

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, including house-calls in their hotel, or even on the bus, minimizing disruption to the entire traveling group. 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?

George Washington's Emergency Physicians will accept our phone calls, determine whether the patient can be treated at the hotel or should go directly to the hospital, and assist us throughout the process. If someone needs to go to the hospital, they will expedite the process and help save valuable time for the patient, the Group Leader, and the Tour Director.

The Tour Director and Group Leader, with the help of Tour Central, will initiate the process when it becomes necessary. The doctor on call will contact the Group Leader and patient and determine the next steps. In Washington, DC, if coming to the hotel makes the most sense, billing will be covered by Brightspark, and the patient will be treated. The insurance paperwork will be completed at the hotel, and the Tour Director or Group Leader will take care of the rest. If the doctor on call determines that the patient needs to go to the hospital, then our standard emergency plan is 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