About FrontierMEDEX

FrontierMEDEX is a global medical, safety and security solutions provider. At a time when our world faces growing environmental and political instability, we deliver a fully integrated solution focused on prevention, intervention and response, to enable organizations and governments to achieve their global ambitions, fulfill their duty of care to staff and operate more effectively and profitability.

FrontierMEDEX delivers:

• a world class, worldwide assistance infrastructure
• first-world standards of primary and emergency medical care in remote and hazardous locations
• a strengthened global network of practicing medical specialists and resources
• robust medical, safety and security protocols
• emergency medical and security evacuation and crisis response capabilities
• extensive travel intelligence, insurance and protection services
• specialist technical and operational health and safety expertise

The FrontierMEDEX Difference

FrontierMEDEX presents a completely unique answer to your travel, medical and security assistance needs. We are proud to offer:

**A Fully-Integrated Assistance Solution** – No other company provides all medical and security services in-house, along with detailed intelligence tools and assistance capabilities.

**World Class Customer Satisfaction** – We recognize that one size doesn’t fit all, and will work directly with you to provide solutions that fit your organization’s needs.

**Centralized Operational Model** – By having one Emergency Response Center, we streamline the case management process while saving you the expenses required to maintain multiple call centers.

**Dedicated Customer Relationship Management** – All of our annual clients have a single point of contact who serves as your assigned representative within FrontierMEDEX. This Client Relations Manager will help you implement your program, train your travelers, and provide ongoing program support.

**Domestic Capabilities** – We are the only assistance company that will help travelers within their own home countries.

**Unprecedented Network** – With more than 59,000 providers and resources, we can help you and your travelers at any time, in any location.

**No Additional Case Handling Fees and Mark-Ups** – Where other companies may charge you additional, unexpected fees and mark-ups, FrontierMEDEX is clear about all expenses up-front. If we must charge you for a provider service, we will charge at-cost and provide you with copies of the provider’s bills.
Assistance Capabilities
Multilingual, 24/7 assistance operations occur in the centralized Emergency Response Center located within FrontierMEDEX’s U.S. headquarters in Baltimore, Maryland. The Emergency Response Center provides intelligence and monitoring support to clients anywhere in the world. It tracks client operations and traveler emergencies while providing information on global developments that may require a fast response. From this single location, Assistance Coordinators and medical and security experts manage more than 30,000 cases each year, covering more than 200 countries and territories. The Emergency Response Center team speaks 40 different languages and has immediate access to more than 100 additional languages. With one phone call or email to the Emergency Response Center, travelers can set in motion a network of 59,000 providers and resources, dedicated to securing their health and safety.

Risk Management Capabilities
The Security Services Division of FrontierMEDEX has extensive experience in global intelligence and risk analysis. Every day, a team of Regional Intelligence Analysts scour global news and events, monitoring the world for any incidents that may affect life, work, or travel. They then process and analyze the information, and provide customized recommendations for our clients. In addition, we have extensive risk management consulting experience and many on-the-ground resources to provide assistance at a moment’s notice. From daily intelligence emails on global situations to kidnap for ransom response units, we are dedicated to the worldwide protection of your personnel, assets and reputation.

The Global Network
The proprietary network of 59,000 providers and resources exists to support our clients with intelligence and services around the globe. While this extensive network includes everything from pharmacies and clinics to private drivers and bodyguards, the providers who are most vital to our operations – and our clients – include FrontierMEDEX Physician Advisors, medical Centers of Excellence, Approved Air Ambulance companies, and Security Vendors.

FrontierMEDEX Physician Advisors
The team of 75 FrontierMEDEX Physician Advisors provides oversight on all medical cases and emergency medical evacuations, consulting with local doctors and hospitals and determining appropriate plans of treatment. The experience of this team exceeds international standards of medicine, and they collectively represent more than 40 different medical specialties. These practicing physicians are available 24/7 and are capable of communicating physician-to-physician in more than 35 different languages.

Medical Centers of Excellence
A Center of Excellence is one of 118 hospitals that have met FrontierMEDEX’s rigorous credentialing protocols and have the greatest diagnostic and treatment capabilities in their region. If a traveler needs to be evacuated for a medical reason, he will be taken to a Center of Excellence. We personally visit these hospitals and examine each facility’s departmental procedures, diagnostic equipment, staff training, environmental hygiene, language capabilities, and ability to treat foreign travelers. In addition to the Centers of Excellence, FrontierMEDEX has more than 11,000 Preferred Providers, many of which are facilities we may refer a traveler to for initial evaluation.

Approved Air Ambulances
Our global network contains almost 130 Approved Air Ambulance companies, consisting of a fleet of approximately 450 medical aircraft. These are the “best of the best” emergency aviation companies around the world. When time is most critical, we can quickly select the air ambulance company that is closest and most appropriate for moving a patient. We credential and visit each Air Ambulance provider, reviewing their technology, personnel, aircraft, safety records, etc.

Security Vendors
The security vendors in our network are the most highly trained safety, security, and transportation experts available. We can call on them for local transportation assistance, trained security drivers, personal protection details, aircraft security, risk assessments, training and planning. In addition, we have 250 on-the-ground agents strategically located around the world. These agents serve as direct representatives of FrontierMEDEX and can personally meet and assist travelers during times of crisis.