

Protocol on External Medical Evacuation from Haiti for COVID-19 Cases

Table of contents

1.	Key contacts for medical evacuation	Page 1
2.	Objective of the protocol	Page 1
3.	Potential beneficiaries of medical evacuation for COVID-19	Page 2
4.	Step by Step External Medical Evacuation Process	Page 3
	a. I. Medevac Monitoring and Alert Phase	Page 3
	b. II. Requesting a Medevac Through the UN Medevac Cell	Page 5
	c. III. Medevac Preparation Phase	Page 6
	d. IV. Medevac Execution Phase	Page 10
	e. V. Medevac Recovery and Return Phase	Page 11
5.	Technical focal points	Page 13
6.	COVID-19 focal points for UN entities	Page 13
7.	Key medical contacts	Page 14
8.	Definitions of terms	Page 14
9.	Reference documents	Page 14
	Annex: Flow charts of the medevac decision-making process for COVID-19	Page 15

1. Key contacts for medical evacuation

For COVID-19 Coordinator/ Field Medevac Coordinator for Haiti	<p>COVID-19 medevacs for the UNCT in Haiti</p> <p>COVID-19 medevacs for BINUH personnel only</p>	<p>Haiti COVID-19 Coordinator/Field Medevac Coordinator: Astrid Marschatz Head of the Resident Coordinator’s Office WhatsApp : +506 8718 5721 astrid.marschatz@un.org</p> <p>BINUH COVID-19 Coordinators: Sandro Calavalle Logistics Officer, BINUH +509 37029058 calavalle@un.org</p> <p>Dr. Emmanuel Ghangha BINUH Doctor + 509 3623 5456 ghangha@un.org</p>
For Country Offices without a local UN medical service	<p>For any injury/illness</p> <p>For symptoms similar to COVID-19</p>	<p>Contact your agency medical service/designated medical practitioner, designated medical facility or usual private practice physician.</p> <p>Call the OPS/OMS COVID-19 hotline for UN personnel as soon as symptoms first appear: +509 3702-1733/3702-1735</p>

2. Objective of the protocol

The objective of this protocol is to clarify the procedures to follow in the event of a COVID-19-related medical emergency affecting an eligible employee and / or dependent of the UNCT and requiring evacuation from the country. The UN Medevac

Framework is intended to serve as the primary modality for all COVID-19-related medevacs for the UN system. When activated, the UN Medevac Cell coordinates all tasks related to medical logistics in the context of COVID-19 medevac support for the UN, including identification of receiving country, suitable and available hospital, flight arrangements, and arrangements for ground transportation in the receiving country. Only the designated COVID-19 Coordinators are able to request medevac from the UN Medevac Cell.

The MEDEVAC of COVID-19 cases among UNCT personnel shall be coordinated by the Country COVID-19 Coordinator, in tandem with the Focal Point for the respective UNCT organization. MEDEVAC of BINUH personnel for COVID-19 cases will be coordinated by the BINUH COVID-19 Coordinator.

Authority to approve medical evacuations to medical facilities outside Haiti for COVID-19 cases is as follows:

- a) Head of the respective UNSMS agency based on evaluation of a treating medical provider;
- b) For BINUH, the SRSG in consultation with the BINUH doctor;
- c) The Country or BINUH COVID-19 Coordinator will liaise with the UN Medevac Cell to trigger a COVID-19 medevac and to help the Medevac Cell confirm the patient's eligibility and clinical need.
- d) Should backup medevac modalities be required to medevac COVID-19 cases, the provisions below for medical evacuations for non-COVID-19 cases to facilities outside Haiti will apply.

This protocol is based on the "UN Medevac Framework for COVID-19" and linked to the memo developed by the PAHO / WHO office in Haiti entitled "Recommendations to United Nations personnel regarding COVID-19", which establishes the set of rules and guidelines to be applied by United Nations personnel classified as suspected or confirmed COVID-19, from the first symptoms to medevac. The protocol focuses on medical evacuation outside the country, a key step that has become more difficult given the restrictions imposed by the destination countries.

