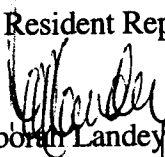


To: All Resident Representatives

From:   
Deborah Landey  
Director  
Office of Human Resources  
Bureau of Management

Subject: **Medical Evacuation Travel (MET) – International SOS Scheme**

As described in circular UNDP/ADM/98/68 of 16 October 1998, UNDP 2001 has required us to change our operations and deliver a higher quality, more efficient service. Over the past months the Office of Human Resources (OHR) has introduced a series of re-engineering measures to streamline staff administration processes. Another step in aligning our personnel administration services with the needs of UNDP, is to provide offices with a better understanding of certain benefits and how they are administered.

I am pleased to attach guidelines containing details on the use of the services of International SOS. Also enclosed is a PowerPoint presentation that your office may wish to use when briefing staff on the subject.

I would like to highlight that:

- a) normally, once a medical evacuation is approved, traditional commercial means of transportation and facilities should be used;
- b) chartered air transportation services, International SOS or local/regional companies specializing in chartered emergency medical evacuations may only be utilized in the event of an acute medical emergency, when:
  - i) local medical assistance or emergency hospital facilities are either unavailable or inadequate; and
  - ii) it is not possible to arrange through traditional commercial means of transportation or facilities, either because they cannot be used or are inappropriate given the seriousness of the case (e.g. in field duty stations where airline schedules are infrequent or unreliable).

c) the SOS services are very costly and should be used very cautiously. Normally, the minimum cost per airlift through SOS is between US\$50,000 and US\$55,000;

d) the decision whether to request SOS services or to use traditional commercial means of transportation which is available will be taken by the Resident Representative or, if absent, the Resident Representative a.i. or the Office-in-Charge on the recommendation of:

- i) the local Medical Officer of the regional commission;
- ii) the UN Dispensary Physician; *or*
- iii) the local UN Examining Physician;

e) Resident Representatives may consult with OHR, NY, and/or the UN Medical services Division (UNMSD). However, prior consultation with NY is not a requirement. The factors of degree of health risk, speed and cost will have to be taken into account. When in doubt, the health and life of the patient should be the overriding consideration.

We hope you will find these documents useful, however, should you require any further information or clarification on this subject, please contact OHR's focal point for International SOS services: Ms. Elizabeth Velander, Policies Unit, at (1-212) 906-5265 or [elizabeth.velander@undp.org](mailto:elizabeth.velander@undp.org).

This circular supersedes all previous circulars on the subject and is effective as from the date of issuance.

# **SOS**

# **INTERNATIONAL SOS SCHEME**

**UNDP/ADM/2001/42 of 12 December 2001**



**United Nations Development Programme**

OFFICE OF HUMAN RESOURCES



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## General

### Background

1. Since 1986, UNDP has had an agreement with the International SOS Scheme<sup>1</sup> (SOS) for emergency medical evacuations using their chartered air transportation services. Under this agreement, UNFPA, UNICEF and UNOPS staff and their eligible dependants are also covered.
2. SOS services may only be utilized in the event of an acute medical emergency, when:
  - a) local medical assistance or emergency hospital facilities are either unavailable or inadequate; and
  - b) it is not possible to arrange normal medical evacuations, either because commercial means of transportation and facilities cannot be used or are inappropriate given the seriousness of the case (*e.g.*, in field duty stations where airline schedules are infrequent or unreliable).
3. The SOS services are very costly and should be used very cautiously. Normally, the minimum cost per airlift through SOS is between US\$50,000 and US\$55,000.

### Eligibility

4. All internationally- and locally-recruited UNDP field staff, their spouses and dependent children residing with them at the duty station are covered by the plan. Headquarters staff members travelling to the field **on mission** are also covered.

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<sup>1</sup> In 1998 AEA International (formerly Asia Emergency Assistance) merged with International SOS Assistance as AEA International SOS. In 1999 the company's name was changed to International SOS.

### **Approving Authority**

5. The decision whether to request SOS services or to use traditional commercial means of transportation which is available will be taken by the Resident Representative<sup>2</sup> or, if absent, the Resident Representative a.i. or the Officer-in-Charge on the recommendation of:
  - a) the local Medical Officer of the regional commission;
  - b) the UN Dispensary Physician; *or*
  - c) the local UN Examining Physician.
  
