Desk upon checking in. If one of the parents IS traveling with the minor, then only the parent NOT accompanying the minor on the team will have to complete, sign and have notarized the Minor’s Travel Permission Form.

If neither parent is going on the trip, then the parents and Team Captain must choose a team member to act as the guardian of the minor for the duration of the trip. Please note that the guardian chosen MUST BE THE SAME SEX AS THE MINOR so that the minor can be supervised at all times, including in the sleeping quarters.

**Information about Team Costs**

As Team Captain, you will be collecting payments from your team members. Likewise, you will be responsible for overseeing the management of all funds raised for the purchase of your team supplies. You will either want to establish a separate checking account for your team or have your church create an account to receive and disburse funds for team payments and/or purchases. NOTE: Many people who donate toward the team effort will want to receive a tax deduction which means that the donations must be made to an established non-profit organization capable of providing appropriate tax statements. Make sure you consider this before collecting any funds and or fees.

1) **Team Member Fee:** At present, the amount due to BMDMI per team member is $800.00 plus cost of air travel. The average total cost per team member is approximately $1800.00 - $2,000.00

Many Team Captains will raise the fee per team member by $50 - $200 to help defray other team costs. This is completely up to you as team captain. Some team members would rather pay a little more and avoid extensive team fundraising. Others would rather have the whole team involved in lots of fundraising efforts to be able to keep their individual team fees as low as possible and to build team camaraderie. The additional funds that have to be raised are detailed in the following point.

2) **Cost of Team Supplies:** On average, a team of 35-50 team members will need to raise funds for the following items that are not covered by the team member fee.

- **Team Food & Kitchen Supplies:** $1,500 – $3,000
- **Medical Clinic Supplies:** $1,000 – $2,000
- **Dental Clinic Supplies:** $1,000 – $2,000
- **Medications (purchased in U.S.):** $8,000 – $10,000
- **Medications (purchased on the field):** $2,000 – $3,000
- **National MD and DDS:** $800 – $1,200
- **Translators & workers:** $500 – $1,200
- **Bibles/Evangelistic Tracts:** $1,000 – $5,000
- **Freight (from New Orleans):** $2,000 – $3,500
- **Printing/Labels:** $250 – $500
- **Veterinary Medicines (optional):** $6,000 – $10,000
- **Construction Project (optional):** $15,000 – $30,000
- **Eyeglass (optional):** $500 – $1,500
- **Rice & Beans (optional):** $300+
- **Photo Ministry (optional):** $500 – $2,000
3) **Team members working back-to-back teams:** The additional team fee for team members wishing to serve on the mission field on two back-to-back teams in the same country is $350. (If the two teams are in different countries, an additional charge will be made to cover flight expenses between Honduras and Nicaragua.) Team members wishing to serve on back-to-back teams must first receive approval through the BMDMI Team Activities Department no later than eight (8) weeks prior to the scheduled team departure date. Both Team Captains with whom they wish to serve must also give permission for them to join their team. This team member must also be willing to pay any additional amounts charged to the other team members for food, freight, etc. as determined by the Team Captains. Team covenants, applications, and legal releases must be completed for all teams. The additional $350 team fee must be paid to the team captain they are scheduled to stay over and work with. **As mentioned previously, it is very important that all arrangements be made prior to departing the US.**

4) **Team members traveling with two teams within the same calendar year,** yet not back-to-back teams will be charged only a $550 team fee plus the cost of airfare.

5) **Miscellaneous Notes about Costs:** Following is additional information about various costs associated with your team:

- **Airline Ticket Changes/Cancellations:** All airline tickets are non-refundable, however if you cancel a ticket, it will be good for the value of the ticket (but there will be fees associated with this change) for one year from the date the ticket is issued. If you have questions regarding your airline tickets please call the TAD.

- **Translators:** BMDMI will strive to provide your team with as many translators as you wish. The Mission will automatically provide you with two translators at no cost to your team. However, the cost of additional translators varies by country. In Honduras, your team will be charged $75 - $110 (more experienced translators that work with our teams year round) per additional translator.

- **National Doctors & Dentists:** Your team will be charged $300 - $350 for each Honduran doctor or dentist you hire with the exception of Dr. Alfredo & Dr. Emma. Their costs will be $400 each. Your team is required to hire at least one of each. Hiring additional MDs or DDSs is completely up to your discretion.

- **Band Members:** We have a musical group that will go out with your team to help with the church services. In Honduras, your team will be billed $500 for the band unless you specify otherwise.

- **Travel Insurance:** Please note that the insurance included in each team member’s fee is travel insurance, i.e. it covers accidental death, air ambulance evacuation, and repatriation of remains. It does NOT cover illness. This insurance is only good for the week the team is on the field, from the time the team member leaves his/her home until he/she returns to his/her home. See card at the end of section 1.

- **Medications Purchased on the Field:** All of your medications will need to be purchased on the field to save on cost and freight. See the Pharmacy section for more details.

