

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	January 2021
Applicability	All international volunteers

1. [International SOS Assistance Operations Procedure for UNV](#)
2. [International SOS Website](#)
3. [ATLAS HCM User Guide](#)
4. [VMAM User Guide](#)
5. [International](#) and [National](#) UN Volunteers Conditions of Service
6. [Agreement between UNDP BMS and UNV](#)
7. [UNDP Policy on Medical Evacuation Travel](#)
8. [UNV SOS contract 2020](#)
9. [SOS UNOG contract](#)
10. [Leaflet on SOS services to UNV](#)
11. [UPDATE – The UN Medevac Accra COVID Field Hospital Project](#)

Summary of changes to this SOP

#	Step	Revision	Update date	
	General	Added document on UN Medevac Accra COVID Field Hospital Project	October 2020	
	Point 10-14 & 17	Details relating to UNOG MOU updated	June 2020	
	Point 1	Eligibility criteria for Medical Evacuation for IUNV&NUNV added	March 2020	
	General	Included documents (link) of SOS service to UNV, UNV SOS contract 2020 and SOS UNV contract	March 2020	
	General (Contact details table)	CIGNA 24/7 Contact details updated	March 2020	
	General (Contact details table)	Contact details for COVID-19 related Medevac	March 2020	
	Point 2.1.3	Contact details for COVID-19 related Medevac	March 2020	
	Point 3	Updated information on medical assistance financial authorizing persons	March 2020	

General	Medical Assistance Financial Authorizing person (in table)	March 2020	
General	Mission SOP added	July 2018	
General	Include information on International SOS	Sept. 2018	
General	Added link to UNDP policy on ME travel	April 2019	
General	Name change of MSD reflected. Now DHMOSH	April 2019	

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

International SOS Assistance Centres to call in case of medical emergency	UNV Membership Number: 22ACMA000034
<p>Johannesburg: +27 11 541 1300</p> <p>Bangkok: +66 2 205 7777</p> <p>London: +44 208 762 8008</p> <p>Paris: +33 1 55 63 31 55</p> <p>Philadelphia: +1 215 942 8226</p> <p>Singapore: +65 6338 7800</p>	<p>Ho Chi Minh City: +84 8 3829 8520</p> <p>Mumbai: +91 22 42838383</p> <p>Kuala Lumpur: +603 2787 3126</p> <p>Jakarta: +62 21 750 6001</p> <p>Moscow: +7 495 9376477</p> <p>Geneva : +41 22 785 6464</p>
<p>Be ready to provide:</p> <ul style="list-style-type: none"> Your family name and first name International SOS membership number 22ACMA000034 Name UNV as the organization Phone number where you can be reached Reason for your call 	

Eligibility criteria for Medical Evacuation		
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, ES, FR
Eligibility criteria for Medical Evacuation as per the applicable policy for National UN Volunteers	<p>As per Conditions of Service for <u>National UN Volunteers</u> (NCOS) section C,</p> <p>“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 dependents of the national UN Volunteer.”</p>	National UNV COS English

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 UNOG			
3	UNOG JMS		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							
Medevac process							
1	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.			
1.1	UN-designated physician		Forward medical report to UN Medical Services	Send complete medical report (including MS39) without delay to UNOG Medical Services to authorise evac Email address: unogmedicalevacuations@un.org cc. unogmedicals@un.org Follow-up telephone call to UN Medical Services to confirm approval of medical evacuation if required.	MS.39 form		Medical information is confidential and should not be shared with non medical professionals
1.1.0	<p>For COVID19 MEDEVAC cases organized directly by UNV, UNV personnel is to keep using unogmedicalevacuations@un.org as a point of contact. UNOG ensures coordination with the UN MEDEVAC Cell It is advised to also contact the respective COVID19 Country Coordinator to inform her/him about the evacuation.</p> <p>UN MEDEVAC Cell for COVID-19 infected UN personnel and dependents was established. The UN MEDEVAC Cell provides a single-window for all UN entities that have personnel or partners in need of COVID-19 related medical evacuations anywhere in the world and it builds upon the existing capacities of WHO, DOS and WFP. It provides global 24/7 coverage for all UN entities with a full range of medical and air asset coordination services and full visibility over all relevant medical and airframe assets that exist across the UN system. All COVID-19 related medical evacuations are arranged solely through the UN MEDEVAC Cell, which can be reached 24/7 at unmedevac@who.int (Tel: +41 22 791 5555). It is however not to be contacted directly by individuals.</p>						

	Responsible party or person			Process step	Description	Documents	System role	Comments
1.1.1	HEC PA to assist	HEC PAn to assist	HEC FP to assist	Inform VSC Ensure updated documents and contacts are available	Alert VSC and RO of possible medical evacuation. Make sure volunteer's documents and details are on file (passport, mobile phone number) UNV personnel should use VMAM task "Request medical evacuation"		VMAM	
1.1.2	UNOG JMS			Authorise medevac	Authorise evac, duration and accompanying person (if applicable) UNOG confirms if they will be directly organizing the evacuation			Approval of medevac captures following information; destination, type of transportation (commercial flight/air ambulance), eventual wheelchair assistance, requirement of medical or non/medical escort
1.1.2	IN EMERGENCIES WHEN IMMEDIATE APPROVAL IS NEEDED 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.
1.1.3	OA			Inform UN Volunteer of approved medical evacuation	Remind volunteer to make appropriate medical appointment with treating physician prior to his/her departure to avoid unnecessary stay at place of medical evacuation			

