





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.