- **Donation of Supplies & Medications:** You can save expense by having supplies and/or medications donated to your team. However, medicines being shipped with your team must meet certain expiration date requirements, etc. Consult the Pharmacy section of this manual to ensure that all donated medications fall within the established guidelines.
Freight: Most teams choose to ship freight by boat. Though it requires a slightly earlier ship date, it reduces cost significantly. The determining factor for freight cost is volume, not weight. Therefore, to calculate the cost of shipping your cargo you will multiply the cubit feet by 10.41 which will give you the volume weight. Next, multiply the volume weight by $.23 to determine your total cost.

Veterinary Medications: Veterinary medications are very expensive, especially wormers for horse and cows. We suggest you speak with an experienced BMDMI veterinarian for advice on which animal treatments to provide. Contact the BMDMI Team Activities Department for the name and contact number of an experienced team veterinarian.

Shoes: Soles4Souls, Inc. will donate shoes for your team to give out in the village. You will be required to pay shipping cost for the shoes. For more information, you can contact Paul at paulw@soles4souls.org or by calling toll-free 866-521-SHOE.

Rice & Beans: Rice & Beans are available for purchase in country to be distributed to village people in need. Teams may distribute rice & beans in the clinic, a separate location, or through door to door evangelism.

Team Captains Taking Two or More Teams Per Year: As Team Captain, if you have 15 to 30 team members on your first team of the year, you are eligible to be exempt from your team fee as Team Captain on your second team of the same year. And as Team Captain, if you have more than 30 team members on your first team of the year, you as Team Captain and one other person (i.e. total of two) are eligible to be exempt from the team fee on the second team of the same year.
Contact Information

Following is a list of all the BMDMI phones numbers and addresses you may need. Please remember that all team related information or questions you may have should be handled by the Team Activities Department. This will ensure that the proper information gets to the proper people.

UNITED STATES

BMDMI Team Activities Department
11 Plaza Drive
Hattiesburg, MS  39402
U.S.A.

Phone: 601.544.5007
Fax: 601.583-6009

Coordinators for Honduras: Cassie Odom
Chad Douglas

Email: cassie@bmdmi.org
Email: Chad.Douglas@bmdmi.org

Coordinator for Nicaragua: Sandra Little

Email: sandra.little@bmdmi.org

BMDMI Accounting Office
11 Plaza Drive
Hattiesburg, MS  39402
U.S.A.

Phone: 601.544.3586
Fax: 601.544.6508

BMDMI Accountant: Mrs. Christy Draughn
BMDMI Bookkeeper: Mrs. Carrie Foster

Email: christy@bmdmi.org
Email: cfoster@bmdmi.org

(Please send all team-related checks or payments to the Accounting Office with the Team Captain’s name noted on it.)

BMDMI Administrative Offices
11 Plaza Drive
Hattiesburg, MS  39402

Phone: 601.544.3586
Fax: 601.544.6508

President: Mr. Richard Stillwell
Assistant to President Mrs. Kim Stillwell

Email: r.stillwell@bmdmi.org
Email: k.stillwell@bmdmi.org

Emergency Contacts in U.S. (after hours)
Cassie Odom Cell: 601.297.7650
Chad Douglas Cell: 601.248.2578
Sandra Little Cell: 601.596.5310
Richard Stillwell Cell: 580.699.9612
HONDURAS

Physical Address of Mission Home
Misión Bautista Médico-Dental Internacional
Kilometro 27 ½, Carretera a El Zamorano
Dept. Francisco Morazán, Honduras

Physical Address of Mission Office
Centro Corporativo Orion #303
Blvd Juan Pablo II
Tegucigalpa MDC
Tel. 011 504 22650393

Mailing Address of Mission Office (letters only)
Misión Bautista Médico-Dental Internacional
Apartado #3786
Tegucigalpa, F.M. Honduras
Central America

NOTE: Please forward all team-related information and correspondence to Cassie Odom, Chad Douglas or Sandra Little at the BMDMI Team Activities Department in Hattiesburg, Mississippi. They will ensure that all appropriate people on the field receive the information they require.
Suggested supplies for use on the field

Past teams have found the following items to be of great need while on the field. The items with asterisks are required; while the other items listed are not required they can be very useful.

- **Flashlights (12) with batteries for guards**
- Extra name tags for translators/doctors
- Roll of black plastic
- Tarps (4-6)
- Plastic cable locks (zip lock)
- Theater tickets for distribution of clothes, food, eyeglasses, shoes, etc.
- Inexpensive plastic rain ponchos for guards (for teams May-September)
- Extension cords (6) 15 ft.
- Rope/clothes line
- **Hole punch with unique shapes (2)**
- Sharpie markers
- Pens, marker, notepads for clinic & pharmacy
- Duct tape
- Lysol spray
- Commode seat (4)
- Plastic dish pans (5) 10-14 qt.
Cargo Information

Cargo and luggage are a large undertaking. We suggest that from the beginning you choose a person to work closely with you in this area – a “Load Master”. The Team Captain and the Load Master should know exactly what is in each team box, how the boxes are identified, and the total number of boxes and luggage. If you so choose, the Load Master can supervise the counting, transportation, and loading/unloading of cargo and luggage on the round trip. The purpose of the Load Master is to share this considerable responsibility; the team cargo deserves someone’s undivided attention.

