

Medical Evacuation – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Anna Chyzhkova
Approval Date	June 2018
Effective Date	1 July 2018
Last Revision Date	March 2020
Applicability	All international volunteers

International SOS Assistance Centres to call in case of medical emergency		UNV Membership Number: 22ACMA000034
Johannesburg: +27 11 541 1300 Bangkok: +66 2 205 7777 London: +44 208 762 8008 Paris: +33 1 55 63 31 55 Philadelphia: +1 215 942 8226 Singapore: +65 6338 7800	Ho Chi Minh City: +84 8 3829 8520 Mumbai: +91 22 42838383 Kuala Lumpur: +603 2787 3126 Jakarta: +62 21 750 6001 Moscow: +7 495 9376477 Geneva : +41 22 785 6464	Be ready to provide: <ul style="list-style-type: none"> • Your family name and first name • International SOS membership number 22ACMA000034 • Name UNV as the 1rganization • Phone number where you can be reached • Reason for your call
All Medevac including COVID-19 goes to UNOGmedicalevacuations@un.org cc to UNOG Front Desk UNOGmedicals@un.org		
Cigna 24/7 Contact Centre for specific medevac cases +32 3 217 6964		

Processes specific to a particular workflow are indicated by the colours below.

Agency	
Mission	
Full Funding	

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
Mission volunteers								
1	Volunteer			Seek medical advice	Seek medical advice from mission-designated physician			
2	Mission medical services			Request evacuation	Based on mission physician advice, request evacuation from Division of Healthcare Management and Occupational Safety and Health (DHMOSH) medevac@un.org			
3	DHMOSH			Authorise evacuation	Authorise evacuation			
4	SO			Inform VSC	Inform relevant OA in VSC of evacuation			
5	OA			Inform Cigna	Confirm Cigna is aware of evacuation. Cigna provides payment guarantee if necessary.			

Agency volunteers								
Eligibility criteria for Medical Evacuation								
1.	Eligibility criteria for Medical Evacuation as per the applicable policy for International UN Volunteers			<p>As per the Conditions of Service for <u>International UN Volunteers</u> ICOS 9.4 a)</p> <p>“UN Volunteers and their [Primary Family Unit] PFU members in the duty station are normally expected to avail themselves of the medical facilities available locally. However, in case an acute life-threatening medical emergency has occurred, a medical evacuation of the international UN Volunteer and/or their PFU members who reside legally at the duty station will be considered when, in the opinion of the locally authorized officer, the available local facilities are inadequate to address the medical condition. Medical evacuation will under no circumstances cover PFU members or additional primary dependents of the international UN Volunteer who were not approved to join the UN Volunteer at the duty station or who have not complied with the requirements set forth in 9.1(a)(3).”</p>				International UNV COS ENG

1.2	Eligibility criteria for Medical Evacuation as per the applicable policy for National UN Volunteers	As per Conditions of Service for <u>National UN Volunteers</u> (NCOS) section C, “National UN Volunteers are normally expected to avail themselves of the medical facilities available locally. However, in case an acute life-threatening medical emergency has occurred, a medical evacuation of the national UN Volunteer will be considered when, in the opinion of the UN medical staff, the available local facilities are inadequate to address the medical emergency. Medical evacuation may only be considered for the national UN Volunteer and will under no circumstances cover family members or other dependants of the national UN Volunteer. ”				National UNV COS English
2	Volunteer	Seek medical advice	If able, seek medical advice from UN-designated physician. Physician may certify need for medical evacuation and if an accompanying nurse, doctor or family member is justified on medical grounds.			
In emergencies						
2.1	UNDP Resident Representative	Authorise medevac	If the UN-designated physician certifies that adequate treatment or facilities are not available at the volunteer’s duty station the UNDP RR may authorize medical evacuation in emergency situations. RR decides on place of evacuation. S/he may also seek advice from UN Medical Services.			Usually, UNDP dispensary authorizes for UN Volunteer serving with AFPs and medical doctors in the mission for the mission based UN Volunteers. This set up may vary from country to country. List of designated UN physicians and doctors who can approve medevac in the country can be obtained from the UNDP operations managers.
2.1.2	UN-designated physician	Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Service for official authorisation and to decide on duration of evacuation. Email address: unogmedicalevacuations@un.org	MS.39 form		
2.1.3	All Medevac related to COVID-19 goes to UNOGmedicalevacuations@un.org cc to UNOG Front Desk UNOGmedicalsevice@un.org					
In non-emergencies						
2.2	UN-designated physician	Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Services to authorise evac Email address: unogmedicalevacuations@un.org cc. unogmedicalsevice@un.org			

