

Annex 3: Process Steps for Consultants and SSA holders Deployed in response to Emergencies and Suspected Public Health Events Under Investigation eligible for medical evacuation by WHO under paragraph 50 of MEDEVAC SOP

Internationally recruited deployed outside their country of residence consultants	locally recruited consultants and SSA holders	Process Steps
<b>Phase 1: When a request for medical evacuation arises and before leaving the place of assignment</b>		
<p>Patient; or UN or RSP physician; or Others who know of the situation</p>	<p>Step 1: Informs one of the following six officials:</p> <ul style="list-style-type: none"> <li>• MEDEVAC Coordinator</li> <li>• Incident Manager</li> <li>• Head of WHO Country Office</li> <li>• Regional Staff Physician (RSP)</li> <li>• Director SHW</li> <li>• SHW physicians on duty</li> </ul> <p>of general medical situation; hospital, name, number and address of treating physician; and patient information (name, title, type of appointment/contract) taking care to respect the confidentiality of medical information.</p>	
<p>The official first informed of the situation under Step 1</p>	<p>Step 2: Informs the other officials listed under Step 1</p>	

<p>Director SHW or at Director SHW's request, RSP.</p>	<p>Step 3: Requests the Treating Physician to prepare a comprehensive medical report to be provided to Director SHW, which includes:</p> <ul style="list-style-type: none"> <li>• Diagnosis and treatment required;</li> </ul>
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		<ul style="list-style-type: none"> <li>• Information on:                             <ul style="list-style-type: none"> <li>- for all: whether adequate medical facilities for treatment exist at duty station</li> <li>- for local consultants and SSA holders: whether the illness or injury could lead to a life threatening situation and/or risk of major disability</li> </ul> </li> <li>• recommendation of nearest location for MEDEVAC accepting the patient with adequate medical facilities for treatment and if possible, an estimated cost; and</li> <li>• recommendation regarding the need, if any, for a medical or family escort.</li> </ul>
<p>Treating Physician at the duty station</p>		<p>Step 4: Submits above-detailed medical report and any supporting documents for review to Director SHW.</p>

<p>Director SHW in consultation with RSP</p>		<p>Step 5:</p> <ul style="list-style-type: none"> <li>a) reviews the medical report;</li> <li>b) assesses, in consultation with RSP or the UN staff physician, the need for any MEDEVAC and, as applicable, the nearest location for MEDEVAC with adequate medical facilities for treatment, keeping in mind cost effectiveness, and if possible, obtains estimated costs;</li> <li>c) ensures available funds with PTAE0 number; and</li> <li>d) decides whether to authorise MEDEVAC travel</li> </ul> <p><u>IMPORTANT: In assessing adequate medical facilities, bear in mind that CIGNA Policy excludes coverage for medical evacuation (transportation cost and medical treatment) to the USA .</u></p>
<p>Internationally recruited deployed outside their country of residence consultants</p>	<p>locally recruited consultants and SSA holders</p>	<p>Process Steps</p>
		<p><u>If MEDEVAC travel is authorized:</u></p> <ul style="list-style-type: none"> <li>• Confirms adequate medical facility and designates SHW duty physicians to contact medical facility at the place of evacuation to schedule or confirm relevant appointments in advance of travel;</li> <li>• Keeps relevant senior management informed of the MEDEVAC process. Requests letter of guarantee from Insurance and Pension Services (TSY) <a href="mailto:insurance@who.int">insurance@who.int</a> and</li> <li>• provides agreed PTAE0 number to TSY <a href="mailto:insurance@who.int">insurance@who.int</a>.</li> </ul>

<p>Director SHW</p>	<p>Director SHW in consultation with RSP as applicable</p>	<p>Step 6:</p> <ul style="list-style-type: none"> <li>• Communicates the MEDEVAC decision to MEDEVAC Coordinator, who will ensure the patient or other relevant personnel are informed.</li> <li>• Communicates the MEDEVAC decision to TSY <a href="mailto:insurance@who.int">insurance@who.int</a> .</li> </ul>
<p>MEDEVAC Coordinator</p>		<p>Step 7:</p> <ul style="list-style-type: none"> <li>• Provided that the visa requirements are met, makes or confirms travel arrangements per the authorization;</li> <li>• Ensures MEDEVAC travel request(s) are raised and approved in GSM;</li> </ul> <p>NOTE: Evacuee may leave the duty station only after the travel request has been approved and travel arrangements have been confirmed by MEDEVAC Coordinator.</p>
<p>IPS</p>		<p>Step 8:</p> <ul style="list-style-type: none"> <li>• Issues letter of guarantee in consultation with SHW and informs CIGNA or other insurance providers as applicable.</li> </ul>
<p>MEDEVAC Coordinator</p>		<p>Step 9:</p> <ul style="list-style-type: none"> <li>• Requests the Treating Physician at the duty station to prepare the final medical report, which is required to support evacuation;</li> <li>• Requests the patient or family to complete “Annex 4: Administrative Form on Medical Evacuations”; and</li> <li>• Provides both documents to Director SHW.</li> </ul>

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<b>Phase 2: While at the destination of evacuation or following treatment</b>		
Director SHW	Requests the Treating Physician at the destination of evacuation to provide regular medical reports	
Treating Physician at the destination of evacuation	Ensures Director SHW to receive regular updates on the progress of treatment through regular medical reports	
Director SHW, in consultation with IPS	Carries out case management, keeping in mind quality of care and cost . Stays regularly in touch with the patient/family in full respect of patient confidentiality.	
IPS	Pays bills and recovers amounts from insurance companies as applicable.	
<b>Phase 3: Upon return to work or following treatment</b>		
Patient	<ul style="list-style-type: none"> <li>• Emails travel documents in support of travel claim to GSM focal point.</li> <li>• Follows up on insurance claim and payments</li> </ul>	