As soon as possible, you will begin to gather supplies for all the ministry areas your team will work with in the assigned village (e.g. children’s church supplies, clinic supplies, medications, Bibles, team food, etc.). **All of these supplies will have to be inventoried and packed in boxes that will be shipped to Central America nine weeks ahead of your team via the NAVIVAN cargo company in New Orleans.** After you deliver your cargo to Navivan, please send to our office a copy of your detailed inventory along with the value of your cargo.

**The use of used boxes for packing is not recommended.** We have found that the waxed boxes used to ship poultry serve very, very well. Quite often these can be bought from a poultry processing company for approximately $1.25 each or many times teams have had them donated for no cost. Boxes should be fully packed but not over-stuffed. Limit the weight of boxes to approximately 40-45 pounds. Remember that a box might have as much as 300 pounds of other boxes stacked on top of it.

We strongly encourage you not to put off packing your team boxes until the last minute. Things will go much more smoothly if you pack as you go along. In this manner, you will be able to type up your detailed inventory as you go and save you from having to do it all up quickly the day you take it to New Orleans.

Helpful Hints for shipping cargo:
- If possible, use uniform boxes for better loading
- Have detailed count of cargo
- When palletizing before delivery to Navivan, make sure pallets are no less than 7’ 6” in height and no more than 8 ft.
- Please know there is always a possibility that your pallets will have to be broken down to maximize packing space inside the container. This will help to ensure that BMDMI cargo is not shipped with other non-mission cargo.
- Any cargo that is palletized and is delivered to our warehouse must be a standard 48"x40” certified pallet. By certified we mean that it follows the International Standards for Phytosanitary Measures No. 15 which is developed by the International Plant Protection Convention. In other words, any wood material imported into many countries that is thicker than 6mm must be debarked and then heat treated or fumigated with methyl bromide, then stamped with the attached mark. These pallets are widely available. If teams fail to use standard certified pallets, an additional fee will be passed on to the team.

Because of specific reports that must be presented to the governments of Honduras regarding each team cargo, we must be able to provide a detailed inventory of all team boxes. To make this possible, we request that you follow certain packing and inventory guidelines:

*Cargo Company:* Your team will ship its cargo through NAVIVAN, which is located near the airport in New Orleans, Louisiana. Three (3) months before your scheduled departure date, you will need to contact the personnel of NAVIVAN cargo company to set up a day and time that you can deliver your cargo to New Orleans. (Please note that you should plan to deliver your cargo to New Orleans no later than nine weeks prior to your team’s departure.) Directions and contact information for NAVIVAN can be found at the end of this section.
Create a box identification code: Rather than writing the words "pharmacy," "food," or "clinic supplies" on all your boxes, please create a lettering code to identify them. For example, you may wish to use something like the following code designations:

- P = Pharmacy (medications)
- K = Kitchen
- FD = Food day of travel
- M = Medical Clinic supplies
- D = Dental Clinic supplies
- E = Evangelism (Bibles, tracts, etc)
- CC = Children’s Church supplies
- R = Garments to be given away
- TS = Team support supplies
- T = Personal items
- CX = Construction Supplies
- MH = Mission Home Supplies
- MHT = Personal items to remain at MH for individual use for example: items you plan to take to children’s home after you return from the village
- MHM = Clothes or supplies for Marina for pastor’s conference or women's ministry

Each box will also be numbered so that, for example, your boxes of medications for the Pharmacy will be coded as “P1,” “P2,” “P3,” etc. Using a code such as this avoids “outsiders” from knowing what the boxes contain and hopefully helps avoid box pilfering while in transport. Also, please identify any Mission Home supply boxes that need to remain for use at the Mission Home instead of going out into the village.

NOTE: Please do not write the word “Store” on any inventory of cargo items. This leads the Customs Department to think that any clothing, shoes, etc. that is brought in to give away to patients in the village is actually being sold. Such a misunderstanding could jeopardize our tax-exempt status in Honduras.

Shipping Manifest (includes all items shipped)

Honduras: Only one manifest will be needed

Shipping Manifest for Honduras

Box #1- Acetaminophen 325 mg Exp. 12/09
   Vitamin with Iron Exp. 12/09

Box #2- Crackers 2 x 1 lb boxes Exp. 12/09
   Green beans 2 x 1 gallon Exp. 12/09

Box #3- Used clothes

Drug Inventory (for DEA) - This will be separate from your shipping manifest. Listed below are samples of the drug inventories:
Sample Inventory “Non-controlled Medicines”

