How to use Global Rescue:

To access Global Rescue emergency medical and security evacuation services, members should communicate directly with the Global Rescue Operations Center:

a. Phone: +1 (617) 459-4200
b. Email: operations@globalrescue.com
c. The employee will speak directly to a paramedic or security expert at Global Rescue’s 24x7x365 Operations Center. Note: If a covered member is in need of emergent medical attention, the member should first call the local EMS.

The Global Rescue Operations Center paramedic or security expert will perform the following actions:

a. Request the member’s name and/or ID number and call-back information in case of disconnection
b. Obtain medical condition of the member and other personnel affected
c. Obtain a situation description and location (address, GPS coordinates, etc.)
d. Triage the situation and offer the member immediate advice
e. Understand the threat to the member and other personnel affected
f. Obtain identifying information of the member and other personnel affected
g. Notify employer of the situation and provide preliminary details on Global Rescue’s intended actions.