International SOS Practice Test (Sample)

Study Guide

BY EXAMZIFY

Everything you need from our exam experts!

Table of Contents

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

• Practice answering questions under realistic conditions,
• Improve accuracy and speed,
• Review explanations to strengthen weak areas, and
• Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

1. **Which option best describes 'privates cases' in this context?**

   A. Private cases

   B. Public sector hospital cases

   C. Military cases

   D. Veterinary cases

2. **What determines case replication?**

   A. Randomly assigned

   B. Based on weather conditions

   C. Based on members location and the client procedure

   D. Cost only

3. **Types of medical cases we care for?**

   A. Rehabilitation and physical therapy

   B. Advice, referrals, evac repat, medical shipments, outpatient/inpatient, medical transportation, medical availability, privates cases, code blue

   C. Dental emergencies only

   D. Routine checkups only

4. **Which statement correctly describes a center not in NewCase and how you contact them?**

   A. MAD Madrid; NOC then email

   B. MAD Madrid; Email only

   C. MAD Madrid; Phone

   D. MAD Madrid; Fax

5. **Which center handles knowledge of geographical area and case direction?**

   A. Lead Center

   B. Support Center

   C. Account Manager Center

   D. AMC

6. **Which statement is true about AMC cases transmissions?**

    A. They are never updated by transmissions 60-63 and 66

    B. They are associated with transmissions including 60, 61, 62, 63, and 66

    C. They relate to the First Call Desk exclusively

    D. They involve evacuations only

7. **What corporate clients does International SOS serve?**

    A. 64% Fortune Global 100 and 84% Fortune Global 500

    B. 78% Fortune Global 100 and 50% Fortune Global 500

    C. 90% Fortune Global 100 and 70% Fortune Global 500

    D. 84% Fortune Global 100 and 64% Fortune Global 500

8. **Transmission numbers 60-66 relate to which category?**

    A. First Call Desk Cases

    B. Lead Center all America's

    C. AMC cases updating client

    D. HiT Desk

9. **What does MCTMO stand for?**

    A. Medical Coordination Team Medical Officer

    B. Medical Controlling Treatment Medical Officer

    C. Medical Contact Treating Medical Officer

    D. Medical Center Technical Medical Officer

10. **Which statement best describes the scope of care?**

    A. It includes advice, referrals, evac repat, medical shipments, outpatient/inpatient, medical transportation, medical availability, privates cases, and code blue

    B. It is limited to medical shipments only

    C. It excludes code blue

    D. It only covers outpatient care

Answers

1. A
2. C
3. B
4. A
5. A
6. B
7. D
8. C
9. C
10. D

Explanations

1. Which option best describes 'privates cases' in this context?

A. Private cases

B. Public sector hospital cases

C. Military cases

D. Veterinary cases

The concept here is categorizing cases by sector. "Privates cases" refers to cases handled in the private sector—civilian, non-government settings such as private individuals or private hospitals. That's why the correct choice is the one that says Private cases. The other options point to different sectors: public sector hospital cases involve government-run facilities, military cases involve armed forces contexts, and veterinary cases involve animals. These do not match the private-sector idea conveyed by the term.

2. What determines case replication?

A. Randomly assigned

B. Based on weather conditions

C. Based on members location and the client procedure

D. Cost only

Case replication is determined by where the member is located and the client's procedures. Routing rules are set so the case is duplicated to the regional team that can best handle it—taking into account language, time zone, and any local regulatory or escalation requirements defined by the client. Random assignment would ignore these important factors, weather conditions do not dictate replication in standard practice, and cost is not the controlling factor for how a case is shared or duplicated. In short, replication ensures the right team, in the right location, following the client's approved steps, to provide timely and appropriate support.

3. Types of medical cases we care for?

A. Rehabilitation and physical therapy

B. Advice, referrals, evac repat, medical shipments, outpatient/inpatient, medical transportation, medical availability, privates cases, code blue

C. Dental emergencies only

D. Routine checkups only

This item tests how broad the job of medical case management is. It isn't limited to one type of care; it encompasses guiding patients, coordinating services, and mobilizing resources across a wide range of situations. The best answer reflects that breadth: providing advice and referrals when issues arise, arranging evacuations or repatriations for patients who need advanced treatment, coordinating medical shipments of medications and equipment, managing both outpatient and inpatient care, organizing medical transportation, ensuring there is appropriate medical availability, handling private cases, and responding to life-threatening emergencies (code blue). Together, these elements show how a medical support service covers not just treatment, but the entire lifecycle of a medical case across settings and borders. Other options describe only one narrow area—rehabilitation and physical therapy, dental emergencies, or routine checkups—without capturing the full scope of case management and logistics involved in international medical support.

4. Which statement correctly describes a center not in NewCase and how you contact them?

A. MAD Madrid; NOC then email

B. MAD Madrid; Email only

C. MAD Madrid; Phone

D. MAD Madrid; Fax

When a center isn't listed in NewCase, the proper process is to contact the Network Operations Center first and then follow up with an email. The NOC is the central point for routing and coordinating with centers outside the standard directory, like MAD Madrid, ensuring you reach the right on-call team and that contact details are correct. Following the initial reach-out with an email creates a written record of the request, making it easier to track and follow up. Relying on a single method—such as email alone, a phone call alone, or a fax—can miss the necessary routing, delay coordination, or lack a documented trail. The two-step approach combines prompt escalation with clear documentation, which is crucial for effective international support.

