UN System MEDEVAC Process

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	COVID-19 Coordinator In country	Medical Coordination Unit (MCU) Geneva, WHO HQ	SAOC/ WFP Joint Aviation Team
Alert	**Treating Medical Provider (TMP)** Alerts **COVID-19 Coordinator** ☑ Validate COVID-19 Dx (suspect vs confirmed) ☑ Patient Identification & Eligibility with Head of Entity ☑ Patient Consent Obtained ☑ Medical Insurance Coverage (if applicable) **Alerts MCU** ☑ Patient information and location ☑ Medical Provider Contact Information ☑ Confirms link-Up between MCU and Medical Provider	**MCU Call Manager receives request from COVID-19 Coordinator** ☑ MCU Call Manager fills Patient Form with basic patient information ☑ Call Manager sends email notification to COVID-19 Coordination with patient case identifier **MCU Clinical Coordinator confirms MEDEVAC** ☑ Clinical Coordinator verifies medical report/ information and fills Clinical Form ☑ Triages requests ☑ Determines fitness to fly (Y/N) ☑ Contacts TMP for updated clinical information **MCU Health Operations identifies & pre-alerts receiving hospital** **MCU Clinical Coordinator discusses patient condition with receiving hospital** **MCU Health Operations pre-alerts SAOC** ☑ Sends patient information	Receives Pre-Alert ☑ Confirms information received; ☑ Checks the aircraft availability; ☑ Initiates the flight clearance requests, and ☑ Informs WHO on availability and options.
Confirmation	**Prepares for Patient Departure:** ☑ Inform local authorities of pending evacuation and airport access ☑ Confirm that travel documents are in order or requests alternate travel document and clearance from authorities ☑ Ensure the ambulance services patient transportation to airport ☑ Check if there are escorts, ensure that travel documents are in order ☑ Obtain letter of guarantee for releasing and receiving hospitals **Validates Patient Information with MCU** ☑ Ensure that TMP provides the medical summary/ report to MCU & medical escort teams ☑ Travel documents of patient + escorts ☑ Letters of Guarantees, medical insurance information ☑ Check on accommodations for escorts/ family	**MCU Health Operations confirms receiving hospital** **MCU Health Operations confirms flight information with SAOC** ☑ Verifies Port Health Authority clearance ☑ Sends patient travel documents ☑ Confirms Plan of Action with all information received by SAOC, COVID-19 Coordinator, Receiving Hospital & Clinical Coordinator **MCU Clinical Coordinator oversees clinical management & monitors patient condition** ☑ Communicates and regularly updates with TMP and medical teams on ambulances, flight and receiving hospital of patient condition	☑ WHO confirms the MEDEVAC. ☑ Confirms the airframe to perform the flight and define timelines; ☑ Confirms flight clearances in Host/ Destination location; ☑ Confirms with the airport operator/airport authority to provide a specific parking area for the aircraft, and ☑ Informs on flight details the WHO Partners.
Patient in transfer	☑ Notify medical provider, discharging hospital & ambulance services ☑ Confirm patient handover to SAOC	**MCU provides clinical management & operational oversight during MEDEVAC following the plan of action**	☑ Flight is initiated. ☑ WHO has been informed. ☑ Destination Locations are informed as the flight progresses.
Receiving Hospital	Verify patient arrival & handover to receiving hospital with MCU	**Verify patient arrival & handover with SAOC and receiving hospital**	☑ Flight has landed in final destination. ☑ Patient has been handed over to Ground Ambulance.
Closure of case	☑ Ensure that patient status is monitored by the head of the patient's entity ☑ Verify communication with patient's contacts & family ☑ Debrief Head of patient's entity and UN country team on all after action reports and lessons learnt	**Debriefing and documentation across all levels**	☑ Post flight documentation starts.