Please note that the BINUH has its own medical evacuation mechanisms with its own COVID-19 coordinators (see below).

3. Potential beneficiaries of medical evacuation for COVID-19

- All international UN staff and dependents (including UNVs, gratis personnel, individual contractors, consultants, individual service providers, and laborers on an hourly fee);
- All National UN staff and dependents (including UNVs, gratis personnel, individual contractors, consultants, individual service providers, and laborers on an hourly fee);
- All international and national personnel of INGOs implementing a coordinated Humanitarian Response Plan (HRP) and/or COVID 19 Global Humanitarian Response Plan (GHRP) programme.
- All dependents of international personnel of INGOS implementing a coordinated Humanitarian Response Plan (HRP) and/or COVID 19 Global Humanitarian Response Plan (GHRP) programmes;
- Personnel or contractors of vendors that are engaged by UN system organizations in the implementation of their respective mandates;
- Military and police personnel and dependents deployed by the United Nations.

4. Step by Step External Medical Evacuation Process

I. Medevac Monitoring and Alert Phase

Step number	Task	Primary responsibility	In coordination with
1	As soon as a UN member of personnel or one of their dependents develops one or more symptoms of COVID-19 (fever, cough, shortness of breath, fatigue or weakness, loss of taste, loss of smell, muscle pain or headache), as outlined in the <i>PAHO Recommendations to UN Personnel Regarding COVID-19</i> , or when they have reason to suspect they may have been exposed to the novel coronavirus, the UN member of personnel should call the PAHO hotline at 3702-1733 / 3702-1735. The PAHO hotline coordinates testing of the suspect case at a central location (currently at the offices of the International Organization for Migration in Tabarre).	PAHO hotline	
2	The UN member of personnel should also at the same time notify their entity COVID-19 focal point or the head of their organization that a COVID-19 test has been requested.	Requesting organization	
3	The requesting organization focal point should liaise with the individual and with their dependents (if applicable) to ensure that the individual and his/her family are aware of proper isolation, protection and treatment procedures and to identify if any support is required. Annex 1 of the <i>PAHO Recommendations to UN Personnel Regarding COVID-19 on Recommendations to Individuals in Quarantine at Home</i> should be shared with the individual's family members in whichever language is preferred (French or Creole) to make sure family members are informed about ways to protect themselves, care for the individual, and prevent the spread of the pandemic.	Requesting organization focal point	COVID-19 Coordinator Technical focal point: Karine Civil St. Cyr, OMT
4	If the medical status of the suspect case is concerning, or if the suspect case has pre-existing/underlying medical conditions, the requesting organization focal point should send a flash report to the COVID-19 Coordinator as soon as the case is identified, before the results of the COVID-19 test have been received, so that arrangements for medevac may begin to be prepared. The COVID-19 Coordinator confirms that the patient is eligible for medevac through the UN Medevac Cell. The COVID-19 Coordinator informs the SRSG of BINUH as the Designated Official and the DSRSG/RC/HC, as well as the head of UNDSS.	Requesting organization focal point	COVID-19 Coordinator
5	If the result of the COVID-19 test is positive, the requesting organization focal point sends a flash report to the COVID-19 Coordinator as soon as possible, who then shares the information with the	Requesting organization focal point	COVID-19 Coordinator, Designated Official, DSRSG/RC/HC