	Responsible party or person	Process step	Description	Documents	System role	Comments
2	UNOG JMS/ UNDP Operations Manager	Arrange medevac	<p><u>Only in cases when UNOG doesn't arrange medevac directly</u>, arrange medevac as per UNDP procedure.</p> <p>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).</p> <p>Charges related to such evacuation are paid by the host entity. UNDP processes these charges based on authorization sent by UNV HQ.</p>			<p>Important note: The UNDP Country Team may use a local provider but can also activate UNV's contract with International SOS. International SOS provides:</p> <ul style="list-style-type: none"> 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 <p>In emergency cases when UNOG or 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.</p> <p>For phone numbers of all International SOS Assistance Centres visit this site and, when prompted, quote UNV's membership number: 22ACMA000034</p> <p>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)</p>
3	OA	Inform FU and RO of the receiving country	<p>Inform FU/RO as soon as possible, ideally in advance of the evacuation, including the details of the receiving hospital.</p> <p>Inform receiving RO (and FU where available) so they can assist.</p>			In cases of FF UN Volunteers, VSC OA inform the donor accordingly through VSC FF OA
4	OA	Create Authorization	Create Authorization		Authorization Processor	Information about payment amounts incl. DSA can be found here

	Responsible party or person	Process step	Description	Documents	System role	Comments
5	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.
6	OA	Informs medical insurance provider (Cigna)	Informs Cigna of the medical evacuation and requests provision of guarantee of payment to treating hospital			
7	OA	Process travel entitlements	Process travel entitlements of the UN Volunteer			
8	UNOG JSM	Follow-up volunteer's condition	UNOG JMS to follow-up at least twice a week about the medical condition of UN Volunteer			
9	Treating medical doctor	Send medical report	Send detailed medical report to UNOG JMS			
10	UNOG JMS	Extend medevac	Authorize medevac extension based on medical report if necessary			
11	Volunteer	When treatment completed, inform on her/his condition and readiness to return to work	UN Volunteer sends the final medical report to UNOG JMS requesting approval of return to work			
12	UNOG JMS	Authorize return to work	Reviews medical treating doctor's reports provided by UN Volunteer. Authorizes return to work. Notify the UN Volunteer and VSC			
Clearance to return to duty station given						
13.1	OA	Create Authorization	Create Authorization		Authorization Processor	Information about payment amounts incl. DSA can be found here
13.2	OA-TL	Approve and send authorisation	Authorises travel to duty station for UN Volunteer and accompanying person (if applicable), including DSA if applicable.			
13.3	OA	Process travel entitlements	Process travel entitlements of the UN Volunteer			
Clearance to return to duty station NOT given						

	Responsible party or person	Process step	Description	Documents	System role	Comments
14	OA	Process reassignment or repatriation	<p>WITHIN COUNTRY EVACUATION: if UNV is cleared to work in the capital city but not in the region; then on the advice of UNOG JMS, OA interacts with host-entity and UNV FU/ FP about reassignment to capital city or other duty station within country of assignment</p> <p>OUTSIDE COUNTRY EVACUATION: (1) OA initiates the repatriation and check-out process in coordination with UNV FU/FP; (2) OA processes repatriation authorization; coordinates with UNOG and CIGNA, if extension of medical insurance coverage (beyond 1 month post-contract) is required</p>			
15	UNOG JMS	Record medical information	UNOG JMS records all medical information in EarthMed			
16	Volunteer	Request approval of certified sick leave	Volunteer upon return to duty station applies for certified sick leave in e-services or agency-based leave monitoring system			
17	HE	Record and monitor 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
18	OA	Follow up on approval of sick leave with UNOG JMS				

	Responsible party or person	Process step	Description	Documents	System role	Comments
19	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		
20	OA	[Optional] Claim overpayment	If DSA was paid in advance and overpayment needs to be recovered, claim overpayment from volunteer.			
21	OA	Settle travel claim	Settle travel claim			

Volunteer passes away

	Within Country Evacuation	Outside Country Evacuation
<p>UN Volunteer passes away</p> <p>See also Death of a Volunteer SOP</p>	<p>(1) UNOG/Designated physician informs OA of the death of UN Volunteer during evacuation. OA informs RO and FU .</p> <p>(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</p> <p>(3) the UNV FU/ FP initiates coordination with the UNV FU/RO/FP/UNDP CO/OA 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</p> <p>(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.</p> <p>(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.</p> <p>(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 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.</p>	<p>(1) UNOG/Designated physician informs OA of the death of UN Volunteer during evacuation. OA informs RO and FU.</p> <p>(2) The UNV FU/ FP initiates coordination with UNV FU/RO/ FP/ UNDP CO/OA in the country of medical evacuation to initiate the process of repatriation of remains to the home country of deceased UN Volunteer</p> <p>(3) the UNV FU/ FP initiates coordination with the UNV FU/RO/FP/UNDP CO/OA 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</p> <p>(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.</p> <p>(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.</p> <p>(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 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)</p>

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 Executive Coordinator (EC)

The following UNV staff experience and/or expertise on this SOP.

Miroslava Vavrecanova – Chief, Human Resources Section
Olga Zubritskaya-Devyatkina – Chief, Volunteer Solutions Section
Iram Batool - UNV Programme Manager, Afghanistan
Ana Martinez – Payroll Associate, Team-Lead, Volunteer Service Centre
Brona Hojati – Operations Associate, Volunteer Management

In case of more details, please contact us through <https://www.unv.org/about-unv/contact-unv>

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)

SO – Support Officer (in Missions)
PAN – Programme Analyst (Field unit)
RO – UNV Regional Office
RPS – Regional Programme Specialist (Regional Office)
VMAM – Volunteer Management Application Module
VSC – Volunteer Service Centre