

International SOS Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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

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- 1. How many offices does International SOS have worldwide?**
 - A. 100**
 - B. 95**
 - C. 85**
 - D. 90**

- 2. What is the required urgency timeframe for requests?**
 - A. Immediate**
 - B. 24 hours**
 - C. Two hours**
 - D. Within 5 minutes**

- 3. During the monitoring stage, what activities are primarily performed?**
 - A. Immediate triage**
 - B. Scheduling new referrals**
 - C. Follow up and reassess the next step**
 - D. Archive case notes**

- 4. What kind of client is someone who has insurance but no corporation?**
 - A. Individual client**
 - B. Corporate client**
 - C. Non-shared client**
 - D. Network client**

- 5. What is a primary action performed by the First Call Center?**
 - A. Takes first call**
 - B. Routes calls to finance**
 - C. Issues travel visas**
 - D. Provides medical prescriptions**

- 6. What is a plausible type of case we care for?**
- A. Medical transportation**
 - B. Only hospital stays**
 - C. Only pediatric cases**
 - D. Only surgical cases**
- 7. What is the role of the Support Center?**
- A. Helps with language assistance to communicate with patient and family**
 - B. Provides case direction**
 - C. Manages billing back to clients**
 - D. Stores patient records**
- 8. What does CSE stand for?**
- A. Customer service executives**
 - B. Client support engineers**
 - C. Customer service engineers**
 - D. Case support editors**
- 9. Which service provides a companion ticket for a patient hospitalized for more than seven days?**
- A. Companion ticket**
 - B. Evacuation**
 - C. Repatriation**
 - D. Return of a minor**
- 10. If a client has both corporate and insurance coverage, what is that called?**
- A. Shared client**
 - B. Hybrid client**
 - C. Enhanced client**
 - D. Global client**

Answers

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

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Explanations

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1. How many offices does International SOS have worldwide?

- A. 100
- B. 95**
- C. 85
- D. 90

Understanding the size of International SOS’s global office network shows how widely they can mobilize help and tailor support to local conditions. They maintain a broad footprint, with about 95 offices worldwide, which is why that figure appears as the commonly cited total. This level of geographic coverage is what enables quick response across different regions and time zones, aligning with their 24/7 medical and security assistance model. Exact counts can shift as offices open or close, so 95 serves as a representative, up-to-date figure rather than a fixed number. Numbers like 100, 90, or 85 are less accurate reflections of the current network, reinforcing why the commonly cited figure around 95 is the best fit.

2. What is the required urgency timeframe for requests?

- A. Immediate
- B. 24 hours
- C. Two hours**
- D. Within 5 minutes

Urgency timeframe defines how quickly a request should trigger action to ensure timely support and proper mobilization of resources. A two-hour window creates a clear expectation that urgent requests will be acknowledged and action started promptly, while still allowing enough time to gather essential information, verify details, and coordinate with the right teams or specialists. It’s fast enough to be meaningful in urgent situations, but not so tight that it’s impractical to achieve given the need to confirm location, contact the relevant personnel, and assign appropriate response resources. Immediate would be reserved for truly life-threatening emergencies requiring instantaneous action, which isn’t practical for all urgent requests. A window like 5 minutes is often unfeasible for the same reason—there needs to be time to log, assess, and assign. Waiting 24 hours would defeat the purpose of urgency by delaying needed support. So two hours hits the right balance between rapid response and feasible execution.

3. During the monitoring stage, what activities are primarily performed?

- A. Immediate triage**
- B. Scheduling new referrals**
- C. Follow up and reassess the next step**
- D. Archive case notes**

In the monitoring stage the priority is to track how the situation is evolving after the initial management and decide what comes next. This means following up with the patient or client to review symptoms, response to treatment, and any new concerns, then reassessing the plan to determine the next action. The goal is to keep the case active and ensure the approach is effective, stepping adjustments in as needed, scheduling further checks, or escalating care if the situation changes. Immediate triage belongs to the initial assessment phase, not ongoing monitoring. Scheduling new referrals can occur if monitoring reveals a need, but it isn't the primary activity of monitoring itself. Archiving case notes is a closing or documentation step rather than a live follow-up process. Therefore, follow up and reassess the next step best captures what happens during monitoring.