	SRSRG of BINUH as the Designated Official and the DSRSG/RC/HC, as well as the head of UNDSS.		
6	<p>Following the positive test, the individual and their organization should continue following the care guidelines laid out in the <i>PAHO Recommendations to UN Personnel Regarding COVID-19</i>. The individual should continue to be monitored remotely by the PAHO hotline epidemiologists, the requesting organization focal point, and an appropriate physician (called the “treating medical provider”), preferably through telehealth modalities, in order to identify individuals at risk of requiring a higher level of care to allow time for hospitalization and/or medevac.</p> <p><i>Evaluation via telehealth modalities is preferred, given the lower risks for both the individual and the provider. Should an in-person examination be required, the requesting organization should ensure that the treating medical provider has access to appropriate PPE, if required.</i></p>	Requesting organization focal point	COVID-19 Coordinator, treating medical provider
7	<p>If the patient’s medical status should deteriorate and require a higher level of care, the PAHO hotline epidemiologists or the requesting organization focal point should ensure the head of the organization and the treating medical provider are aware. The patient should remain at home, and the organization should arrange for a higher level of care in line with the guidelines laid out in the <i>PAHO Recommendations to UN Personnel Regarding COVID-19</i>.</p>	PAHO hotline, requesting organization focal point	<p>Treating medical provider, head of the requesting organization, Ministry of Health, COVID-19 Coordinator</p> <p>Technical focal point: Alain Perodin, PAHO</p>
8	<p>If the patient’s medical status or underlying medical conditions may warrant medevac to a higher-level treatment facility outside Haiti, the patient should be evaluated by the treating medical provider, who should be ready to share the patient’s medical status and reports with the UN Medevac Cell, which will make a final determination of the patient’s clinical need for medevac.</p> <p><i>Note that early movement of patients with mild illness and multiple risk factors should be considered.</i></p>	Requesting organization focal point	COVID-19 Coordinator, treating medical provider
9	<p>The requesting organization focal point should inform the COVID-19 Coordinator that the medical report recommends medevac. The COVID-19 Coordinator will inform the DO and the DSRSG/RC/HC.</p>	Requesting organization focal point	COVID-19 Coordinator, DO, DSRSG/RC/HC

II. Requesting a Medevac Through the UN Medevac Cell

The UN Medevac Cell is intended to serve as the sole entry point for all medevac-related inquiries for the UN system. The UN Medevac Cell coordinates all tasks related to medical logistics in the context of COVID-19 medevac support for the UN System (including identification of suitable and available hospitals, flight arrangements, arrangements for ground transportation in the receiving country, etc.). Only the designated COVID-19 Coordinator is able to request medevac from the UN Medevac Cell.

10	<p>The COVID-19 Coordinator will contact the UN Medevac Cell at unmedevac@who.int (Tel: +41 22 791 5555). The COVID-19 coordinator, in consultation with the requesting organization focal point, should fill out and submit the following forms:</p> <ul style="list-style-type: none"> • The Medevac Request Form, available at http://www.un.org/sites/un2.un.org/files/medevac_request_form_for_covid-19_coordinators.docx • The Combined Information Disclosure Consent and General Release Form, available at https://www.un.org/sites/un2.un.org/files/combined_information_disclosure_consent_and_general_release_form_-_covid-19_medevac.pdf • A Letter of Guarantee certifying that the requesting organization will cover all medical care after completion of a medevac (contact the COVID-19 Coordinator). • A Note Verbale certifying that the patient is associated with the requesting organization (contact the COVID-19 Coordinator). If the patient is a member of personnel, a copy of the patient’s contract may also be requested. <p>In addition, the requesting organization should provide initial documentation including a copy of the patient’s national passport and the patient’s UNLP (if applicable).</p>	COVID-19 Coordinator	UN Medevac Cell, requesting organization focal point
11	<p>The UN Medevac Cell verifies the patient’s eligibility (see page 1 of this document for eligibility criteria).</p>	UN Medevac Cell	COVID-19 Coordinator, requesting organization focal point
12	<p>The COVID-19 Coordinator establishes and ensures direct communication between the UN Medevac Cell and the treating medical provider. The COVID-19 Coordinator also ensures that patient medical records (including a medical report recommending medevac and copies of the patient’s vaccination booklet) are shared with the Medevac Cell, as applicable.</p>	COVID-19 Coordinator	UN Medevac Cell, treating medical provider