6. Resident Representatives may consult with OHR, NY, and/or the UN Medical Services Division (UNMSD), see Annex A. However, prior consultation with NY is not a requirement. The factors of degree of health risk, speed and cost will have to be taken into account. When in doubt, the health and life of the patient should be the overriding consideration.

### **Destination**

7. The Resident Representative determines the destination of the emergency medical evacuation, which should normally be the nearest recognized regional medical centre (see Annex B) or the place nearest the duty station where adequate medical facilities are available bearing in mind the particular nature of the illness/injury involved and the type of treatment required.

### **Request for Services**

8. In each case of emergency, the staff member concerned should apply for evacuation services through the UNDP Resident Representative.<sup>3</sup> To avoid any delay in the emergency arrangements, *staff members should NOT contact SOS directly*. Only under very exceptional circumstances, when the UNDP authorizing officials cannot be reached, should the staff member contact SOS directly. Even so, it will still be necessary for SOS to attempt to locate the authorizing official at the duty station, or an authorizing official in OHR, NY.

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<sup>2</sup> The approving authority for UNICEF staff members is UNICEF's Head of Office.

<sup>3</sup> UNICEF staff members should apply through their Head of Office.

### **How to Contact SOS**

9. The quickest way to contact SOS for assistance is by telephone. The SOS Alarm Control Centres are listed in Annex C. These offices are open 24 hours a day for service. Facsimile may also be used.
10. In contacting SOS, the UNDP authorizing officer should provide:
  - a) the name of the staff member;
  - b) UNDP's SOS identification number (01-AC-288);
  - c) the nature of the problem; *and*
  - d) the location and a telephone number where the patient or his/her attending physician and the designated physician can be reached.

### **SOS Invoice**

11. SOS or the firm used by SOS to provide services or both will send the invoice(s) for the services rendered to the staff member's office. Any invoice coming from individual firms other than SOS should have prior clearance and endorsement of SOS.
12. SOS expenses should be charged to the same funding source against which the staff member's salary is charged.

**ANNEX A:  
CONTACT INFORMATION FOR  
UN MEDICAL SERVICES DIVISION (UNMSD) NEW YORK**

<b>Name/Title</b>	<b>E-mail</b>	<b>Phone During Working Hours</b>	<b>FAX</b>	<b>Phone After Working Hours<sup>4</sup></b>
Dr. Sudershan Narula UN Medical Director	<a href="mailto:narula@un.org">narula@un.org</a>	(212) 963-2951	(212) 963-4925	(212) 963-6666
Dr. Amin Salama UN Deputy Medical Director	<a href="mailto:asalama@un.org">asalama@un.org</a>	(212) 963-7087	“	“
Dr. Serguei Oleinikov Sr, Medical Officer	<a href="mailto:oleinikov@un.org">oleinikov@un.org</a>	(212) 963-8358	“	“
Dr. Agnes Pasquier-Castro Sr. Medical Officer	<a href="mailto:pasquier-castro@un.org">pasquier-castro@un.org</a>	(212) 963-7089	“	“
Dr. Tesfaye Teklu Medical Officer	<a href="mailto:teklu@un.org">teklu@un.org</a>	(212) 963-1150	“	“
Dr. Andrew Thomson Medical Officer	<a href="mailto:thomson@un.org">thomson@un.org</a>	(212) 963-1727	“	“
Ms. Erna Croney Head Nurse	<a href="mailto:croney@un.org">croney@un.org</a>	(212) 963-4070	“	“

<sup>4</sup> Through UN Security.