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>Brand Name</th>
<th>Strength</th>
<th>Quantity</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acetaminophen tabs</td>
<td></td>
<td>325mg</td>
<td>60,000</td>
<td>7-2010</td>
</tr>
<tr>
<td>Ibuprofen tabs</td>
<td></td>
<td>400mg</td>
<td>20,000</td>
<td>2-2012</td>
</tr>
<tr>
<td>Adult Vitamins w/Iron</td>
<td></td>
<td></td>
<td>50,000</td>
<td>5-2010</td>
</tr>
<tr>
<td>Cephalexin caps</td>
<td>Keflex</td>
<td>250mg</td>
<td>1,000</td>
<td>5-2011</td>
</tr>
<tr>
<td>Betamethasone</td>
<td>Celestone Inj</td>
<td>4mg/ml</td>
<td>20ml</td>
<td>9-2010</td>
</tr>
<tr>
<td>Diphenhydramine</td>
<td>Benadryl caps</td>
<td>25 mg</td>
<td>4,000</td>
<td>10-2009</td>
</tr>
<tr>
<td>Chlorpheniramine</td>
<td></td>
<td>4mg</td>
<td>20,000</td>
<td>6-2009</td>
</tr>
</tbody>
</table>

Sample Inventory “Additional Medicines”

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>Brand Name</th>
<th>Strength</th>
<th>Quantity</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lidocaine inj</td>
<td>Xylocaine</td>
<td>2%</td>
<td>300 vials</td>
<td>5-2009</td>
</tr>
<tr>
<td>Mepivacaine inj</td>
<td>Carboquone</td>
<td>3%</td>
<td>200 vials</td>
<td>2-2010</td>
</tr>
<tr>
<td>Loperamide</td>
<td>Imodium</td>
<td>2mg</td>
<td>1,000</td>
<td>1-2010</td>
</tr>
<tr>
<td>Phenobarbital</td>
<td></td>
<td>30mg</td>
<td>2,000</td>
<td>12-2011</td>
</tr>
<tr>
<td>Acetaminophen w/Codeine</td>
<td>Tylenol with Codeine</td>
<td>325/15mg</td>
<td>100</td>
<td>7-2009</td>
</tr>
</tbody>
</table>

Sample Inventory “Vet Medicines”

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>Brand Name</th>
<th>Strength</th>
<th>Quantity</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ivermectin (injectable)</td>
<td>Ivomec</td>
<td>1%</td>
<td>200 ml</td>
<td>8-2009</td>
</tr>
<tr>
<td>Doramectin</td>
<td>Dectomax</td>
<td>.5%</td>
<td>500 ml</td>
<td>8-2009</td>
</tr>
</tbody>
</table>

*Additional Box Identification:* The Team Activities Department will provide you with pre-printed labels that have the Mission’s name and address on it; place at least one of these Mission labels on each box. Additionally, make some labels with the Team Captain’s name on it and place at least one of these labels on each box. This is done for two reasons: 1) for quick identification in the Customs department, and 2) to prevent boxes from being mistakenly mixed in with another team’s cargo. Also, give your team members some of the labels with the Mission’s info on them to place on their luggage. This will help with identifying them when you arrive in Honduras or Nicaragua.

*First day lunch:* Write the words “first day lunch or FD1, FD2, etc.” on boxes that you will need to prepare your lunch on the first day. This will help us to identify these boxes and not ship them on the truck with your other cargo, but will send them on the bus. Therefore, they will be easily retrieved when you arrive in the village and thereby facilitate the preparation of lunch.

*Shipping Boxes on Day of Travel:* We strongly recommend that you NOT ship any boxes on your day of travel with the airline. Because boxes are treated as “cargo,” most airlines will not guarantee their same-day arrival. If you must ship some last minute supplies with you on the day of travel, consider putting them in old suitcases or duffle bags so the airlines will treat them priority. Just make sure that you do not go over your suitcase allowance; heavy penalties will apply.

*Avoid Using Boxes that Once Contained “Luxury” item:* We strongly recommend that you avoid using any boxes that once contained a “luxury” item (e.g. computer boxes, TV boxes, stereo boxes, etc.) in which to pack your team supplies. A would-be thief may think those boxes actually contain those luxury items.
Team Captain Section, Pg.17

Strong Boxes & An Accurate Count: Use strong boxes to pack your cargo. And make sure to get an accurate count of boxes when turning them over to NAVIVAN. Also, please use the clear strong packing tape. The grey tape does not hold under high temperatures.

NAVIVAN CARGO COMPANY

Your team will be shipping its cargo to Honduras or Nicaragua with the NAVIVAN Cargo Company located near the international airport in New Orleans, Louisiana. The personnel at NAVIVAN work closely with the BMDMI Team Activities Department to ensure that all team cargos are handled properly and efficiently.

Shipping Rate: Currently, NAVIVAN’s rate for shipping BMDMI team cargos is calculated based on volume weight (see calculations on page 10) PLUS $35 for Bill of Lading. If you are taking a team to Nicaragua, you will also incur a $45 Customs fee and a $100 Redestination fee. If two team cargos ship together, the customs fee and redestination fee will be split between the two teams.

