

As part of the WorldStrides family, Brightspark Travel has access to an exclusive partnership with The George Washington University Department of Emergency Medicine called the **Doctors on Call Program**. A doctor from George Washington University serves on staff as WorldStrides' Medical Director, and their team offers medical care to students, parents, and teachers who are traveling with Brightspark. This means travelers in Washington, DC, have access to 24-hour-a-day medical care and consultation. We are also able to provide phone consultations to those groups traveling to other locations. Doctors will evaluate the situation, injury, or illness over the phone and make recommendations for treatment accordingly.

### **How Does it Work?**

The team at George Washington University is standing by for our phone calls to consult on any medical situation. Often, with their support, we can avoid a visit to an urgent care facility or hospital, saving valuable time for the patient, Group Leader, and Tour Director.

The Tour Director and Group Leader, with the help of WorldStrides' on-call team, will initiate the process when it becomes necessary, connecting the team at GWU to the Group Leader, patient, or chaperone. If the Doctors on Call team determines that the patient needs to go to the hospital, our standard emergency plan would be activated.

### **Crisis Support and Behavioral Health Assistance Program**

We're pleased to include an additional layer of support for travelers who may be experiencing emotional or mental stress through a partnership with AXA, one of the world's leading providers of emergency assistance.

AXA's Behavioral Health Assistance Program provides seamless access to assessment, intervention, and stabilization services:

- 24/7 telephone access to provide confidential and immediate support no matter the global location
- Experienced, US-based healthcare professionals (masters and doctoral-level clinicians) when traveling
- Coordination with local professionals for referrals to provide additional support, if needed