13	The UN Medevac Cell will, in conjunction with the treating medical provider, determine whether there is a clinical need to medevac the patient. The UN Medevac Cell will confirm this to the COVID-19 Coordinator.	UN Medevac Cell	Treating medical provider, COVID-19 Coordinator
14	The UN Medevac Cell leads coordination of key medical logistics tasks for COVID-19 medevac support for the UN System, in particular identification of receiving countries and suitable and available hospitals, in line with the severity of the case; available aircraft; and difficulty of obtaining a visa, among other considerations. The UN Medevac Cell may also coordinate medevac flight options with medevac transportation companies including Phoenix Air Ambulance Service and International SOS.	UN Medevac Cell	COVID-19 Coordinator, requesting organization focal point
15	Should multiple medevac requests be required at the same time, the COVID-19 Coordinator should flag this to the UN Medevac Cell.	COVID-19 Coordinator	UN Medevac Cell
16	If the patient is an international staff member and his/her family overseas has not yet been informed, the requesting organization focal point should reach out to notify them about the potential medevac.	Requesting organization focal point	COVID-19 Coordinator

III. Medevac Preparation Phase

Step number	Task	Primary responsibility	In coordination with
17	Confirmation of COVID-19 medevac modality, receiving country and host medical institution. If the patient is a minor, the COVID-19 Coordinator should establish whether an escort will accompany the patient on the air ambulance to the receiving country, as well as what travel documents will be required for the escort. (On flights arranged through the UN Medevac Cell, an escort is only permitted if the patient in question is a minor.)	UN Medevac Cell or international medevac company	COVID-19 Coordinator, requesting organization focal point
18	Patients approved for medevac should continue with supportive care and therapeutics, if available, while awaiting medevac to a health facility with Level 3 ICU capacity outside of the country.	Treating medical provider, requesting organization focal point	COVID-19 Coordinator
19	The requesting organization focal point liaises with the treating medical provider to obtain medical reports and track patient status, while respecting the confidentiality of the patient's medical information.	Requesting organization focal point	COVID-19 Coordinator, UN Medevac Cell

			Technical focal point: Alain Perodin, WHO
20	Throughout the process, COVID-19 Coordinator regularly updates the UN Medevac Cell on the clinical state of the patient, including sending medical reports, while respecting the confidentiality of the patient's medical information.	COVID-19 Coordinator	Requesting organization focal point Technical focal point: Alain Perodin, WHO
21	The individual's family, whether in Haiti or overseas, should be kept updated about the upcoming medevac movement and the patient's status. The requesting organization should make it clear that if the UN Medevac Cell has arranged the medevac, no escorts will be allowed on the air transport to the receiving country, unless the patient is a minor.	Requesting organization focal point	COVID-19 Coordinator
22	The requesting organization liaises with the embassy of the receiving country to obtain the necessary visas for the patient and any escort authorized to travel. See <i>Annex 1, Template note verbale for a visa request for medical evacuation.</i>	Requesting organization	COVID-19 Coordinator, UN Medevac Cell Technical focal point: Karine Civil St Cyr, OMT
23	Should the receiving country require UN travel documentation for the patient and/or any escort authorized to travel, such as a UN Laissez-Passer (UNLP), UN Travel Certificate, or UN Family Certificate, the requesting organization should liaise with the Travel & Transportation Section in the Division of Administration, UN Department of Operational Support, to obtain the necessary documents for the patient and escort.	Requesting organization	COVID-19 Coordinator, Travel & Transportation Section, UN Medevac Cell Technical focal point: Karine Civil St Cyr, OMT
24	The requesting organization focal point contacts the insurance company to determine the level of coverage for the patient and modalities for direct payment for treatment and to request a letter of guarantee of payment, if necessary.	Requesting organization focal point	COVID-19 Coordinator, UN Medevac Cell Technical focal point: Karine Civil St Cyr, OMT

