

MEDEVAC_Medical Evacuation

(Emergency Medical Travel)

Eligibility

In case of medical emergencies that could potentially lead to death or major disability and in case no adequate medical facilities are available locally for the specific problem, **Emergency Medical Evacuation** can be authorized to the nearest center of excellence for the identified medical condition from field duty stations for all internationally and locally recruited staff members. The decision about adequacy of medical facilities is made based on the available information and with the help of the local UN Physician where available. This provision will also apply to the spouses and dependent children of international and locally-recruited staff members, provided that they reside at the duty station.

Work Flow

- 1) Request for evacuation is addressed via email or phone call to the Chief Medical Officer or a designated Medical Officer in charge
- 2) Medical Officer checks all supporting medical evidence available, preferably via email, justifying the need for medical evacuation. The following information must be sent to the FAO Medical Officer by the requesting physician initiating the medevac request:
 - a. detailed report about the medical condition of the staff member (including medical history, clinical examination, results of tests, diagnosis, recommendations for treatment)
 - b. statement on absence of local adequate medical facilities
 - c. suggestions of destinations where adequate medical facilities are available
 - d. fitness to travel (by ground transportation, by plane, ...) and conditions of travel (air ambulance, medical escort, ...)
- 3) Medical Officer confirms the destination of the evacuation –closest center of excellence for the identified medical condition.
- 4) **If the evacuation requires the presence of a physician**, two types of Medical Evacuations can be carried out:
 - A) **Air ambulance with EuropeAssistance**
 - B) **Commercial flight with medical assistance provided by EuropeAssistance**
 - a. Europe Assistance generates a Proforma.
 - b. Medical Officer informs FAO Country Office about the medical evacuation, and seeks to the extent of possible the approval of the Proforma
 - c. Medical Officer approves the medical evacuation with an **official authorization email** sent to HR-Services (Budapest), FAO Country Representative of the departing office, FAO Country Representative of the country of destination of the evacuation, Europe assistance, Allianz, and CSDM medico administrative.
- 5) The Medical Officer informs ALLIANZ Insurance (or DeBesi Insurance, if traveler is a Consultant or ST staff), about evacuation, requesting a Guarantee of Payment (GOP) for the admission to the health care facilities and coverage of medical expenses.
- 6) **General notes and particular situations for Medical Travels/MEDEVACs (MS.409)**

- a) In case of difficult evacuations from remote field location the Medical Officer may contact UNHAS to see if they can assist with transportation or information about available local resources
- b) The expenses related to the Medical Evacuation (per proforma) are paid by the Country Office, upon reception of the final invoice.
- c) The expenses for the evaluation and care of the staff member once at destination are to be covered by the patient's medical insurance plan, according to the provisions in place (Allianz or DeBesi).

7) Useful References:

- Staff Rules

- Contacts Europ Assistance

Europ Assistance-GCS Alarm Center (24 hrs) +33-1-41858341

help-sender@europ-assistance.ch;

help@europ-assistance.ch;

help@ea-gcs.com;

Ops-On-Call@ea-gcs.com

-Contacts Allianz/DeBesi

ALLIANZ Contacts:

RBA.Helpline@allianzworldwidecare.com

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DEBESI Contacts

mcs-mcns@debesidigiaco.it