



COVID-19 MEDEVAC: Framework for an SOP at the country level

This framework for a Standard Operating Procedure (SOP) sets out key matters relating to the referral of, request for and implementation of a COVID-19 MEDEVAC from the duty station. It is specific to the COVID-19 MEDEVAC process and does not replace existing guidance and rules relating to medical evacuation activities not related to COVID-19.

A tailored SOP to guide all aspects of a COVID-19 MEDEVAC should be developed for each country, on the basis of this document. It should account for all aspects of a COVID-19 MEDEVAC, including those which are specific to the operating context. This document is intended as a guide to support the development of an SOP at country level.

Preparatory Stages

1. A designated COVID-19 Coordinator should be identified by each Resident Coordinator at a country level.
2. The COVID-19 Coordinator should proactively familiarise themselves with the COVID-19 MEDEVAC process, and the role and responsibilities in it, as described in the COVID-19 Coordinator's [Terms of Reference](#).
3. The COVID-19 Coordinator should undergo dedicated training on the COVID-19 MEDEVAC process to be provided by the Division of Healthcare Management and Occupational Safety and Health ([DHMOSH](#)).
4. Sufficient resources should be made available to the COVID-19 Coordinator by the Resident Coordinator to enable him / her to effectively carry out the role. This may include establishing a dedicated team to provide the requisite support.
5. The identity of the COVID-19 Coordinator and his / her contact details should be made available to the Heads of all entities included in the COVID-19 MEDEVAC Framework.
6. The COVID-19 Coordinator should compile a list of entity Focal Points (the Head of entity or a nominee designated by them) and share this with [DHMOSH](#).
7. As a preparatory measure, entities included in the COVID-19 MEDEVAC Framework should remind their personnel to ensure that their relevant travel documents are on hand and in good order.
8. The COVID-19 Coordinator should proactively make contact with entity Focal Points and ensure they understand the COVID-19 MEDEVAC process.

Monitoring and Coordination

9. Personnel and eligible dependents should be informed by their respective entity of the need to proactively update their entity Focal Point or Treating Medical Provider (TMP¹) of instances of COVID-19.
10. The entity Focal Point or, where appropriate, entity medical advisor is responsible for proactively monitoring and tracking instances of possible and confirmed COVID-19 cases among personnel and eligible dependents, and for ensuring that the COVID-19 Coordinator is updated promptly with relevant information.

Requesting a COVID-19 MEDEVAC

11. The requesting entity is responsible for ensuring any request relates to an eligible patient, is in line with the Model of Care (MOC), and has been approved by the relevant organisational process.
12. All requests for COVID-19 MEDEVAC must be directed from the entity Focal Point in conjunction with the TMP to the COVID-19 Coordinator.
13. Requests will be considered on the basis of clinical need, in conjunction with the TMP. Only requests relating to patients who are eligible under the COVID-19 MEDEVAC Framework can be considered.
14. The COVID-19 Coordinator is responsible for liaison with the UN MEDEVAC Cell, and (with the support of the entity Focal Point and the TMP) for compiling and sharing with the UN MEDEVAC Cell all documents necessary to progress the COVID-19 MEDEVAC request.

Implementing a COVID-19 MEDEVAC

15. Upon receipt of confirmation of the MEDEVAC from the UN MEDEVAC Cell, the COVID-19 Coordinator is responsible for overseeing:
 - I. Preparations for patient departure;
 - II. The validation of patient information with the MEDEVAC Cell;
 - III. The transfer of the patient from the discharging medical facility to the airport from which the MEDEVAC flight will depart. This includes working with the UN MEDEVAC Cell, entity Focal Points and TMPs to identify options for transport from remote locations should this be required.This is to be undertaken in conjunction with the entity Focal Point, the TMP, the local authorities, UNDSS (if needed) and others as required.
16. In line with entity rules and regulations, the entity Focal Point is responsible for all addressing all necessary COVID-19 MEDEVAC-related administrative and human resources issues, including liaison with the family of the patient, and arrangements any related to any eligible non-medical escort. The entity Focal Point will work with the COVID-19 Coordinator to ensure the readiness of all required travel

¹ The Treating Medical Provider (TMP) is the medical professional directly responsible for providing care for the COVID-19 patient who is being considered for MEDEVAC. The TMP provides the necessary clinical information to the UN MEDEVAC Cell to validate the need for MEDEVAC, and the fitness of the patient to fly.

documentation, including coordination on the timely request for and acquisition of any required visas.

17. The UN MEDEVAC Cell will arrange transportation from the airport at the MEDEVAC destination to the receiving hospital.
18. The UN MEDEVAC Cell will confirm with the COVID-19 Coordinator the arrival and handover of the patient to the receiving hospital.

Post-MEDEVAC

19. The entity Focal Point will ensure the patient's status is monitored and maintain communication with the family of the patient. The referring entity retains responsibility for all aspects of repatriation for both the patient and any escort.
20. The COVID-19 Coordinator, the entity Focal Point and if appropriate, the TMP will debrief the Head of the patient's entity and the United Nations Country Team, providing an after action report and highlighting lessons learned.

Regulatory framework

21. The responsibilities and functions of COVID-19 Coordinators, entity Focal Points, and other personnel involved in the implementation of the COVID-19 MEDEVAC Framework are to be carried out in accordance with relevant entity regulations, rules, policies and procedures, including in particular those pertaining to confidentiality.