2.2.2	PA	*HEC PAN to assist	*HEC OA to assist	Request for approval of medical evacuation	Send email (with MS39 form) to UN Medical Services to request approval of medical evacuation. Email address: unogmedicalevacuations@un.org Follow-up telephone call to UN Medical Services to confirm approval of medical evacuation if required.	MS.39		
2.2.3	UN Medical Services			Authorise evac	Authorise evac, duration and accompanying person (if applicable)			
2.2.3	OA			Inform UN Volunteer of approved medical evacuation	Ensure volunteer makes appropriate medical appointment with treating physician prior to his/her departure to avoid unnecessary stay at place of medical evacuation			
In all cases								
3	*UNDP Operations Manager			Arrange medevac	Arrange medevac as per UNDP procedure. Note: Depending on the country, UN agencies funds and programmes can utilize Mission air assets (if a mission country), UN Humanitarian Air Service flights, LTAs with local air transport company or SOS International (see note in next column). Charges related to such evacuation are paid by the host entity. UNDP processes these charges based on authorization sent by UNV HQ.	Important note: The UNDP Country Team may use a local provider but can also activate UNV's contract with International SOS. International SOS provides: Access to professional health advice and assessments over the phone Emergency medevac management, In-patient case management and monitoring including payment guarantees and hospital follow-up In emergency cases when UNDP/host entity process is not activated, for example if a volunteer is outside of their duty station country, UNV Field Unit, Regional Office or, in exceptional cases, the volunteer themselves have the option to activate International SOS' services. For phone numbers of all International SOS Assistance Centres visit this site and, when prompted, quote UNV's membership number: 22ACMA000034 Once activated, International SOS may seek verbal authorisation (funding confirmation) to proceed with a medevac. Current authorising persons are: Chief Finance and Budget Section (below US\$50,000), Director Management Service (Above US\$50,000), Deputy Executive coordinator (above US\$50,000 in absence of DMS), Executive Coordinator (Above US\$50,000 in absence of both DMS and DEC)		

4	PA	*FP/HEC		Inform VSC and RO of the request for medical evacuation	Inform VSC as soon as possible, ideally in advance of the evacuation, including the details of the receiving hospital. Inform receiving RO (and FU where available) so they can assist.			In cases of FF UN Volunteers, VSC OAs inform the donor accordingly.
4.1	PA/PAn	FP/RO		Notify and offer assistance	FU/FP/RO in sending country to notify receiving country of medevac and offer assistance or take over.			
5	OA			Create Authorization	Create Authorization		Authorization Processor	Information about payment amounts incl. DSA can be found here
6	OA-TL			Approve and Send authorisation of medical evacuation	Authorises travel to place of medical evacuation for UN Volunteer and accompanying person (if applicable), including DSA if applicable.	Authorisation to extend the medical evacuation of a UNV to an approved place of medical evacuation	Authorization Approver	In some cases, due to urgency of the medical evacuation, travel has already taken place. In this case a retroactive travel authorisation is provided.
7	PA	OA	OA	Informs medical insurance provider (Cigna) of the medical coverage of the UN Volunteer	Informs Cigna of the medical evacuation and requesting confirmation of reimbursement of hospitalization and related expenses			
8	OA			Process travel entitlements	Process travel entitlements of the UN Volunteer			
9	Volunteer			Request approval of certified sick leave, extension of evacuation and/or return to duty station.	UN Volunteer provides a copy of the completed medical report to UN Medical Services (agency volunteers) or DHMOSH/NY 'medevac@un.org' (mission volunteers) and informs UNV Field Unit/UNV Focal Point. UN physician may submit the form on behalf of the UN Volunteer. Clearance is required before the volunteer is authorized to return to the duty station. Email address: unogmedicalevacuations@un.org			For follow-up cases of medical evacuation, the same Processes will apply.
	PA	FP		Follow up with UN Medical Services	Follow up with UN Medical Services to expedite clearance process if required.			Any absence from the date of clearance to return to the duty station is charged to annual leave.

10	*HEC	Record and monitor sick leave	Follows-up on approval of sick leave with UN Medical Services (agency volunteers) or DHMOSH/NY (mission volunteers).			
11	Volunteer	Claim for an additional payment	UN Volunteer claims for additional payment upon return to Duty Station UN Volunteer submits travel claim with supporting ticket stubs.	F10. claim form		
	OA	[Optional] Claim overpayment	If DSA was paid in advance and overpayment needs to be recovered, claim overpayment from volunteer.			
12	OA	Settle travel claim	Settle travel claim			