5. Which center handles knowledge of geographical area and case direction?

A. Lead Center

B. Support Center

C. Account Manager Center

D. AMC

Knowledge of geographical area and case direction is about who guides where a case goes and how its region-specific context shapes the next steps. The Lead Center is responsible for this, keeping up-to-date information on each area, understanding local conditions, and determining the most appropriate routing and escalation for cases. This role acts as the navigator, ensuring cases are directed to the right regional teams and that decisions reflect local realities. Other centers focus on different duties—Support Centers provide operational resources and troubleshooting, while an Account Manager Center handles client relationships and contractual aspects. AMC handles other specialized tasks rather than geographic routing.

6. Which statement is true about AMC cases transmissions?

A. They are never updated by transmissions 60-63 and 66

B. They are associated with transmissions including 60, 61, 62, 63, and 66

C. They relate to the First Call Desk exclusively

D. They involve evacuations only

AMC cases are tracked in the system using a specific set of transmission codes that mark the case as it progresses. The statement that AMC case transmissions are associated with transmissions including 60, 61, 62, 63, and 66 is true because these codes are the designated signals used to log and update AMC-related communications through the lifecycle of a case. This mapping ensures that everyone involved has a consistent way to see when a case is created, updated, or closed. The other options don't fit because AMC case activity is not limited to a single desk or to evacuations alone, and these transmissions are indeed used to update AMC cases rather than being irrelevant to them.

7. What corporate clients does International SOS serve?

A. 64% Fortune Global 100 and 84% Fortune Global 500

B. 78% Fortune Global 100 and 50% Fortune Global 500

C. 90% Fortune Global 100 and 70% Fortune Global 500

D. 84% Fortune Global 100 and 64% Fortune Global 500

The question is asking how widely International SOS's corporate client base reaches among the world's largest companies. The best choice states that International SOS serves 84% of Fortune Global 100 companies and 64% of Fortune Global 500 companies. This reflects a strong concentration among the very biggest global corporations, while also showing substantial reach across a broader set of large multinationals. This combination makes sense because top-tier firms (Fortune Global 100) have the most complex needs for global medical and security support, so a high penetration there signals the depth of International SOS's service capabilities. The sizable share of the Fortune Global 500 demonstrates a broad presence across large, widely distributed organizations, not just the elite 100. The other options mix up the percentages or swap them, which would not align with the documented client coverage.

8. Transmission numbers 60-66 relate to which category?

A. First Call Desk Cases

B. Lead Center all America's

C. AMC cases updating client

D. HiT Desk

Transmission numbers are a coding scheme used to categorize different types of desk activities in the workflow. The range 60-66 is dedicated to communications that update the client on AMC cases. That alignment makes this category the best fit, because it specifically describes sending updates about AMC cases to the client, which is exactly what those transmission numbers signify. Other categories correspond to distinct functions (like initial contact, lead routing, or HiT desk work), so they wouldn't match the 60-66 coding.

9. What does MCTMO stand for?

A. Medical Coordination Team Medical Officer

B. Medical Controlling Treatment Medical Officer

C. Medical Contact Treating Medical Officer

D. Medical Center Technical Medical Officer

MCTMO encodes a clinician who serves as the point of contact for medical matters and also provides direct patient care. Break it down as Medical Contact Treating Medical Officer: the first word sets the domain, the second designates the liaison role (the contact person for medical issues), and the third and fourth describe the clinician who delivers treatment. This combination yields a coherent title for a practitioner who is both reachable for medical coordination and responsible for treating the patient. The other options don't fit as well because they describe different roles or create awkward, less plausible phrases. For example, Medical Coordination Team Medical Officer points to a coordinating group rather than the treating clinician; Medical Controlling Treatment Medical Officer sounds like a control function rather than clinical care; Medical Center Technical Medical Officer implies a technical or administrative role at a center rather than the treating physician.

10. Which statement best describes the scope of care?

A. It includes advice, referrals, evac repat, medical shipments, outpatient/inpatient, medical transportation, medical availability, privates cases, and code blue

B. It is limited to medical shipments only

C. It excludes code blue

D. It only covers outpatient care

The scope of care is broad and covers the entire support framework around medical assistance, not just clinical treatment. It includes advice, referrals, evacuation and repatriation, medical shipments, outpatient and inpatient care, medical transportation, medical availability, private cases, and code blue. This range shows that care isn't limited to one aspect like outpatient services. Limiting it to outpatient care would miss inpatient treatment, logistical and transport needs, emergencies, and other essential elements. It would also ignore aspects like code blue activations and referrals. So the best description is a comprehensive scope that encompasses these diverse components, rather than restricting it to a single area.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://internationalsos.examzify.com

We wish you the very best on your exam journey. You've got this!