

# International SOS Indonesia Profile



Worldwide reach  
Human touch

International<sup>™</sup>  
**SOS**

An AEA Company

## Introduction

International SOS has become the world's leading international healthcare, medical and security assistance, and concierge services company.

We are well positioned to manage the health and safety risks of international travelers, expatriates, global workforce, including commissioning and resourcing comprehensive medical staffing, management and operations on behalf of clients in remote locations.

International SOS has a proud history of serving numerous top Indonesian and Multi National companies.



## Historical Milestones and Background Summary

- The company was first established in 1985 as AEA (Asian Emergency Assistance) International, which legally presented in Indonesia by PT. Asih Eka Abadi.
- AEA became the largest Medical Assistance Company in Asia - 1995/1996.
- AEA acquired SOS Assistance in July 1998, and in early 1999 International SOS is announced to the world as the new company name.
- International SOS started its clinic service in Jakarta, Indonesia, known as SOS Medika Klinik. In pioneering emergency care in Indonesia, our clinic became a place where patients could be stabilized before they were evacuated.
- With over 27 years experience, International SOS currently operates in 76 countries, employs more than 10,000 worldwide staff and more than 1200 staff in Indonesia, of which over 50% are medical professionals.
- International SOS Indonesia got ISO 9001:2008 certification for Healthcare Services in April 2012 by Swiss based companies IQNET and SQS.



## International SOS Indonesia Crisis Management and 24-Hour Assistance Centre

- The Jakarta and Bali assistance centre are just 2 of 27 assistance centre around the globe ready to deliver emergency assistance and support 24/7 to our members.
- On average, the International SOS Indonesia assistance centre manages close on 12000 cases annually, providing services to individuals, families and corporate companies who subscribe to our membership programs.
- In Indonesia, the International SOS assistance centre has over 1600 third party providers ready to assist you, of which over 1200 are medical providers.
- Our assistance centre team offers staffs and doctors expertise who assisted more than 700,000 calls yearly.
- The Indonesian assistance centre team has extensive crisis management experience, having managed evacuations for the two Bali bombings (2002 and 2005), the Marriott bombing (2003), the Australian Embassy bombing (2004), the Aceh Tsunami (2004), the Jogjakarta Earthquake (2006), the Garuda plane crash in Jogjakarta (2007), and the latest bombing in JW Marriot and Ritz Carlton Hotel in Jakarta (2009), amongst others.
- The assistance centre in Indonesia coordinates 400 local and international commercial aircraft and air ambulance evacuations and conducted the first evacuation by train in Indonesia in 2007.
- More than 1 million Indonesians and blue chip clients entrust us to manage their in and out of hospital healthcare benefits.



## International SOS Clinics in Indonesia (SOS Medika Klinik)

- International SOS manages 35 clinics worldwide. The three SOS Medika clinics in Indonesia (Cipete, Kuningan and Bali) are part of this network, with stand-by emergency units to assist 24 hours everyday.
- The SOS Medika clinics in Indonesia are managed by more than 175 staff, including more than 70 on site clinic doctors. Annually, over 70,000 patients are cared for at our SOS Medika clinic network in Indonesia.
- SOS Medika clinics offer a one stop medical check up center offering a comprehensive range of screening services to meet individual and company needs. On average, we manage over 6000 Medical Check Ups annually.
- SOS Medika Clinic Plan provides you with access to numerous routine outpatient services and medicines for an annual prepaid fee.

- Clinic Facilities include:
  - General Practitioners and Specialists
  - Qualified Family Dental Clinic
  - In-house Pharmacy
  - In-house Modern Laboratory
  - 24 Hour Emergency Room
  - Dedicated Ambulance
  - Professional Nursing Care
  - Comprehensive Medical Check Up Facility
  - Diagnostic Center (including ultrasonography, X-ray, Audiometry, Tonometry, Electrocardiograms (ECG), Spirometry and Treadmill tests)
  - Home and office visit by GPs
  - Japanese Speaking Doctors