Three 3-4 months before your scheduled departure date, contact NAVIVAN to establish a day and date that you can deliver your team’s cargo to New Orleans. Remember that your team cargo must be delivered to NAVIVAN in New Orleans no later than nine weeks prior to your team’s departure date. As soon as you have delivered your team’s cargo to New Orleans, please notify the BMDMI Team Activities Department and send a copy of the final cargo inventory (see Contact Information in this section for address of Team Activities Department).

NAVIVAN Contact Information

Zeyda Oro
Toll Free Phone: 1.877.842.6284 or
Phone: 504.461.9006
Fax: 1.504.461.9040
Emergency NAVIVAN Phone: 1.504.669.7376 (Ivan’s cell phone)

NAVIVAN Address
200 Crofton Road, Suite #2
Building 10-B
Kenner, Louisiana 70062

Directions to NAVIVAN Cargo Company in New Orleans, Louisiana

(NAVIVAN is actually located in Kenner, Louisiana which is west of New Orleans. If you are looking on a map, look for the New Orleans International Airport. NAVIVAN is located adjacent to this airport.)

- Take the Williams Boulevard exit and go South on Williams Boulevard
- At 6th stoplight (Airline Drive), turn right onto Airline Drive
- At 5th stoplight, take a right and IMMEDIATE LEFT to get onto the side road that runs parallel to Airline Drive
- Go straight for two blocks until the side road dead ends at a stop sign and railroad tracks are in front of you
- At the stop sign, you will be facing a big sign that says “Crofton Street” with an arrow pointing to your right. Turn right onto Crofton Street.
- Follow Crofton Street until you get to NAVIVAN’s building located on your right at 200 Crofton Street, Building 10-B
- Turn right into NAVIVAN’s parking lot
- Go into the office and notify them that you are there to drop off your cargo for shipment and that this is a cargo with Baptist Medical & Dental Mission International
Passport Information

Every team member may enter Honduras with a valid U.S. or Canadian passport. Upon entering these countries, team members with valid U.S. or Canadian passports will be granted a visitor’s visa. (If you have a team member from another country, he/she will need to contact the Honduran or Nicaraguan embassy in the U.S. to determine visa requirements before traveling.) Please note the following important information about passport expiration date requirements.

If you already have a Passport: Check the date of expiration of each team member’s passport to ensure that it will NOT expire within SIX (6) months of your team’s departure date. For example, if your team is departing for Central America in March, no passport should expire before September of that same year. If a passport has less than six (6) months of “validity” from your team’s departure date, he/she must renew the passport. Please inform your team members of this fact early on and get them to renew it as soon as possible. Failure to do so will result in the team member being unable to travel with your team.

If you do NOT currently have a Passport: Any team member who does not currently have a valid U.S. passport should apply for one as soon as possible. Failure to acquire a passport will prevent that team member from traveling with your team.

Passport applications and renewal applications most likely may be obtained from your main post office. Also, you may find extensive information on the Internet at the website of the U.S. Post Office at: http://www.usps.com/passport/

Procedures and required documentation for passport application differ depending on whether you are applying for the first time or if you are renewing your passport. Consult the Post Office or the website to see a detailed listing of the procedures and necessary documents or please call 1-877-487-2778. The cost for first time applications is around $135. Additional fees (from $59-$179) will apply if the application has to be expedited. To avoid costly expediting fees, team members should apply for passports at least 6-8 months in advance. The cost to renew a passport is $110.

Expediting a Passport Application: If a team member does not have much time before your team’s departure (i.e. you are traveling in less than 30 days), he/she should expedite the application process. The passport application forms offer information about how to expedite it. Or if a team member is in urgent need of an expedited passport (i.e. you are traveling in less than 10 days), he/she might want to use a private company such as American Passport Express that specializes in expedited passports. American Passport Express, Phone 1.800.841.6778 or 1.603.436.4885 You may also check their website at: www.americanpassport.com In expediting a passport, you will need to provide proof of imminent travel. Contact the Team Activities Department and request an individual airline invoice that carries their name and also indicates the date of travel. The U.S. Passport Services will not process an expedited application without this proof.

Birth Certificates: If during the passport application process you find that you need an original copy of your birth certificate, you may check your local government agencies or you may log onto www.vitalchek.com to purchase an original copy.

Helpful Hint: Upon entering Honduras, the Immigration Officer will require the address of the Mission Home where the team is staying. We suggest that you place a label on the back of each passport with the Mission Home’s address and phone number for this purpose or in case the team member were to be separated from the group. You will also find it helpful to write the person’s full name on this same label to avoid having to open each passport to see whose it is.
Luggage Information

Your team’s luggage also needs to be handled with great care. We want to make sure that your team members have the best experience possible, so we have provided some suggestions in handling team luggage.

- In the past we have provided the luggage weight and measurements. Since the airlines frequently change their luggage policy, we recommend that you contact the airline directly a few weeks before your flight or go to the airline’s website for this information or please feel free to contact the Team Activities Office and we will assist you in contacting the airline.

- For our Honduras teams, we recommend shipping the majority of your personal luggage with your cargo. This allows team members to travel with only carry-on luggage.

- The airlines may ask you to identify which of your group’s checked bags should receive priority in the event of not all luggage fitting on the plane. Identify the bags that are most critical.

