



## MEDICAL EVACUATION PROCEDURES

All MEDEVAC Rules Apply to resident, temporary and visiting IFRC personnel in Venezuela.

Medical "evacuations" can be divided into two groups:

(a) **Emergency medical evacuation** can take place within the same country, to a neighbouring country offering more sophisticated health services or to the delegate's home country. It is determined by a severe health situation requiring immediate professional health care of a type and quality not locally available.

(b) **Medical repatriation** to the delegate's home country is carried out with a commercial carrier in non-life-threatening situations.

Local arrangements for delegates going to a third country for laboratory tests or medical check-up are not to be considered medical evacuations unless the treating physician has ordered/recommended it and there is a character of urgency to it.

Regardless of the type of "evacuation" we are dealing with, the following points apply in all cases:

(a) Medical evacuation/repatriation can be implemented as soon as:

1. the need is confirmed following medical consultation and is put in writing by the treating physician; and
2. you have received the agreement of the insurance company.

(b) In cases of serious illness or injuries, where the life of a delegate is in imminent danger the Acting Head of Country (HoC), after getting written confirmation by a qualified medical doctor, can authorise the charter of a special aircraft to the nearest location for adequate medical treatment.

(c) The HR Health Officer in Geneva will immediately be informed by the Acting HoC or designate on any health emergency. International SOS to be contacted directly by the Acting HoC or designate person if it concerns Local/National staff on mission, workshop/training etc **outside** their home country or/and any Federation contracted delegate/family members. The HR Health Officer is responsible for ensuring immediate and round-the-clock communication between the delegation, the contracting National Society and -- in the case of Federation-contracted delegates -- the insurance company. Next of kin will be contacted by the delegate's National Society and, for Federation-contracted delegates, by the HR Health Officer.

### **1. Emergency Medical Evacuation within the country / to a neighbouring country / to home country**

In the development of a plan for emergency medical evacuations remember the following main points which will always apply regardless from where and to where the evacuation is taking place:

- Guidelines must be as short and concise as possible



- They must indicate the steps to be taken in their chronological order
- They must indicate both practical procedures (such as telephone numbers) and notification procedures (inform Geneva)
- They must clearly indicate who is responsible for what
- They must include provision for within-country evacuations
- They must include contact numbers of airport authorities providing flying and landing clearances. (Some charter and medevac companies require that the Delegations organise the clearances).

It is the responsibility of the Acting HoC or designate to identify available referral hospitals and charter companies or air-ambulance services to be used in case of emergency and to include their names and contact numbers in the Plan.

In regions where health services for the expatriate community are offered by UN-based structures, contacts will be made accordingly.

## 2. Medical Repatriation to Home Country

The medical repatriation is mentioned in this paper as it is the most frequent type of "evacuation" taking place in Federation delegations and needs to be carefully coordinated with the insurance company concerned.

A medical repatriation to the delegate's home country can usually be organised within two or maximum three days from the date of the doctor's recommendation. Depending on the health status and the treating physician's recommendations, a medical escort and/or the use of a stretcher might be required. Under such circumstances the carrier will require the treating physician to fill in a medical form called MEDIF. It is at the carrier's discretion to accept or refuse a medical case on board.

**In the organisation of a medical repatriation, coordination with the insurance company is essential in order to guarantee the refunding of both the transport and medical expenses the patient will incur in his home country.** In any case, the Acting HoC or designate must inform the HR Health Officer, in Geneva, who will then take appropriate action (e.g. contact the delegate's National Society, who informs the insurance company). The insurance company will in turn contact the treating physician before agreeing to the repatriation and its modality. The insurance company must agree to the repatriation **prior to** it taking place.

### **Note 1: Repatriation without medical escort and/or stretcher**

Unless otherwise agreed with the insurance company, it is the responsibility of the Delegation to take care of the booking and, if required by the carrier, have the medical forms filled in by the treating physician. Repatriations are affected in economy class unless otherwise agreed with the insurance, or they will not reimburse the ticket.

### **Note 2: Repatriation with medical escort and/or stretcher**

The need for a medical escort will be discussed and agreed between the insurance company and the treating physician. It will be the insurance company who decides if the medical escort is locally identified or if they send their own medical staff. In such situations the insurance company will normally organise the complete repatriation from collection of the patient from the hospital to his/her admission to the hospital in the country of destination.



