

Medical Evacuation – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solution Section – Onsite-online
Effective Date	1 October 2021
Applicability	All UN Volunteers

1. **International SOS Assistance Operations Procedure for UNV**
2. [International SOS Website](#)
3. **ATLAS HCM User Guide**
4. **UN Volunteers Unified Conditions of Service**
5. **UNDP Policy on Medical Evacuation Travel**
6. [UNV SOS contract 2021](#)
7. [SOS UNOG contract](#)
8. [Leaflet on SOS services to UNV](#)
9. [UPDATE – The UN Medevac Accra COVID Field Hospital Project](#)

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 Centers to call in case of medical emergency	UNV Membership Number: 22ACMA000034
Johannesburg: +27 11 541 1300 Bangkok: +66 2 205 7777	Ho Chi Minh City: +84 8 3829 8520 Mumbai: +91 22 42838383
Be ready to provide: <ul style="list-style-type: none"> • Your family name and first name 	

London: +44 208 762 8008 Paris: +33 1 55 63 31 55 Philadelphia: +1 215 942 8226 Singapore: +65 6338 7800	Kuala Lumpur: +603 2787 3126 Jakarta: +62 21 750 6001 Moscow: +7 495 9376477 Geneva : +41 22 785 6464	<ul style="list-style-type: none"> • International SOS membership number 22ACMA000034 • Name UNV as the organization • Phone number where you can be reached • Reason for your call
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Eligibility criteria for Medical Evacuation		
Eligibility criteria for Medical Evacuation as per the applicable policy for UN Volunteers	<p>As per the Unified Condition of Service for <u>UN Volunteers Section X.6.</u></p> <p>Eligibility:</p> <p>a. UN Volunteers and their recognized primary dependents in the duty station are normally expected to avail themselves of locally available medical facilities. However, in an acute life-threatening medical emergency, medical evacuation of the UN Volunteer and eligible dependents will be considered when, in the opinion of the UN designated physician authorized to approve medical evacuations, the available local facilities are inadequate to address the medical condition.</p> <p>b. Medical evacuation will under no circumstances be made for recognized primary dependents of the UN Volunteer who were not authorized to reside at the duty station or are not eligible for evacuation due to the contractual type and category of the sponsoring UN Volunteer.</p> <p>c. Process and duty of care standards: The authorization of the destination, designation of the escorts, authorized length, and approved travel payments related to the medical evacuation is subject to the UN Medical Evacuation policies and procedures applicable to the medical evacuation of equivalent staff members.</p> <p>d. UNV reserves the right to authorize medical evacuation in the interest of the 54 X. Insurance and Duty of Care health, safety, and security of the UN Volunteer, regardless of whether the UN Volunteer agrees</p>	

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
Mission UN 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 by completing 'Medical evacuation' task in UVP			
5	OA VM			Complete task	Acknowledge receipt of task medical information by completing task in UVP			
6	OA VM			Inform Cigna	Confirm Cigna is aware of evacuation by email. 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.			
2	UN-designated physician			Forward medical report to UN Medical Services	Send complete medical report (including MS39) without delay to UNOG Medical Services to authorise evacuation. Email address: unogmedicalevacuations@un.org cc. unogmedicalsevice@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
2.1	<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>							
3	HE			Inform UNV Ensure updated documents and contacts are available	<ul style="list-style-type: none"> ○ Alert RO and FU of possible medical evacuation via email. ○ Make sure volunteer's documents and details are on file (passport, mobile phone number) 		Email	
4	PA	CC	RPS	Complete request medevac task in UVP	Complete request medevac task in UVP to notify OA VM			

5	OA VM	Complete task	Acknowledge receipt of task medical information by completing task in UVP			
6	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
6.1	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.
7	OA VM	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		Email	
8	UNOG JMS/ UNDP Operations Manager	Arrange medevac	<u>Only in cases when UNOG doesn't arrange medevac directly</u> , 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 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		