- Passengers are not allowed to carry pressurized, flammable, or explosive items in their checked luggage or carry-on.

- You may wish to identify your team’s luggage by tying a brightly colored piece of yarn or other easily recognized material to each piece of luggage. This helps make for quick pick-up in the airport.

Airline Information

If BMDMI is arranging your teams travel they will need to know the number of seats you would like to reserve as soon as you schedule your team date. It is very important to remember that once your tickets have been issued with passenger names they are non-refundable. However, you may be able to use the ticket for future travel within a certain time frame and with a change fee. If you have any questions you may contact BMDMI Teams Activities Department at 601-545-5007. Travel insurance is available through Travel Insured International to guard against unexpected cancellations.

Arriving at the Airport: Once you arrive at the airport, quickly identify which luggage is to be checked and which are carry-on pieces. Appoint three or four team members to help with getting checked luggage “stacked” near the ticket counter for check-in when you are ready. Most airports require individual check-in, therefore each team member will need to present his/her passport for check-in. Once your luggage has been checked by security, you may proceed to your departure gate.

While On the Plane: Sometime during the flight, each team member will be given a Customs and Immigration form for entry into Honduras. Before landing at your final destination, have your team members complete these forms. If you have placed a label on the back of each passport with the Mission Home address, they can consult that label to fill out the destination address on these forms. Since these forms change frequently we have not included a copy here. If your team members have any questions, they may consult with a flight attendant.
Miscellaneous Team Information

Though the following information is termed “general,” you will find it to be very important. Please take time to review this information carefully.

➢ We ask that you, as Team Captain, prayerfully screen your potential Team Members:
  o Since our primary goal is to reach people for the Lord Jesus Christ, it is our desire that each team member have a personal, vital relationship with Christ and that each team member feel called by God to reach the people of Central America for the Lord. Please carefully review team applications as to the spiritual state of each team member.
  o Participation on a team by a pregnant woman is not recommended and should be discouraged. This is especially true in regards to the first and last trimester of the pregnancy.
  o Participation on a team by a person with serious medical problems is not recommended and should be discouraged.

➢ Dress Code Regulations for Team Members: Team members must be completely informed about dress and behavior regulations while on the field. All team members must be aware of exactly what they can and cannot wear on the mission trip, including the air travel to and from the field. The Mission brochure “One Week...” clearly outlines these dress code regulations. Please make sure they are adhered to. **Team members should dress modestly and conservatively at all times. Remember that we are representing our Lord Jesus.** As a reminder, following are the basic dress code regulations:
  o While in the village, ladies must wear dresses or skirts that are at least knee-length or longer at all times when outside the privacy of their sleeping quarters. However, they can wear dress pants, jeans or capris on the days of air travel and shopping day.
  o Men must wear long pants (jeans or slacks) at all times when outside the privacy of their sleeping quarters, including the flights to and from the U.S.
  o Doctors, nurses, dentists, dental assistants, vets, pharmacy and kitchen workers may wear scrub suits during clinic hours, however, they must change into their regular mission attire (i.e. skirts and long pants) before attending worship services. **Scrubs are not to be left in the village at the end of the week. Untrained people have used them to pose as medical professionals after the team has left.**
  o Those men preaching should plan to bring shirts with collars to preach during the evening worship services. Ties are optional.

➢ Behavior on the Field: The behavior that team members display on the field will be a direct reflection of our Mission and God’s church. Urge your team members to be very careful to follow Mission guidelines in regard to behavior. Also, team members should be careful in their demonstration of Christian love with Central Americans and fellow team members of the opposite sex. Due to language and cultural barriers, it is easy for words and actions to be misconstrued.

➢ Suggested Team Leadership Roster: The following roster is a suggestion of team leadership roles that can be used to delegate responsibilities among team members. You may adapt it to fit your individual team.
  o **Team Captain:** Coordinate all team activities; responsible for communication to team members and the Team Activities Department
  o **Team Treasurer:** Receive all team moneys, keep adequate records, make acknowledgements to donors, and make sure that tax statements are sent at the end of the year. Pay all bills as directed by the Team Captain.
  o **Team Secretary:** Assist Team Captain and Team Treasurer as needed. Help prepare inventories and documents to be sent to the Team Activities Department.
- **Evangelism & Spiritual Emphasis Leader:** Lead others to assist in the planning of all evangelistic programs. Purchase, inventory, and oversee the packing of Bibles, tracts, and other evangelistic materials. Encourage team members and be spiritually sensitive to the spiritual and emotional needs of the team members. Plan and lead team devotionals.

- **Medical Clinic Leader:** Lead others in the purchase, inventory, and packing of all supplies necessary for the medical clinic.

- **Dental Clinic Leader:** Lead others to assist in the purchase, inventory, and packing of all medicines and supplies necessary for the dental clinic.

- **Pharmacy Leader:** Work with team physicians and other health professionals to develop the pharmacy. Lead others to assist in the purchase, inventory, and packing of all medicines and supplies necessary for the pharmacy.

