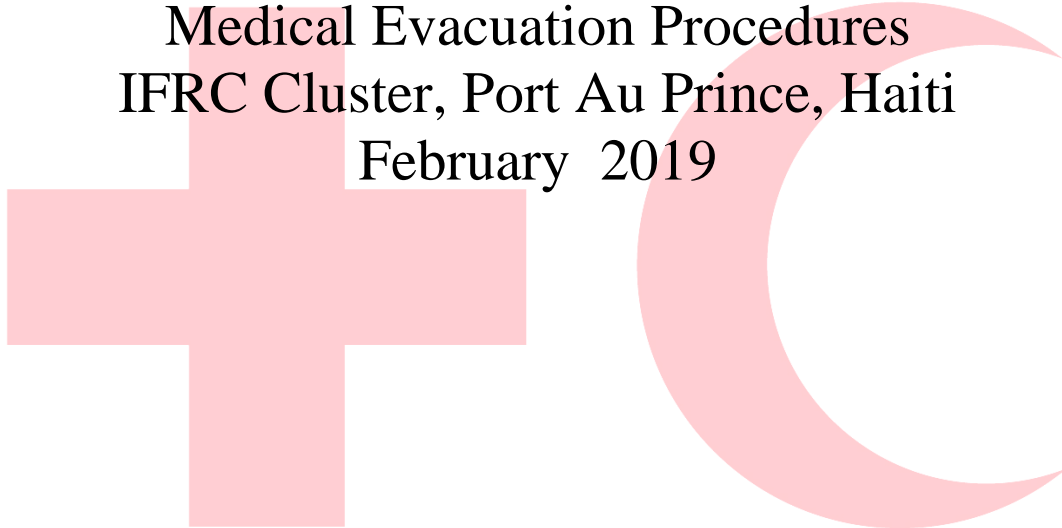




Medical Evacuation Procedures
IFRC Cluster, Port Au Prince, Haiti
February 2019



Head of Cluster: +50931707809 ; +1 829-741-7809
Security Focal Point: +509 3484-9801

MEDICAL EVACUATION PROCEDURES

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

1st step : contact the insurance company's emergency/medical team that will coordinate with the local medical team / treating physician.

Medical evacuation 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.

OR

1. the medical team of the insurance company decides to proceed to the medical evacuation and may support the coordination

(b) In cases of serious illness or injuries, where the life of a delegate is in imminent danger the Head of Cluster, after getting written confirmation by a qualified medical doctor OR the insurance company medical team, 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 Head of Cluster or designate/Acting on any health emergency. Unless other instructions from the insurance's emergency team, International SOS to be contacted directly by the Head of Cluster or designate/Acting 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 contact 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 Head of Cluster or designate/Acting 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 co-ordinated 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, co-ordination 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 Head of Cluster or designate/Acting 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 has to agree to the repatriation **prior to** its 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 effected 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.

Sample Medical Evacuation Plan

- 1. In case of severe illness (during the day)**, it is recommended to coordinate at first with a generalist: Ideally Dr Rachel Noël, at Hôpital Lambert, where the patient can be immediately hospitalized :
 - Dr Rachel Noël : **+509 3701-8358**
Hopital Lambert santé – 75 rue Lambert
 - Dr Khawly (replace Dr Noël when unavailable) also cardiologist: **+509 3401-7807**
3 rue, Rigaud – Pétionville
If none works, hospitalization can be done in Hôpital Lambert or Canapé Vert (please call them before).
- 2. In case of severe injury or any other emergency (especially at night)**, it is **strongly recommended to coordinate with HERO**¹ ambulance service, providing American standards, and they will **ensure proper referral to the most adequate hospital**², make sure the specialists are present, and can also implement medical evacuation if decided according to the above mentioned procedure.
HERO client rescue: +509 4944-0400 ; +509 3492-6540

If there is no coordination with HERO, the delegate should be admitted as soon as possible to one of the following Hospitals (non exhaustive) depending on the availability of the required services:

- **If in Petionville / Higher Delmas / Frères:**
 - **Hopital du Canape vert**
Urgences possibles en faisant intervenir des médecins, chirurgiens, praticiens médicaux de l'extérieur qui travaillent régulièrement pour l'hôpital tel
Laboratoire, radiographie et pharmacie 24/24 3 blocs opératoires
Emergency 24h/24 et 7/7 : **+509 2812-0505**
Dir. Méd : Dr Richard Salnave **+509 3401-5257**
Administration: +509 3767- 8191 / 2816 1810 / 2816 1812 / 2817 0505
Service Info 24/24: +509 3113-2515 / 3113- 8636/ 3113 2546
Adress: 83, Rte de Canapé Vert
 - **Hopital Lambert (also known as Margaret Degand hospital) –**
Pour l'unité chirurgicale :

¹ It is possible to subscribe HERO service for a short term visit, they have an application allowing to send GPS location and SOS to coordinate quickly any type of evacuation. <https://www.heroclientrescue.com/>

² Please note that services provided in hospital changes constantly, depending on available and functional material, availability of the right specialist. It is thus strongly recommended to coordinate with ambulance services who are in direct contact with most hospitals.