25	The COVID-19 coordinator, in consultation with the requesting organization focal point, should finalize all documentation required by the UN Medevac Cell. A “fit to fly” confirmation note from the treating medical provider may be required for final authorization of the patient’s travel. Additional final documentation required may include a copy of the patient’s visa (see step 22) or UN travel document (see step 23).	COVID-19 Coordinator	UN Medevac Cell, requesting organization focal point
26	COVID-19 Coordinator liaises with UNDSS to obtain security clearance for the medevac.	Requesting organization focal point	UNDSS, COVID-19 Coordinator
27	UNDSS informs the Security Advisor/Chief Security Advisor of the receiving country about the medevac.	UNDSS	
28	If applicable, the requesting Organization informs the country office of the Organization in the receiving country about the medevac.	Requesting organization	
29	The COVID-19 Coordinator receives the air ambulance provider’s flight plan from the UN Medevac Cell.	UN Medevac Cell	COVID-19 Coordinator, air ambulance provider
30	The air ambulance provider liaises with civil aviation authorities to obtain landing permits, negotiate handling on the ground and refueling, etc., with support from WFP if required. <i>Le transporteur aérien fournira au bureau des informations nécessaires à l’obtention d’autorisation telles que type d’aéronef, indicatif d’appel du vol, itinéraire de vol, poids, enregistrement, nombre total de personnes et leurs noms, point d’entrée à la frontière, et heure de départ et heure d’arrivée prévue.</i>	Air ambulance provider	COVID-19 Coordinator Technical focal point: WFP
31	Once the landing permits have been obtained, the air ambulance provider ensures transmission of the flight details to the air traffic control unit at the airport. <i>Un suivi constant est nécessaire car le personnel de la tour de contrôle dirigera désormais les opérations et guidera l’avion. Il doit donc être informé de l’heure exacte d’atterrissage de manière à bien coordonner avec l’ambulance pour éviter tout retard.</i>	Air ambulance provider	COVID-19 Coordinator Technical focal point: WFP
32	The COVID-19 coordinator liaises with the requesting organization focal point and UNDSS to identify appropriate ground transportation arrangements to the airport. Preferred transportation options include (in order of preference): 1. Ambulance of hospital/private clinic/treating medical provider	COVID-19 Coordinator	Treating medical provider/clinic/hospital facility, local air ambulance provider

	<p>2. Transportation by local air ambulance provider (e.g., Hero, Haiti Air Ambulance)</p> <p>3. Transportation by BINUH ambulance</p> <p>4. Transportation by regular vehicle (taking appropriate precautions to the extent possible)</p> <p>Taking into account the planned departure time and departure point for the ground movement, UNDSS will plan an appropriate route, convoy layout, security arrangements and other logistical requirements.</p> <p>The COVID-19 coordinator and requesting organization focal point should ensure that appropriate care is arranged for the ground movement. The preferred option is transportation by a hospital or private clinic ambulance to ensure continuity of care and a smooth handover to the medical staff aboard the air ambulance. If this is unavailable, transportation by a local air ambulance provider should be considered, or provision of care by the staff of a local air ambulance provider medical as part of another transportation modality (such as the BINUH ambulance or regular vehicle).</p>	<p>Requesting organization focal point</p> <p>UNDSS</p>	
33	The requesting organization focal point liaises with public health authorities and civil aviation authorities at origin to inform them regarding arrangements for local transport to the airport for the medevac flight.	Requesting organization focal point	COVID-19 Coordinator, UNDSS
34	The COVID-19 Coordinator will work with the requesting organization focal point and treating medical provider to provide all additional documentation, in particular a medical discharge report, required to facilitate patient release from the local medical facility, transportation of the patient to the medevac airport and handover to the medevac team.	Requesting organization focal point	COVID-19 Coordinator, treating medical provider
35	If necessary, the COVID-19 Coordinator contacts the embassy of the patient in the receiving country and/or the country's Ministry of Foreign Affairs for assistance with transportation arrangements in the receiving country. (If medevac is arranged through the UN Medevac Cell or through an air ambulance provider, ground transportation will be arranged in the receiving country, but the COVID-19 Coordinator should verify this.)	COVID-19 Coordinator	Requesting organization focal point