- **Team Cook:** Lead others to assist in the planning of menus and the purchase, inventory, and packing of all food and kitchen supplies.

- **Children’s Church Leader:** Lead others to develop the Children’s church program and to purchase, inventory, and pack all children’s church supplies.

- **Eyeglass Dispensary Leader:** Work with Team Activities Department and Mr. Holland Kendall to prepare for the eyeglass ministry.

- **Construction Project Leader:** Work with the Team Captain and Team Activities Department to plan a mission construction project. Lead others to accumulate, inventory, and pack for shipping of tools and equipment need for project.

- **Load Master:** Assist others in packing supplies, make necessary arrangements for shipping of all cargo to NAVIVAN cargo company in New Orleans, and assist the team upon return to the U.S. with luggage, if necessary.

- **Taking Ice Chests on Day of Travel:** Currently airlines only allow **soft-sided** ice chests. If your team wishes to take ice chests with meats and/or dairy products the day you travel to Honduras, all of the contents must be inventoried and the Team Activities Department must receive copies of this inventory no later than three (3) weeks prior to team departure. Failure to provide this inventory in advance may result in confiscation of these food items at the airport in Honduras. As mentioned on the “Questionnaire for Team Captains” (see Forms in this section), the inventory must include the following information: **Brand name of food, Quantity, and expiration date.** These items need to remain in their original package.

- **Information in this Manual:** Section 1 of this manual is designed to give you a broad overview of your responsibilities as Team Captain. It is crucial that you read over the remaining sections of this manual as well. In them you will find other very important information. **We strongly suggest that you copy and distribute the following sections to the appropriate section leaders of your team and go over the information with your section leaders to ensure that every detail is covered and prepared for.**

- **Team Immunizations:** The only immunization that BMDMI consistently recommends is that team members be up-to-date on their tetanus shot. However, for those teams traveling to Honduras between the months of November and April, we recommend that they have a flu shot at least six (6) weeks before traveling. This is to prevent team members from spreading the flu virus to villagers. We encourage team members to consult their personal physician to determine if there are other vaccinations he/she would recommend.

- **Linens for the Mission Trip:** Ask your team members to bring a pillow, a blanket, two flat sheets, towels, and bath cloths for personal use in the village. Anyone wishing to donate these items for use at the Mission Home after the trip may do so and it will be greatly appreciated. Also, personal clothing can be left at the mission home to be distributed among the pastors and their families.
Team Emergency Kit: Be sure that the team emergency kit accompanies the team physician at all times and that all team members know which physician should be sought out in case of emergency with one of the team members. A list of suggested items to include in the team emergency kit can be found in the Medical Section of this manual.

Things to Expect on the Field: The following are miscellaneous pieces of information in regard to your time in the village.

- A BMDMI missionary will accompany your team while in the village. He is there to help your team in any way he can, especially in getting your team setup at the beginning of the week and then packed up again at the end of the week. We encourage you to talk frequently with him about any questions or concerns that arise on the field. Please consult with him before making any big decisions, e.g. the distribution of clinic registration cards.
- In addition to your team members, your team cooks will also need to be prepared to feed the team support staff, e.g. translators, bus drivers, band members, guards, missionary in charge, etc. On average, you should plan to feed 30 – 45 extra people while in the village.
- We are always searching for ways to strengthen our BMDMI village churches. We ask teams to present their team ministry as a service provided through the local BMDMI church. This helps raise the esteem of the BMDMI church and its pastor in the village. Villagers can see the concern the church has for its community by the team it has arranged to have come and serve the people. Anything you can do in the evening worship services to build up the pastor and the local church in the eyes of the community will be of tremendous help for the pastor and his ministry.
- While in the village, you will no doubt have many requests for assistance with supplies, clothes, food, etc. We strongly encourage you to talk with the BMDMI missionary in charge before making promises to any villagers, including transportation back to the capital city. He will help you make the wisest decisions possible.
- Encourage your team members to witness one-on-one as opportunities arise. Though team members will be very busy, occasionally situations will present themselves when a word of witness will pay tremendous spiritual dividends later on.
- The Mission would appreciate your team donating any remaining food to the food bank at the Mission Home. These food items will be used to help feed pastors and students at the Bible Institute and at other training conferences.
- When ordering Spanish Bibles, please use the Reina Valera version (Rev. 1960) or the Antigua Version. Avoid the Rev. 1977 version as its translation is questionable at times. (see the Evangelism Section for more information)
- Please do not invite anyone (North or Central American) to work with your team who is not a registered team member. Our staff on the field has been instructed not to allow anyone to work with the team who are not on the team passenger list or who has not been invited to join the team by the Mission staff.
- In order to prevent an awkward situation for you as Team Captain, our missionaries (other than the missionary in charge) and staff are instructed NOT to ask to join your team in the field. If there is a particular BMDMI staff member or missionary that you would like to have join your team, please make that request through the Team Activities Department.