Directrice : Dr Margaret Degand Dutour **+509 3706- 8306 / 3702 3646 / 3470 3646**
Laboratoire et bloc opératoire +509 2910-6266 / 2227-1525
Adress: 75, Rue Lambert, Pétion-Ville

- If in Mais Gate - Base Camp:
 - **Bernard Mevs Hospital**

+509 2813-0659

Administration Bernard Mevs : **+509-4914-2770**

Direction: Dr Jerry Bitar - **+509-3701-9717**

Adress: Route de l'aéroport (in front of Haytrac)

The following hospitals must be avoided: Hôpital Lapaix, Hôpital général

3. **If the illness or injury takes place in the field**, inform the Head of cluster immediately. If the condition of the delegate is severe and does not allow for road transport, the Head of Cluster can require an air-evacuation.
- Contact **HERO** for air or ground evacuation (including to Dominican Republic or USA)
+509 4944-0400 ; +509 3492-6540

In areas close to Mirebalais / Plateau Central, patients can be referred to:

- **Hôpital universitaire de Mirebalais**
Directeur Médical : Dr Pierre Marie Cherenfant: **+509 3454-0414 / 3680-6820**
pcherenfant@yahoo.com
Assistant Médical : Dr Jean Claude Ulysse : **+509 3662-6536 / 4396- 5911**
Administration: Mario Bellevue +509 3817- 4671
Location: Route Chatulée, Mirebalais

- Alternative air companies:
 - **REVA air ambulance** through Mr Jerry Degraft: **+509 3446-1111 / +1 954-372-2164** to fly out of the country (have the details ready as per Point 7 below).

Coordination & communication

1. The Head of Cluster will inform the HR Health Officer at the Federation Secretariat in Geneva according to the Security Regulations and will also provide the name and contact telephone number of the treating physician (once available) or ambulance service or insurance medical team.
2. It is the responsibility of the HR Health Officer, to inform the delegate's National Society, who will then contact the next of kin and the insurance company. The Head of Cluster or designate will be the point of contact for HR Health Officer for any update on the delegate's health status until his/her discharge from hospital or evacuation.
3. The doctor at the hospital / medical insurance team will advise if the delegate requires an evacuation, and the information will be forwarded via the HR Health Officer, to the delegate's insurance company who will liaise directly with the treating physician for the

co-ordination of the evacuation (see next part : procedures – Emergency medical evacuation)

4. 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 Head of Cluster, on the advice of the attending physician, has the authority to evacuate a delegate and should take the necessary steps.
5. Before contacting the air-ambulance service make sure you have the following details ready (if not all ready, do not delay the evacuation, most important being the location and patient condition):
 - You need an evacuation from (patient's location) to (Capital City, neighbouring country, third country, GPS location if possible)
 - Name, DOB, age, sex and nationality of the patient
 - Reasons for requesting evacuation (severe illness, accident)
 - Blood type and specific conditions (allergies) as filled in by the employee
 - Details on patient's condition. If patient is already in hospital give physician's name and contact number.
 - In case of medical evacuation from the field towards the Capital City or neighbouring country, be aware of the time required for the patient to reach the airstrip (this information is required if the flying time of the air-ambulance is shorter than the road transport time to reach the airstrip).
6. Make sure you have patient's passport and vaccination card ready and, if possible, the insurance card.