**ANNEX B:  
RECOGNIZED REGIONAL MEDICAL EVACUATION CENTRES**

Countries	Recognized Regional Medical Evacuation Centers
<b>A – Central America</b>	
Belize, El Salvador, Honduras, Nicaragua	Mexico
<b>B – South America</b>	
Bolivia	Chile
Guyana	Trinidad & Tobago, Venezuela
<b>C – Caribbean</b>	
Haiti	Dominican Republic
<b>D - Arab States</b>	
Iraq	Jordan, Lebanon
Libyan Arab Jamahiriya (the)	Egypt, Tunisia
Yemen	Egypt, Saudi Arabia
<b>E – Africa</b>	
Benin	Cameroon
Burkina Faso	Côte d'Ivoire
Cape Verde	Gabon
Central African Republic (CAR)	Senegal
Chad	South Africa
Congo, Democratic Republic of	
Congo, Republic of	
Equatorial Guinea	
Gambia	
Ghana	
Guinea	
Guinea Bissau	
Liberia	
Mali	
Mauritania	
Nigeria	
Niger	
Sao Tome and Principe	
Sierra Leone	

Countries	Recognized Regional Medical Evacuation Centers
Togo	
Burundi Djibouti Eritrea Ethiopia Rwanda Somalia Sudan Uganda United Republic of Tanzania	Egypt Kenya South Africa
Angola Botswana Lesotho Malawi Mozambique Swaziland Zambia	South Africa
Comoros Madagascar	Ile de la Réunion
<b>F - Asia</b> Armenia Azerbaijan Georgia Kyrgyzstan	Turkey
Afghanistan Bangladesh Bhutan Kazakhstan Nepal Turkmenistan Uzbekistan	India, Pakistan
Maldives	India, Sri Lanka
Cambodia Lao People's Democratic Republic	Thailand

<b>Countries</b>	<b>Recognized Regional Medical Evacuation Centers</b>
Myanmar Vietnam	
Democratic People's Republic of Korea (DPRK) Mongolia	China
<b>G - Micronesia &amp; Melanesia</b>	
All countries	Australia, New Zealand

**ANNEX C:  
CONTACT INFORMATION FOR  
INTERNATIONAL SOS**

<http://www.intsos.com/>

Country	Alarm Centres
<b>SINGAPORE</b> Global Headquarters	331 North Bridge Road #17-00, Odeon Towers Singapore 188720 Telephone: (65) 338 7800
<b>AUSTRALIA</b>	Sydney Level 5, Challis House 4 Martin Place Sydney NSW 2000 Alarm Centre tel: (61) (2) 9372 2468 Alarm Centre fax: (61) (2) 9372 2455 Clinic tel: (61) (2) 9223 8400 Clinic fax: (61) (2) 9223 3344 Admin tel: (61) (2) 9372 2400 Admin fax: (61) (2) 9372 2408
<b>AZERBAIJAN</b>	Baku Rashid Behbutov Street 30 370000 Baku, Azerbaijan Clinic tel: (99412) 937 354/934 089 Fax: (99412) 939 644
<b>CAMBODIA</b>	Phnom Penh House 161, Street 51, Sang-Kat Boeung Peng, Khon Doun Penh Phnom Penh, Cambodia Clinic tel: (855) (23) 216 911 Fax: (855) (23) 215 811

Country	Alarm Centres
<b>CANADA</b>	Montreal 1255 University Street Suite 420 Montreal, Quebec Canada H3B 3B6 Admin tel: (1) (514) 874 7674 Fax: (1) (514) 874 1620
<b>CHINA</b>	Beijing Building "C" Bitic Leasing Centre No.#1 North Road, Xing Fu San Cun Chaoyang District P.R. China 100027 Alarm Centre tel: (8610) 6462 9100 Alarm Centre fax: (8610) 6462 9117 Admin tel: (8610) 6462 9199 Admin fax: (8610) 6462 9117
	Hong Kong (SAR) 27/F, 38 Russell Street Causeway Bay Hong Kong (SAR) Alarm Center tel: (852) 2528 9900 Admin tel: (852) 2528 9998 Fax: (852) 2528 9933
	Shanghai #2606 Shartex Plaza 88 Zun Yi South Road Shanghai, 200335 Alarm Centre tel: (86) (21) 6295 0099 Admin tel: (86) (21) 6295 9951 Admin fax: (86) (21) 6295 8277
<b>CONGO</b>	Pointe Noire 22 avenue N'Gouedi Pointe Noire, Congo Clinic tel: (242) 94 34 32/3 Fax: (242) 94 27 04