### International SOS Indonesia - Medical Services

- Today International SOS manages medical services at over 700 remote locations around the world, with 110 sites in Indonesia.
- The remote site medical and support team in Indonesia numbers over 350 people.
- We manage over 6,540 flights a year to move our medical teams around our customer's remote sites.
- International SOS receives applications from over 3,500 medical staff a year in Indonesia and only selects 5% of candidates to join the team after a rigorous competency based testing process.
- The remote site medical teams in Indonesia manage our "North Sumatra Relief Fund" project in Banda Aceh. Since 2004, we financially support the training of 80 Acehnese nurses over their 4 year course, with the help of some of our clients.
- We provide our member clients with effective and cost efficient remote site medical services, which include:
  - Remote Site Clinics & Staffing
  - Occupational and Community Health Consulting
  - Public Health Programs
  - Vector Control and Entomology
  - Equipment, Drugs and Disposable Supply
  - Site Surveys and Audit
  - Emergency Response Planning and Coordination



### International SOS Indonesia - Training Center

- The Jakarta Training Center is the heart of our medical talent training program and runs 390 courses per year for our internal teams and 210 courses a year for our clients with total participants of more than 5700.
- All the International SOS First Aid Training programs are specially designed to equip participants with knowledge and practical skills in dealing with emergency medical situations where professional medical help is not available and where professional medical care cannot be accessed quickly.
- We offer specialized and customized First Aid Training in English and/or Bahasa for individuals and companies, either at our Training Center or on client premises.
- International SOS Training programs are based on International SOS Standard extracted from International best practice, our long standing experience in emergency medicine as well as remote site medical management. Our training also apply guidelines from American Heart Association and International Trauma Life Support.
- International SOS has been accredited as American Heart Association (AHA) Training Site and International Trauma Life Support (ITLS) Training Center. Our trainers have been certified as instructors by both well known bodies accordingly.
- Courses available:
  - Certified CPR and AED Training
  - Certified Level 1 to level 3 First Aid Training
  - Certified Level 3 Occupational First Aid Training
  - Certified Child Care provider First Aid Training
  - AHA certified Heart Saver First Aid with CPR and AED
  - AHA certified Heart Saver First Aid
  - AHA certified Heart Saver Family and Friends
  - AHA certified Heart Saver for Schools
  - AHA certified Heart Saver CPR
  - First Aid Training Refresher
  - Advance Global Medic and ITLS course for International SOS medics and doctors worldwide
  - Medical Escort Course
  - Remote Site Preparation Course
  - Special English Course for Medics and Doctors
- International SOS Indonesia developed & produced 35 types of Emergency Medical Kits to support the emergency handling skills – with over 1,900 distributed annually. Some of the first aid kit types available are: Personal, Home, Vehicle, Traveler, Burns, Sterile and Group First Aid Kit

### Concierge and Lifestyle Services

Intl. SOS provides Concierge and Lifestyle service to companies in various industries, particularly to the Banking and Insurance sectors where differentiating through value added services enables our clients to stand out above the competitors. Concierge and Lifestyle Service offers a comprehensive range of services and benefits and is suited to the busy lifestyles of customers where we help them with sourcing gifts, flowers and luxury items, referral and reservation assistance for hotels, fine restaurants, golf, sporting events, spas, yachts, movie tickets and art advisories, amongst others. Our Concierge and Lifestyle Service is supported by our network of 27 Assistance Centres worldwide with reputable and credentialed suppliers.

**International SOS Jakarta - Cipete**

**SOS Medika Klinik - Cipete**

Jl. Rambu No.17, Cipete Selatan - Antasari  
Jakarta Selatan 12410

Tel : +62 (0) 21 750-5973

Fax : +62 (0) 21 750-6002/3

24 Hour Assistance Centre & Emergencies : +62 (0) 21 750-6001

Email : [jkt.enquiry@internationalsos.com](mailto:jkt.enquiry@internationalsos.com)

**International SOS Jakarta - Kuningan**

**SOS Medika Klinik - Kuningan**

Menara Prima 2nd Floor

Jl. Ide Anak Agung Gde Agung Blok 6.2

Kawasan Mega Kuningan

Jakarta 12950

Tel : +62 (0) 21 5794-8600

Fax : +62 (0) 21 5794-8686

**International SOS Bali**

**SOS Medika Klinik - Bali**

Jl. By Pass Ngurah Rai No. 505X

Kuta 80221, Bali

Tel : +62 (0) 361 720-100

Fax : +62 (0) 361 721-919, 710-515

24 Hour Assistance Centre & Emergencies : +62 (0) 361 710-505

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**International SOS Balikpapan**

PKT Office

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