COVID-19 MEDEVAC GUIDANCE NOTE
Quick Guide on Post-Medevac Support
7 October 2020

Support to COVID-19 patients in their MEDEVAC destination is part of the end-to-end process

Preparatory Phase
- Review key activities in Post-MEDEVAC Support Framework and ensure all responsibilities are allocated*
- Ensure that a Patient Focal Point is designated for each COVID-19 Patient evacuated to the location
- Identify means by which any required linguistic support for the patient / any escort can be provided
- Understand any quarantine requirements for any escort and plan accordingly
- Confirm suitable accommodation for any escort, and arrange suitable transportation
- Ensure all planning accounts for appropriate support to any minors (patient or escort)
- Identify options for the provision of any appropriate faith-based and/or psycho-social support

While patient is hospitalized in a COVID-19 MEDEVAC location
- Patient Focal Point / Patient Coordination Officer (PCO) to safely establish contact with the patient
- Patient to be provided with internet enabled communications device, and details of key contacts
- Non-medical needs of patient addressed by / facilitated by Patient Focal Point as far as possible**
- Patient Focal Point to liaise with any escort and ensure they have access to any support needed
- PCO to provide regular updates on patient status to Global Patient Coordination Officer in Geneva
- Patient discharge timeline to be monitored to inform planning for convalescence / repatriation
- PCO to convey any admin or billing requests from treating facility to Patient Focal Point for action
- Patient Focal Point to provide regular updates to appropriate persons in referring entity & UN System

During patient recuperation in-country
- Patient Focal Point to provide ongoing support to patient and address any immediate practical needs
- Patient to be provided with any required security or orientation briefing specific to the location
- Patient to be offered psycho-social support and be made aware of faith/cultural support options
- Patient Focal Point to monitor validity and expiry dates of travel docs / any visa of patient / any escort
- Patient Focal Point to provide regular updates to appropriate persons in referring entity & UN System
- PCO to provide regular updates on patient status to Global Patient Coordination Officer in Geneva
- Patient Focal Point to ensure patient understands repatriation options*** and work to confirm these

Implementing repatriation
- Patient Focal Point to oversee all administrative, logistical and financial aspects of repatriation of patient and any eligible escort
- In the event it is necessary to repatriate the remains of a patient, this may be informed by the Guidance on the Repatriation of Remains
- Patient Focal Point to inform appropriate persons in referring entity & UN System of repatriation
- PCO to confirm to the Global Patient Coordination Officer the repatriation of a patient

*Note that allocation of responsibility for key activities may be adjusted in accordance with the available capacity in the MEDEVAC location.
** Non-medical needs will vary from patient to patient, and may include but not be limited to: access to an internet-enabled communications device, translation services, religious or cultural support, and basic toiletries and clothing needs.
***Any repatriation must be undertaken in line with the applicable national rules and regulations, and those of the referring entity.