Country	Alarm Centres
<b>CZECH REPUBLIC</b>	Praha Vaclavske Namesti. 62 Prague 1, Czech Republic Admin tel: (420) (2) 2211 1100 Admin fax: (420) (2) 2211 1112
<b>ESTONIA</b>	Tallinn Tallinn Assistance Bureau Tahe 3-1 PO Box 1700 Tallinn, EEOO 16, Estonia Admin tel: (372) 524 4426 Admin fax: (372) 656 8894
<b>FRANCE</b>	Paris Immeuble Le Ravel 12-14 rue d'Alsace -B.P. 322 92306 Levallois-Perret Cedex Alarm Centre tel: (33) (1) 5536 3155 Alarm Centre fax: (33) (1) 5536 3156 Admin tel: (33 )(1) 5563 3232 Admin fax: (33) (1) 5563 3233
<b>INDIA</b>	New Delhi Meridien Commercial Tower 5 <sup>th</sup> Floor, Windsor Place Janpath, New Delhi 110 001 India Admin tel: (91) (11) 335 2702 Admin fax: (91) (11) 335 2701
<b>INDONESIA</b>	Jakarta JI Puri Sakti No. 10, Cipete Jakarta Selatan, Indonesia Alarm Centre tel: (62) (212) 750 6001 Alarm Centre fax: (62) (21) 750 6003 Clinic tel: (62) (21) 750 5980 Admin tel: (62 )(21) 750 5973 Fax: (62) (21) 750 6002

Country	Alarm Centres
	<p>Bali            Jalan Bypass Ngurah Rai 24X,            Kuta 80361, Bali            Alarm Centre tel: (62) (361) 755 768            Alarm Centre fax: (62) (361) 755 768</p> <p>Balikpapan            PKT Office            Jalan Popuk Raya 54            Balikpapan            Indonesia            Admin tel: (62) (542) 65966            Fax: (62) (542) 64237</p>
<b>JAPAN</b>	<p>Tokyo            8<sup>th</sup> Fl Kudan-minami C&amp;M Bldg.            3-9-14 Kudan-minami            Chiyoda-ku, Tokyo 102-0074            Japa            A/C Japanese tel: (81) (3) 5210 1515            A/C English tel: (81) (3) 5210 4334            A/C Fax: (81) (3) 5210 2272            Admin tel: (81) (3) 5213 9011            Admin fax: (81) (3) 5213 9022</p>
<b>KAZAKHSTAN</b>	<p>Almaty            11 Luganskovo Street            Almaty 480051            Republic of Kazakhstan            Clinic tel: (7) (3272) 642 656            Fax: (7) (3272) 507 335</p>
<b>MALAYSIA</b>	<p>Kuala Lumpur            Business Suite 19A-13-1, Level 13            UOA Centre, 19 Jalan Pinang            50450 Kuala Lumpur, Malaysia            Alarm Centre tel: (603) 925 2833            Admin tel: (603) 925 7733            Admin fax: (603) 925 1311</p>

Country	Alarm Centres
<b>MYANMAR</b>	Yangon The New World Inya Lake Hotel 37 Kaba Aye Pagoda Road Yangon, Union of Myanmar Alarm Centre tel: (95) (1) 667 877 Clinic tel: (95) (1) 667 879 Admin tel (95) (1) 667 871 Fax: (95) (1) 667 866
<b>NEW ZEALAND</b>	Auckland Level 21, 151 Queen Street Auckland, New Zealand Admin tel: (64) (9) 359 1640 Fax: (64) (9) 359 1642
<b>NIGERIA</b>	Port Harcourt Intel Camp Km 12 Aba/PHC Expressway Port Harcourt, Nigeria Clinic tel: (234) (84) 230 025 ext 5091 Fax/tel: (234) (84) 236 243  Warri Bungalow A13 #2 Chief Edewor Estate Warri, Nigeria Clinic tel: (234) 53 255 023 Fax: (234) 53 255 023
<b>PHILIPPINES</b>	Manila Suite 1205/6 One Magnificent Mile San Miguel Avenue, Ortigas Centre Pasig City 1600 Metro Manila, Philippines Alarm Centre tel: (63) (2) 637 0707 Admin tel: (63) (2) 637 4872 Admin fax: (63) (2) 637 4872

