

CHECKLIST FOR BBYO PASSPORT MEDICAL INCIDENTS and GENERAL MEDICAL VISITS

(for medical emergencies, go to the hospital immediately)
(Reminder: our priority and care of the wellbeing of the teen!
Prioritize speaking with and caring for your teen)

Non-Emergency Illness (headache, upset stomach, ear infection, cough, etc.)

- Make care plans for your teen and arrange a time for them to visit a clinic
- Reassure the teen that you take their pain seriously and are just coordinating an ideal time
- Inform your field director that a teen has requested to see a doctor
- Remind the teen that they need to continue to drink water and eat full meals
- Before going to the clinic, get the needed insurance information from the tour guide and make sure the teen has a copy of their passport picture on their phone (your field directors will also have access to pictures)

Emergency Illness (accidental injury, burn, fainting, fall, etc)

- Call your country's 911 or arrange immediate transportation to hospital or clinic
- Notify your field director via a call and speak with them directly. Do not inform them via text or WhatsApp.
- In the case of significant medical need, teens may wish to have parents on speakerphone with doctor for timely medical decisions. Staff members should speak with parents briefly to let the parent know their child is being cared for by an adult staff member. **Do not** give your parents your cell phone. Staff can mention that a Field Director will follow up with information on their child's care. If a parent does contact you on your cell phone, politely reply that program policy asks you not to speak with parents.
- At the hospital, get the needed insurance information from the tour guide and make sure the teen has a copy of their passport picture on their phone (your field directors will also have access to pictures)

Follow Up from a clinic or hospital:

- Always have teens take pictures of release paperwork, notes and prescriptions. Send pictures of all paperwork to your field director
- Fill prescriptions as soon as possible and make sure the teen understands their medication schedule

If a teen is admitted to a hospital:

- Work with field director to make a coverage plan for you bus and bring anything the teen or staff member needs to the hospital
- Always have teens take pictures of release paperwork, notes and prescriptions. Send pictures of all paperwork to your field director

- Fill prescriptions as soon as possible and make sure the teen understands their medication schedule
- Teens should pay for their prescriptions directly, staff should not be paying and submitting reimbursement