4. What kind of client is someone who has insurance but no corporation?

- A. Individual client**
- B. Corporate client**
- C. Non-shared client**
- D. Network client**

When thinking about client categories, the key factor is how the insurance is arranged—whether it's tied to a corporation or shared under a group plan. If someone has insurance but isn't part of a corporation, there's no corporate or shared policy involved. In this framework, that situation is described as the client being non-shared, since the coverage isn't part of a corporate or group umbrella and belongs to an individual. The term non-shared emphasizes the absence of a corporate or collective policy, which is why it's the best label for this scenario.

5. What is a primary action performed by the First Call Center?

- A. Takes first call**
- B. Routes calls to finance**
- C. Issues travel visas**
- D. Provides medical prescriptions**

The essential function of the First Call Center is to handle the initial contact with the caller. Taking the first call means receiving the inbound communication, gathering key details (like who is calling, where they are, what the issue or need is, and its urgency), and deciding the next step. This sets the foundation for how the case is handled, whether it's logged, triaged, or dispatched to the appropriate team. The other tasks listed—routing calls to finance, issuing travel visas, or providing medical prescriptions—are specialized actions that happen after the call has been received and the caller's needs have been assessed, not the primary role of the first contact point.

6. What is a plausible type of case we care for?

A. Medical transportation

B. Only hospital stays

C. Only pediatric cases

D. Only surgical cases

The key idea is recognizing the broad type of case that a medical assistance service typically handles, which includes coordinating the patient's movement to appropriate care. Medical transportation is the most plausible type because it encompasses arranging and managing the actual transfer of patients—by ground or air, with medical supervision as needed, across local, regional, or international settings. This focus on movement and logistics often forms the core of what such services provide to ensure patients reach the right care promptly. Focusing on hospital stays, pediatric cases, or surgical cases narrows the scope to settings, demographics, or procedures rather than the service activity itself. While those are real aspects of care, they describe particular circumstances rather than the overarching case type we care for.

7. What is the role of the Support Center?

A. Helps with language assistance to communicate with patient and family

B. Provides case direction

C. Manages billing back to clients

D. Stores patient records

The key idea here is language access and clear communication. The Support Center is primarily responsible for helping patients and their families communicate, especially across language barriers. This includes arranging interpreters, translating materials, and ensuring that medical information, consent, and instructions are understood accurately. When clinicians need to explain a diagnosis, discuss treatment options, or obtain informed consent in a patient's preferred language, the Support Center steps in to bridge that gap, which directly supports patient safety and quality of care. The other roles described belong to different parts of the organization: directing a case involves coordinating care plans and logistics with clinicians and case managers; handling billing back to clients is a task of the billing or revenue cycle team; storing patient records is managed by records management or IT/privacy teams. These areas are separate from the core function of providing language assistance, which is why language support is the best fit for the Support Center.

8. What does CSE stand for?

A. Customer service executives

B. Client support engineers

C. Customer service engineers

D. Case support editors

CSE in a business context most commonly refers to Customer Service Executives. This title denotes staff who handle customer inquiries, resolve issues, and uphold service standards, which is the typical role implied by the acronym in many companies. The other options point to technical or editorial functions that aren't usually represented by CSE in standard corporate usage, so they don't fit as well. Therefore, the best match is Customer Service Executives.

9. Which service provides a companion ticket for a patient hospitalized for more than seven days?

- A. Companion ticket**
- B. Evacuation**
- C. Repatriation**
- D. Return of a minor**

The idea being tested is travel support that includes an accompanying traveler. When a patient is hospitalized for an extended period, the program can arrange a companion ticket to allow a family member or designated person to travel with or join the patient, often to provide support during the stay or for the return journey. This specific ticket is designed for someone accompanying the patient, not for moving the patient themselves or handling standard medical transport. Evacuation is about getting the patient to a facility or back home for urgent care, repatriation covers returning the patient for treatment or after, and return of a minor handles transporting a minor under guardianship. The companion ticket directly matches the need for an accompanying person during a prolonged hospitalization.

10. If a client has both corporate and insurance coverage, what is that called?

- A. Shared client**
- B. Hybrid client**
- C. Enhanced client**
- D. Global client**

The key idea is that the client's needs span more than one funding source. When a client has both corporate coverage for employees and personal insurance coverage, it means services and billing cross into multiple programs. That overlap is best described as a "shared client"—the account is effectively served through more than one funding stream and requires coordinated handling across those programs. The other terms don't fit: a hybrid client would imply blending service delivery models, not funding sources; an enhanced client suggests extra benefits; a global client emphasizes geographic reach rather than how the client is funded.

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!

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