## Medical Evacuation Plan for Venezuela

1. In case of severe illness or injury, the delegate should be admitted as soon as possible to the follow hospitals:

### PRIMARY HOSPITAL:

Clinica el Ávila (near ICRC office, and safe area recommended)

**Address:** Av. San Juan Bosco, con 6ta. Transversal, Edificio Clínica El Ávila, P.B., Urb. Altamira, Caracas - Venezuela

<https://www.clinicaelavila.com/contactos.php>

**Telephone:** +58 212 276 11 11 / 10 52

### SECUNDARY HOSPITAL:

Hospital de Clínicas de Caracas (near of VRC Office)

**Address:** Edf. Hospital de Clínicas Caracas, Av. Panteón con Av. Alameda, Urb. San Bernardino, Apartado Postal 1011. Caracas, Venezuela

<http://www.clinicaracas.com/jhccweb/index.php/contacto.html>

**Telephone:** +58 212 508 61 11

2. If an ambulance is needed, use Venezuelan Red Cross ambulances. Identify yourself as Red Cross Delegate through o the following numbers:

1<sup>st</sup> Contact: VRC EOC +58 212 578 25 16

2<sup>nd</sup> Contact: Venezuela Acting HoC, (+58) 424 229 47 60

3<sup>rd</sup> Contact: Secretary General Mario Santimoni Baquero; Mobile (+58) 414 320 43 47

3. Inform the IFRC Acting HoC (+58) 424 229 47 60 immediately of the medical emergency.

4. The doctor at the hospital will advise if the delegate requires an evacuation, and the information will be forwarded via the Staff Health Officer, to the delegate's insurance company who will liaise directly with the treating physician for the co-ordination of the evacuation.

5. In extreme emergencies, where immediate action is required, and the situation is deemed one of "life or death" by a physician in the field, the on the advice of the attending physician, has the authority to evacuate a delegate and should take the necessary steps.



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**EMERGENCY MEDICAL EVACUATION**  
**Notification Procedures and Geneva Contact Numbers**

1. At field level the Acting HoC has the final responsibility in ordering an evacuation based on the information he/she receives from the treating physician or, when no medical doctor is available, by any health professional dealing with the case. The information must be given in writing.
2. The Acting HoC or the person delegated will inform the Staff Health Officer (mobile +41 79 217 33 19). VRC will also provide the name and contact telephone number of the treating physician/health professional (if possible). International SOS Alarm centre Geneva (+41 22 785 64 64) or nearest ISOS alarm centre) to be contacted directly by the Acting HoC if it concerns a Federation contracted delegate or Local/National Staff. The International SOS will contact the Staff Health Officer.
3. It is the responsibility of the person contacted in the Secretariat in Geneva to forward the information to all relevant parties.
4. It is responsibility of the Staff Health Officer to inform the delegate's National Society, who will then contact next of kin and the insurance company. Delegates must be familiar with their insurance procedures vis-à-vis medical evacuation, that is whether they need to contact the insurance company directly (as in case of ISOS) or whether this is to be done by their National Society.
5. The assistance/insurance company will contact directly the treating physician and agree on modality of evacuation (commercial flight escorted/not escorted or air ambulance).
6. The Acting HoC will be the point of contact for the Staff Health Officer, for any update on the delegate's health status and evacuation plans.
7. In extreme emergencies, where immediate action is required and the situation is deemed one of "life or death" by a physician in the field, the Acting Head of Country will take the appropriate steps to ensure the immediate evacuation of the delegate. If normal airlines cannot be used and the insurance company cannot be contacted, the Acting HoC can authorise the charter of a special aircraft to the nearest location for adequate medical treatment. The Health Officer will then be advised of progress.

8. **Geneva Contact Telephone Numbers**

As stated above in case of any health emergency, be it hospitalisation or evacuation, the Health Officer in Geneva must be immediately informed. If the Health Officer is unreachable one of the following alternatives must be contacted:

- Secretariat Security Officer Mobile +41 79 217 33 71, +41 79 251 80 15, +41 79 308 98 42

As the medical evacuation contains **confidential personal information** on one's health, all information must be kept highly confidential. Avoid copying any unnecessary people in the emails.