EMERGENCY MEDICAL EVACUATION

Notification Procedures and Geneva Contact Numbers

1. At field level the Head of Cluster 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. Insurance's medical team may give the order to evacuate. The information must be given in writing.
2. The Head of Cluster will inform the HR Health Officer (mobile +41 79 217 33 19) in Geneva according to Security Regulations. Head of Cluster 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 Head of Cluster if it concerns a Federation contracted delegate/family member or Local/National Staff. The International SOS will contact the Health Officer in HR/Security.
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 HR 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 (or decide) on modality of evacuation (commercial flight escorted/not escorted or air ambulance).
6. The Head of Cluster will be the point of contact for the HR Health Office, 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 Head of Cluster 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 Head of Cluster 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 has to be immediately informed. If the Health Officer is unreachable one of the following alternatives must be contacted:

- Regional Security Coordinator Mobile: +507-6949-5546.
- Secretariat Security Officer Mobile +41 79 217 33 71, +41 79 251 80 15, +41 79 308 98 42

HEALTH CARE FACILITIES

Checklist for Information Sheet to Delegates

Each delegate arriving at the delegation should receive among the briefing papers a set of information with contact telephone numbers and addresses of a reliable known doctor and dentist (if possible), a referral hospital and ambulance (if the service exists). These contacts should be added to the general list of important telephone numbers issued by the delegation:

- **General Practitioner**
 - **Dr Rachel Noël : +509 3701-8358**
Hopital Lambert santé – 75 rue Lambert
 - **Dr Khawly (replace Dr Noël when unavailable) also cardiologist: +509 3401-7807**
3 rue, Rigaud - Pétionville
 - **Dr. Paul Morriset - +509 3443-3515**
25, Ruelle Berne, Port au Prince. (Morn-Fri from 10 :30 to 14 :00 hours)

- **Dentist**
 - **Dr Julio Santa : +509 3616-5727**
Complexe Evergreen - Avenue Panamericaine, entrée Nerette - Petion-Ville
 - **Dr. Stephanie Supplice : +509 2944-0304/ 3454-0304**
Clinique Supplice, 74, Rue Gregoire, Petion Ville
stephaniesupplice@gmail.com
 - **Dr. Sophia Nazon : +509 3730-3867**
Polyclinique de la rue lambert between rue Lambert and Lamarre Petion-Ville

- **Gyn/Obs**
 - **Dr Rachel Brun : +509 34 14 0893**
Clinique Borno - 26 rue Borno – Petion-ville
 - **Dr. Marie Helene Labrousse : +509 3711-1430**
71, Rue Clairveau (à côté de Radio Shack)
 - **Dr. Didier Armand : +509 3454-0090/3702-0090/2944-0090.**
41, Rue Borno, Imp C. Fouchard Petion-Ville
didier.armand@yahoo.fr

- **Hospitals:**

➤ **Hopital Lambert Sante**

Pour l'unité chirurgicale :

Directrice : Dr Margaret Degand Dutour **+509 3706- 8306 / 3702 3646 / 3470 3646**

Laboratoire et bloc opératoire **+509 2910-6266 / 2227-1525**

Adress: 75, Rue Lambert, Pétion-Ville

➤ **Canapé Vert Hospital**

Urgences possibles en faisant intervenir des médecins, chirurgiens, praticiens médicaux de l'extérieur qui travaillent régulièrement pour l'hôpital tel

Laboratoire, radiographie et pharmacie 24/24 3 blocs opératoires

Emergency 24h/24 et 7/7 : **+509 2812-0505**

Dir. Méd : Dr Richard Salnave **+509 3401-5257**

Administration: **+509 3767- 8191 / 2816 1810 / 2816 1812 / 2817 0505**

Camp de Base de la Croix-Rouge Haïtienne
Avenue Maïs Gâté, Route Gérald Bataille | Port au Prince, HT6110 | Haiti

Saving lives, changing minds

Service Info 24/24: +509 3113-2515 / 3113- 8636/ 3113 2546
Adress: 83, Rte de Canapé Vert

➤ **Bernard Mevs Hospital**

+509 2813-0659

Administration Bernard Mevs : **+509-4914-2770**

Direction: Dr Jerry Bitar - **+509-3701-9717**

Adress: Route de l'aéroport (in front of Haytrac)

➤ **Ambulance** (if relevant)

HERO client rescue: **+509 4944-0400 ; +509 3492-6540**

HRC (Haitian Red Cross)-Ambulance: **118**

CAN (Centre ambulancier National)**116**

Sam Ambulance (Ralph Senecal, speaks English) **+509 3733-7070/3770-7070**

- **Safe blood** : Haitian Red Cross (turgeau) Tel: 38567470
- **PEP-kit**: Available in the Security Office

The inclusion of additional written information on the main health problems in the region and preventive measures to be taken is recommended. In this regard, the Head of Cluster should identify a health professional within the National Society in the country of assignment who can give a country-specific health briefing on major health risks and preventive measures.

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.