Scenarios after conclusion of medical evacuation

Scenario	Within Country Evacuation	Outside Country Evacuation
1: UN Volunteer is being placed on Certified sick leave	Certified sick leave of up to 30 days is approved (administratively) on the basis of treating physician report. Absence above 30 days (in a 12 months contract) is charged to unused uncertified sick leave and then accrued annual leave. Any absence longer may be considered as prolonged absence from duty which may result in termination of contract	
2: UNV is cleared to return to duty station	Either the UN Volunteer or UN medical officer sends the final medical report (from UN or other physician) to UN Medical Services requesting approval of return to duty station; the UNV FU/FP/HEC and UN Volunteer is notified accordingly and is required to report to duty immediately upon clearance. The UN Volunteer upon return to duty station applies for certified sick leave in e-services or agency based leave monitoring system.	
3: UN Volunteer is being put on certified sick leave and/or not cleared to return to duty station.	if UNV is cleared to work in the capital city but not in the region; then on the advice of UN Medical Services, UNV FU/ FP interacts with host-entity and OA for reassignment to capital city or other duty station within country of assignment	(1) the UNV FU/ FP, upon receipt of this information, initiates the repatriation and proxy check-out process; (2) the OA/ VSC processes repatriation authorization; coordinates with Medical services in Geneva and CIGNA, if extension of medical insurance coverage (beyond 1 month post-contract) is required

4. UN Volunteer passes away

- (1) The UNV FU/ FP in the sending country receives information from the UN Physician/ UN designated doctor; informs RO and OA/VSC.
- (2) The UNV FU/ FP coordinates with relevant sections in UNDP to initiate the process of repatriation of remains to the home country of deceased UN Volunteer
- (3) the UNV FU/ FP initiates coordination with the UNV FU/RO/FP/UNDP CO in the home country of UN Volunteer to receive remains of the deceased volunteer and hand-over to the next of kin/ designated beneficiary of the UN Volunteer
- (4) the OA/ VSC coordinates with CIGNA informing about the death of the UN Volunteer; this information is critical to support UNV claim from CIGNA for the costs related to transportation of remains to home country, etc.
- (4) The OA/VSC prepares authorization addressed to UNDP CO in country of assignment and home country of UN Volunteer authorizing them to incur expenditures related to administrative repatriation from the country of assignment, repatriation of remains and receipt of remains in the home country.
- (5) the UNV FU/RO/FP/UNDP CO in the home country of deceased UN Volunteer coordinates receipt of remains and hands-over to the family
- (6) in case there is no UNV FU/RO/FP/UNDP CO present in the home country of UN Volunteer, then the OA/VSC coordinates directly with the family of deceased UN Volunteer enabling them to receive the remains and process the payment from UNV HQ.

- (1) The UNV FU/ FP in the sending country receives information from the UN Physician/ UN designated doctor; informs RO and OA/VSC.
- (2) The UNV FU/ FP initiates coordination with UNV FU/RO/ FP/ UNDP CO in the country of medical evacuation to initiate the process of repatriation of remains to the home country of deceased UN Volunteer
- (3) the UNV FU/ FP initiates coordination with the UNV FU/RO/FP/UNDP CO in the home country of UN Volunteer to receive remains of the deceased volunteer and hand-over to the next of kin/ designated beneficiary of the UN Volunteer
- (4) the OA/ VSC coordinates with CIGNA informing about the death of the UN Volunteer; this information is critical to support UNV claim from CIGNA for the costs related to transportation of remains to home country, etc.
- (4) The OA/VSC prepares authorization addressed to UNDP CO in country of assignment and home country of UN Volunteer authorizing them to incur expenditures related to administrative repatriation from the country of assignment, repatriation of remains and receipt of remains in the home country.
- (5) the UNV FU/RO/FP/UNDP CO in the home country of deceased UN Volunteer coordinates receipt of remains and hands-over to the family
- (6) in case there is no UNV FU/RO/FP/UNDP CO present in the home country or country of evacuation of UN Volunteer, then,
 - (1) the UNV FU/ FP/ UN Physician in country of assignment coordinates with the medical facility in the country of medical evacuation to prepare the remains for repatriation to home country,
 - (2) the OA/VSC coordinates directly with the family of deceased UN Volunteer enabling them to receive the remains and process the payment from UNV HQs (including the expenditures incurred in the country of medical evacuation and home country of UN Volunteer)

Medical Assistance Financial Authorizing Person

Amount below US\$ 50.000 Anna Sargsyan Chief, Finance and Budget
Amount above US\$ 50.000 Andrey Pogrebnyak Director Management Services (DMS)
In absence of Director Management Service (DMS) – Amount above US\$50,000 Mr. Toily Kurbanov Deputy Executive Coordinator (DEC)
In absence of Director Management Service (DMS) and Deputy Executive Coordinator (DEC) - Amount above US\$50,000 Olivier Adam Executive Coordinator

Abbreviations

FP – UNV Focal Point
HEC – Host entity contact
OA – Operations Associate (VSC)
OA TL – Operations Associate Team Lead (VSC)
PA – Programme Assistant (Field unit)

PAn – Programme Analyst (Field unit)
RO – UNV Regional Office
RPS – Regional Programme Specialist (Regional Office)
VMAM – Volunteer Management Application Module
VSC – Volunteer Service Centre