If Your Team Needs to Stay at a Hotel Near the Airport in the United States: If your team has to travel a day in advance to reach the airport of your international departure and needs to spend a night at a hotel, please make your reservations at least three months in advance of your departure date.
Team Member Accident Insurance: Each BMDMI team member who pays the standard team fee is automatically covered by our MedEx travel insurance policy for the eight (8) days they are traveling with the BMDMI team. Please take note of the following information in regard to this insurance:

- The policy covers only medical expenses incurred on the trip due to an accident, accidental death, dismemberment, repatriation of remains, and emergency air ambulance evacuation. It does NOT cover expenses related to illness.
- Team members on Medicare need to know that Medicare will not cover any medical expenses associated with care incurred outside the United States.
- See more information about the MedEx Insurance policy on the following page.
Here is your MEDEX Identification Card

WORLDWIDE 24-HOURS A DAY

When traveling you can now feel confident that you are in safe hands if an emergency arises. MEDEX provides medical and travel-related assistance services.

Always carry your MEDEX Identification card with you. Listed on the back of the card are the telephone numbers for the worldwide MEDEX network. When you call MEDEX, be prepared to provide your group number, organization's name, your name and a description of the situation.

MEDEX PORTFOLIO OF SERVICES:

MEDICAL ASSISTANCE SERVICES
Worldwide Medical and Dental Referrals
Close Monitoring of Treatment
Facilitation of Hospital Payment Guarantees and Admission/Discharge Planning
Dissemination of Insurance Information to Medical Providers
Emergency Vaccine and Blood Transfers
Replacement of Prescription Medications
Replacement of Corrective Lenses and Medical Devices
Dispatch of Doctors and Specialists
Coordination of Medical Records Transfer
Continuous Updates to Family, Employee and/or Home Physician as Requested
Coordination of Hotel Arrangements for Convalescence
MEDICAL TRANSPORTATION SERVICES
Emergency Medical Evacuations
Medically Supervised Repatriations
Repatriation of Mortal Remains
TRAVEL ASSISTANCE SERVICES
Pre-travel Information
Coordination of Emergency Travel Arrangements
Coordination of the Return of Dependent Children/Traveling Companions
Coordination of Transportation to Join a Hospitalized Member

PERSONAL ASSISTANCE SERVICES
Emergency Transfer of Funds
Assistance with the Replacement of Lost or Stolen Travel Documents
Emergency Translation Services
Referrals to Interpreters
Referrals to Attorneys and Bail Bond Assistance
Emergency Message Transmissions
Coordination of Vehicle Return
Coordination of Emergency Pet Housing and/or Pet Return
Referrals to Specialized Security Providers

FREQUENTLY ASKED QUESTIONS:

WHO IS MEDEX? Since 1977, MEDEX has been assisting travelers worldwide by utilizing highly trained, multi-lingual coordinators in conjunction with an extensive information and communication system to provide medical and travel-related assistance.

WHEN SHOULD I CONTACT MEDEX? Coordinators are available 24-hours a day, every day of the year. Many people assume that the services are to be used only in serious cases. Be assured that MEDEX is there to help you with any type of problem regardless of the severity.

WHAT IF LOCAL MEDICAL FACILITIES ARE INADEQUATE? If, through its medical management, MEDEX determines that local medical providers are inappropriate for treatment, MEDEX will arrange for a medically safe evacuation to a facility capable of providing the necessary care.

WHAT HAPPENS IF I AM HOSPITALIZED? It is important to notify MEDEX as soon as possible. MEDEX will immediately contact your treating physician to assess your condition and treatment plans to ensure your safe recovery. MEDEX will then update your family, employer, organization and personal physician as appropriate. MEDEX will assist you until you have returned home or have received final treatment.

Detach and carry with you at all times.

MEDEX ASSISTANCE COORDINATION CENTER:
United States, Baltimore, MD - (1) 410-455-6090

TOLL FREE ACCESS - The numbers below must be dialed from within the country

Australia and New Zealand - 1-800-157-447
Austria - 1-800-333-9999
Belgium - 1-800-151-5899
Brazil - 1-800-285-724
China - 1-800-489-6040
Egypt - 1-800-489-6040
France and Monaco - 1-800-489-6040
Germany - 1-800-489-6040
Hong Kong - 1-800-489-6040
Indonesia - 1-800-489-6040
Israel - 1-800-489-6040
Italy, Nation City and San Marino - 1-800-489-6040
Japan - 1-800-489-6040
Korea - 1-800-489-6040
Netherlands - 1-800-489-6040
New Zealand - 1-800-489-6040
Norway - 1-800-489-6040
Portugal - 1-800-489-6040
Republic of Ireland - 1-800-489-6040
Republic of South Africa - 1-800-489-6040
Singapore - 1-800-489-6040
South Korea - 1-800-489-6040
Stains and Majorca - 1-800-489-6040
Switzerland and Liechtenstein - 1-800-489-6040
Thailand - 1-800-489-6040
Turkey - 1-800-489-6040
United States, Canada, Puerto Rico - 1-800-489-6040

Internet: www.medexassist.com  E-mail: info@medexassist.com