IV. Medevac Execution Phase

Step number	Task	Primary responsibility	In coordination with
36	In coordination with the COVID-19 Coordinator, UNDSS and WFP, the requesting organization focal point initiates ground transportation to the airport, ensuring the patient arrives at least 1 hour before the flight is scheduled to depart from the airport.	Requesting organization focal point	COVID-19 Coordinator, WFP, UNDSS
37	If possible, WFP colleagues are available at the airport from before the arrival of the air ambulance, during the transfer of the patient, and until the departure of the air ambulance, in order to provide support and facilitate coordination with airport and civil aviation authorities, if required.	WFP	Requesting organization focal point
38	If necessary, the BINUH infirmary may be used as a holding space for the patient before transfer to the medevac aircraft.	BINUH doctor	COVID-19 Coordinator, WFP, requesting organization focal point
39	Requesting organization focal point liaises with WFP and the air ambulance provider to coordinate the departure at the airport. The requesting organization focal point, in coordination with WFP and the treating medical provider, ensures smooth handover of the patient to the international medevac team.	Requesting organization focal point, WFP, air ambulance provider	COVID-19 Coordinator, Technical focal point: WFP
40	If ground ambulance service has been provided by the hospital/clinic/treating medical provider, the ground ambulance medical providers ensure a smooth transfer of the patient to the medical team aboard the air ambulance, including sharing updates on the patient's status and handing over key medical records.	Ground ambulance provider, air ambulance provider	Requesting organization focal point
41	Requesting organization focal point provides hard copies of the patient's passport and medical report to the crew of the air ambulance provider.	Requesting organization focal point	Air ambulance provider
42	Air ambulance provider ensures approval of patient travel documents by customs and immigration officials, in coordination with the requesting agency, and obtains final authorization for the flight. WFP may facilitate ground coordination with local aviation and airport authorities.	Air ambulance provider	Requesting organizational focal point

			Technical focal point: WFP
43	COVID-19 Coordinator informs the UN Medevac Cell of the patient's successful departure.	COVID-19 Coordinator	WFP, UN Medevac Cell
44	Upon arrival in the receiving country, the UN Medevac Cell ensures transportation of the patient from the airport to the receiving hospital.	UN Medevac Cell	Host medical facility
45	The UN Medevac Cell will confirm with the COVID-19 Coordinator the arrival and handover of the patient to the receiving hospital.	UN Medevac Cell	COVID-19 Coordinator
46	Following the completion of the medevac, the COVID-19 Coordinator will conduct a debriefing or after-action review with all relevant actors, in particular the requesting organization focal point.	COVID-19 Coordinator	All involved actors

V. Medevac Recovery and Return Phase

Step number	Task	Primary responsibility	In coordination with
47	The requesting organization focal point will ensure the patient's status is monitored and maintain communication with the family of the patient. The requesting organization retains responsibility for all aspects of repatriation for both the patient and any escort.	Requesting organization focal point	Host medical facility
48	The individual must receive two negative test results for COVID-19 within 24 hours at least 30 days after the beginning of their symptoms to be labelled officially negative.	Host medical facility	Requesting organization focal point
49	If the individual is moved to outpatient care to complete their recoveries, the organization should pay daily per diem or maintenance until the individual is fully recovered and able to return to work according to the agency's own rules. Contact your agency's headquarters for more information.	Requesting organization	
50	Once the individual is in recovery, they should be encouraged to take advantage of appropriate psychosocial support options to deal with the trauma of the illness, including counseling with a Staff Counsellor or Stress Counsellor.	Requesting organization	Critical Incident Stress Management Unit, DOS

51	The head of the requesting organization must approve the individual's return to work, in consultation with the requesting organization's headquarters.	Requesting organization Head of Agency	Requesting organization headquarters
52	The individual should submit a security clearance requesting return. The head of the requesting organization should send an email to UNDSS informing them of his or her approval of the individual's request.	Individual, requesting organization Head of Agency	UNDSS
53	The SRSG as DO must approve the individual's security clearance. A minimum of seven days should be allowed for the security clearance to be authorized.	DO	UNDSS

5. Technical focal points

For questions regarding key steps of the above process. The technical focal points are solely intended to share technical advice to the COVID-19 Coordinator or the focal points for UN organizations.