				<p>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>		
9	OA VM	Inform FU and RO of the receiving country	Inform FU/RO 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 OA inform the donor accordingly through VSC FF OA
10	OA VM	Create Authorization	Create Authorization in word document based on template. Authorization includes travel to place of medical evacuation for UN Volunteer and accompanying person (if applicable), including DSA if applicable. Send to OA TL using DocuSign for review.	Authorization template		Word document authorization is workaround until functionality is developed in UVP. Information about payment amounts incl. DSA can be found here
11	OA-TL	Approve and Send authorisation of medical evacuation	Review and approve using DocuSign.	Authorisation to extend the medical evacuation of a UNV to an approved place of medical evacuation		In some cases, due to urgency of the medical evacuation, travel has already taken place. In this case a retroactive travel authorisation is provided.
12	OA VM	Upload signed authorization to UVP	Download signed document and upload to assignment document library.			

13	OA VM	Informs medical insurance provider (Cigna)	Informs Cigna of the medical evacuation and requests provision of guarantee of payment to treating hospital			
14	OA VM	Process travel entitlements	Process travel entitlements of the UN Volunteer outside UVP.			
15	UNOG JSM	Follow-up volunteer's condition	UNOG JMS to follow-up at least twice a week about the medical condition of UN Volunteer			
16	Treating medical doctor	Send medical report	Send detailed medical report to UNOG JMS			
17	UNOG JMS	Extend medevac	Authorize medevac extension based on medical report if necessary			
18	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.			
19	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						
20	OA VM	Create Authorization	Create Authorization in word document based on template. Authorisation includes travel to duty station for UN Volunteer and accompanying person (if applicable), including DSA if applicable. Send to OA TL using DocuSign for review.		OA (Authorization template)	Information about payment amounts incl. DSA can be found here
20.1	OA-TL	Approve and send authorisation	Review and approve using DocuSign.			
20.2	OA VM	Upload signed authorization to UVP	Download signed authorisation document and upload to assignment document library.			
20.3	OA	Process travel entitlements	Process travel entitlements of the UN Volunteer outside of UVP			
Clearance to return to duty station NOT given						
21	OA	Process reassignment or repatriation	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			

			<p>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>			
22	UNOG JMS	Record medical information	UNOG JMS records all medical information in EarthMed			
23	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.			
24	HE	Record and monitor sick leave	Record and monitor sick leave of the volunteer			<p>UN Volunteers are entitled to up to 30 days of certified sick leave based on a 12-month cycle. Sick leave beyond 20 working days, the UN Volunteer must submit the required medical certificate from a medical practitioner, any required UN medical forms, and medical report directly to the United Nations Office at Geneva (UNOG) Medical Service for validation as soon as possible and not later than the 20th working day following the initial absence from duty.</p>
25	OA VM	Follow up on approval of sick leave with UNOG JMS	OA follow up on approval of sick leave with UNOG JMS			
26	Volunteer	Claim for an additional payment	UN Volunteer claims for additional payment upon return to Duty Station.	F10. claim form	Email	This payment type to be added to UVP after launch.

			UN Volunteer submits travel claim with supporting ticket information			
27	OA VM	[Optional] Claim overpayment	If DSA was paid in advance and overpayment needs to be recovered, claim overpayment from volunteer.			This is outside of UVP for launch
28	OA VM	Settle travel claim	Settle travel claim			

Volunteer passes away:

	Within Country Evacuation	Outside Country Evacuation
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<p>UN Volunteer passes away</p> <p>See also (<i>Death of a Volunteer SOP</i>)</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:</p> <p>(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;</p> <p>(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>
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Medical Assistance Financial Authorizing Person:

Amount below US\$ 50.000.

Chief, Finance and Budget

Amount above US\$ 50.000

Director Management Services (DMS)

In absence of Director Management Service (DMS) – Amount above US\$50,000

Executive Coordinator (EC)

To view all SOPs and summary workflows [click here](#)

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)

VSC – Volunteer Service Centre