

# Mercy & Truth Medical Missions International Outreach FAQ's

Please keep for your records.

1. What services do Mercy and Truth staff provide?
2. What immunizations do I need?
3. What is covered in the Ground Costs?
4. Can I gather my own supplies?
5. Can I schedule my own flights?
6. Does Mercy and Truth provide any travel insurance for team members?
7. Could this outreach be cancelled?
8. Can I cancel my own trip?
9. Can I stay longer than the outreach?
10. Do I have to fly to Kansas City before the outreach?
11. What kind of precautions do we take in dealing with patients in an international clinic?
12. Will the team members be expected to evangelize?
13. Is there an age limit for your outreaches?
14. Is it safe?

## **1. What services do Mercy and Truth staff provide?**

Mercy & Truth works to ensure the success of each outreach project long before it begins.

Our staff consistently maintains relationships with our in-country partners who will host you during the outreach.

We will be working with these partners to arrange everything needed for your time there. We will also facilitate each team's flight plans through our travel partners. Whether you live locally in Kansas City or elsewhere in the world, our staff will communicate regularly with you in the months leading up to your outreach, both to educate you about the host country and to keep you up-to-date on important information. Finally, we are always available to address any questions or concerns you may have.

## **2. What immunizations do I need?**

We follow the immunization suggestions of the Center for Disease Control (CDC) for each country we enter.

You can find current information for any country in the "Traveler's Health" section on their website at [www.cdc.gov](http://www.cdc.gov). The immunization guidelines of the CDC are only recommendations and are to be used at your discretion. However, we recommend that you are current on your **tetanus, Hepatitis A and Hepatitis B**

shots.

### **3. What is covered in the ground costs?**

All expenses in the following list are included in the ground costs:

Meals, Lodging, Transportation, Visas, airport fees, and departure taxes, Short-term travel insurance (provided by Mercy & Truth for the duration of the outreach), Medications (project-specific medications purchased for the outreach), Translator costs, Security costs, Contribution to hosts, Other expenses related to a specific outreach, which would be detailed in your team information (i.e., a day safari in Africa)

**Expenses which are not covered in the cost of your trip include** spending money, travel outside of the Mercy & Truth itinerary, CEU credit (30 hours of CEU available through Mercy & Truth), loss of your ticket or luggage, vandalism, passports and visa pictures, immunizations or additional travel insurance.

### **4. Can I gather my own supplies?**

Yes. We encourage you to get your friends, family, co-workers, and church involved. Mercy & Truth staff and your team leader can provide you with suggestions about supplies to gather for your outreach project. Please note that you must provide a detailed list of all gathered items to Mercy and Truth no less than two weeks prior to your departure date, so that these items may be added to the master supply list for the outreach.

### **5. Can I schedule my own flights?**

No. Mercy and Truth has an approved flight itinerary for each outreach. Often flights into the areas we serve operate on a very limited basis, so our teams need to travel together.

### **6. Does Mercy and Truth provide any travel insurance for team members?**

Yes. Mercy and Truth does provide insurance that covers each team member for the stated duration of the outreach project. The policy coverage includes but is not limited to:

Emergency Medical Evacuation, Repatriation, Hospital Admission Deposit, Emergency Family Travel Arrangements, Lost Document Assistance.

**7. Could this outreach be cancelled?**

Yes. An outreach project can be cancelled or rescheduled at the discretion of Mercy and Truth Medical Missions. Although rarely done, it would most likely occur due to one of the following:

Conditions in the host country are determined to be unsafe for the team. (Mercy and Truth relies on information and recommendations from the US State Department, CDC, and other organizations in making this decision.) The outreach fails to achieve the minimum amount of team members required to make the project financially feasible without overburdening existing team members or Mercy and Truth. (Determined at the application deadline date)

**8. Can I cancel my own trip?**

Yes. The following guidelines will apply when a team member cancels his or her own participation in an outreach for any reason:

The deposit is non-refundable and non-transferable. Any hard costs incurred by Mercy and Truth prior to the cancellation will be nonrefundable (i.e., plane tickets, visa costs, insurance costs, etc.) (Per IRS standards, any remaining funds donated to Mercy and Truth on behalf of the team member will be redirected to the general fund of the organization unless a refund is specifically requested by the donor. Cancellations once air tickets are purchased will incur a 10% cancellation penalty after any non-refundable costs (i.e., plane ticket cancellation fee, visa, medications, insurance, postage, etc.).

Cancellations within 30 days of departure will incur a 50% cancellation penalty after any non-refundable costs. If a team member cancels one trip and transfers to another trip during that same calendar year, funds donated to the cost of the first trip can be transferred to another trip up to application due date of the first trip. Funds not transferred by application due date are non-transferable.

**9. Can I stay longer than the outreach?**

Yes. We have had several team members who wanted to continue their adventure in the host country beyond the dates of the outreach project. Here are a few things to consider:

There may be additional travel costs to you for altering your return flight itinerary.

Mercy and Truth staff can help you organize your travel plans at the time we book the tickets through our travel agents.

You will be responsible for all ground costs occurring outside the stated duration of the outreach project. You will also be responsible for arranging your own schedule and accommodations, though Mercy and Truth and/or your in-country hosts may be able to provide some limited help with this.

Mercy and Truth is not liable for anyone remaining in a country beyond the stated duration of the outreach project. Any travel insurance to be effective during an extended stay must be purchased separately by the individual.

**10. Do I have to fly to Kansas City before the outreach?**

No. Normally we will work with our travel partners to fly you from your nearest major airport to a city where you can connect with the rest of your team prior to leaving the United States. If this is not possible, or would require significant extra expense on your part, we will make every effort to ensure that you are able to connect with your team in a major international airport before entering the host country.

**11. What kind of precautions do we take in dealing with patients in an international clinic?**

Standard medical precautions such as gloves and masks are utilized regularly when conducting international medical clinics. However, due to the conditions in many places we serve and the high volume of patients we normally see, safety precautions are often not achievable at the level you may be accustomed to using. We ask that each team member use their own knowledge and common sense when treating patients.

**12. Will the team members be expected to evangelize?**

No. Team members are not required to evangelize, but we certainly encourage you to take advantage of opportunities God provides to do so whenever you are able.

**13. Is there an age limit for your outreaches?**

No. Minors (under the age of eighteen) may be allowed to join a Mercy & Truth International outreach with a

Minor Permission to Travel Form signed and notarized by each legal guardian and are accompanied by at least one guardian. This policy can be amended by the MTMM CEO on a case-by-case basis. If the policy is amended and a minor is allowed to participate, that minor must have a notarized and signed Minor Permission to Travel Form. Please see the .Downloads. section of our website to view this form.

**14. Is it safe?**

Yes. The safety of our team members is of utmost concern to us. Mercy and Truth's staff has over 13 years of experience in leading international teams. We receive regular updates from our contacts in the host country, as well as daily information from other organizations that monitor international security. Any international travel will always involve some risk, but we will never travel to a location that would seriously endanger our teams.