Country	Alarm Centres
<b>RUSSIA</b>	Moscow 69, Prospect Mira, Third Floor 103009 Moscow www.intsos.com Alarm Centre tel: (7) (095) 937 6477 Alarm Centre fax: (7) (095) 937 6470 Clinic tel: (7) (095) 937 5760 Clinic fax: (7) (095) 280 8677
<b>SLOVAK REPUBLIC</b>	Bratislava Kiprinvicka 11 Bratislava, Slovakia 84101
<b>SOUTH AFRICA</b>	Johannesburg 55, Wierda Road East Wierda Valley Sandton 2146, South Africa Alarm Centre tel: (27) (11) 282 5900 Alarm Centre fax: (27) (11) 282 5899 Admin tel: (27) (11) 282 5800 Fax: (27) (11) 282 5898
<b>SOUTH KOREA</b>	Seoul 5th Floor, Shindong Building 726-164 Hannam-Dong Yongsan-Ku, Seoul 140-210, South Korea Alarm Centre tel: (82) (2) 790 7561 Admin tel: (82) (2) 790 7562 Fax: (82) (2) 790 6785
<b>SPAIN</b>	Madrid Juan Hurtado de Mendoza 11 Entreplanta 28036 Madrid Alarm Centre tel: (34) (91) 350 9804/3/2 Admin tel: (34) (91) 572-4300 Fax: (34) (91) 359 0667

Country	Alarm Centres
<b>SWITZERLAND</b>	Geneva 12, Chemin Riantbosson 1217 Meyrin 1 Geneva Alarm Centre tel: (41) (22) 785 6464 Alarm Centre fax: (41) (22) 785 6424 Admin tel: (41) (22) 719 1100 Admin fax: (41) (22) 785 6426
<b>TAIWAN (ROC)</b>	Taipei Rm 405, 4F, No. 96 Chong Shan N. Road Sec. 2, Taipei Alarm Centre tel: (886) (2) 2523 2220 Alarm Centre fax: (886) (2) 2523 9897 Admin tel: (886) (2) 2523 7500 Admin fax: (886) (2) 2523 8488
<b>THAILAND</b>	Bangkok Building One, 11th Floor 99/38 Wireless Road, Pathumwan, Bangkok 10330, Thailand Alarm Centre Tel: (66) (2) 256 7146 Admin tel: (66) (2) 256 7145 Fax: (66) (2) 256 7151/0
<b>UKRAINE</b>	Kiev Podeby Ave 14 Kiev, Ukraine 252135
<b>UNITED KINGDOM</b>	London Sixth Floor, Landmark House Hammersmith Bridge Road London W6 9DP Alarm Centre tel: (44) (208) 762 8008 Alarm Centre fax: (44) (208) 748 7744 Admin tel: (44) (208) 762 8000 Admin fax: (44) (208) 762 8070 if dialing from within UK, replace "44" with "0"

Country	Alarm Centres
<b>USA</b>	Philadelphia Eight Neshaminy Interplex Suite 207 Trevoise, PA 19053-6956 Alarm Centre tel: (1) (215) 245 4707 Alarm Centre fax: (1) (215) 244 9617 Admin tel: (1) (215) 244 1500 Admin fax: (1) (215) 244 2227
	Houston 2211 Norfolk Suite 624 Houston, TX 77098
<b>VENEZUELA</b>	Caracas Av. Budapest Cruce Con Calle Lion Quinta Liliana, Piso #3 La California Norte Caracas 1070, Venezuela Admin tel: (58) 221 3920 Admin fax: (58) 221 6945
<b>VIETNAM</b>	Ho Chi Minh City 65 Nguyen Du Street District 1, Ho Chi Minh City, Vietnam Alarm Centre tel: (84) (8) 829 8520 Clinic tel: (84) (8) 829 8424 Admin tel: (84) (8) 829 8520 Fax: (84) (8) 829 8551
	Hanoi Central Building 31 Hai Ba Trung Hoan Kiem District Hanoi, S.R. Vietnam Alarm Centre tel: (84) (4) 934 0555 Admin tel: (84) (4) 934 0555 Fax: (84) (4) 934 0556

<b>Country</b>	<b>Alarm Centres</b>
<b>VIETNAM (cont'd)</b>	Vung Tau 1 Thanh Thai St Vung Tau, S.R. Vietnam Clinic tel: (84) (64) 858 776 Fax: (84) (64) 858 779