Area of technical expertise	Organization	Name	Contacts
Assistance with obtaining visas and engaging with insurance providers	OMT	Karine Civil St. Cyr	karine.civil@one.un.org +509 3494 0566 +509 3701 1155
Technical advice regarding the medical aspects of medevac <i>All medical counsel concerning the treatment or evacuation of a patient should be provided by a treating medical provider / physician.</i>	PAHO/WHO	Alain Perodin	perodinala@paho.org Cell: +509 3626 6216
Arrangements with airport and civil aviation authorities for medevac	WFP-UNHAS	Gratien Kasongo UNHAS OIC, WFP	gratien.kasongo@wfp.org WhatsApp: +243 898 619 210 HaitiUNHAS@wfp.org

6. COVID-19 focal points for UN entities

UN Entity	Name	Email	Phone Number
BINUH	Dr. Emmanuel Ghangha	ghangha@un.org	
FAO	Oxana Chiciuc	Oxana.Chiciuc@fao.org	
FAO	Jose Luis Fernandez	JoseLuis.Fernandez@fao.org	
IFAD	Ludgie Saincima	l.saincima@ifad.org	+509 3443 5295
ILO	Eunice Seignon	seignon@ilo.org	
IOM	Guillaume Laurent	glaurent@iom.int	
OCHA	Tamara Rimpel	tamara.rimpel@un.org	
OHCHR	Marie Lynch	lynchm@un.org	
PAHO/WHO	Alain Perodin	perodinala@paho.org	
UNESCO	Pilar Alvarez-Laso	p.alvarez@unesco.org	
UNESCO	Panaroty Ferdinand Prophete	pf.prophete@unesco.org	
UNFPA	Georgette Kyomba	kyomba@unfpa.org	+509 3701 5352
UNICEF	Daouda Diop	ddiop@unicef.org	
UNDP	Sophia Phanord	sophia.phanord@undp.org	
UNAIDS	Marie Claude Julsaint	JulsaintM@unaids.org	
UNOPS	Soraya Filippi	sorayaf@unops.org	
UNOPS	Angie Samine	angiel@unops.org	
UNRCO	Audrey Vacheron	Audrey.vacheron@one.un.org	+509 3170 0896
UN Women	Marie Felicie Trevant	marie.trevant@unwomen.org	+509 3170 8659
UNEP	Gessie Noel	gessie.noel@un.org	
WFP	Chiara Camassa	chiara.camassa@wfp.org	
WFP	Clement Rouquette	clement.rouquette@wfp.org	

7. Key medical contacts

Name	Location	Telephone	Email
Dr. Margaret DEGAND <i>The UNCT has a contract with Clinique Lambert for the prise en charge of ambulatory COVID-19 cases.</i>	Clinique Lambert Sante 75, Rue Lambert Pétion-Ville	+509 3702 3646	mdeganddutour@yahoo.fr
Dr. Marie-Judith Geneviève POITEVIEN <i>Accredited physician for the UN Accepts COVID-19 cases</i>	57, Rue Panaméricaine Pétion-Ville	+509 3686 2080 +509 3920 0719 (emergencies only)	Poitevieng61@yahoo.fr
Dr. Emmanuel GHANGHA <i>BINUH Chief Medical Officer</i>	Logbase, near the airport	+509 3623 5456	ghangha@un.org

8. Definitions of terms

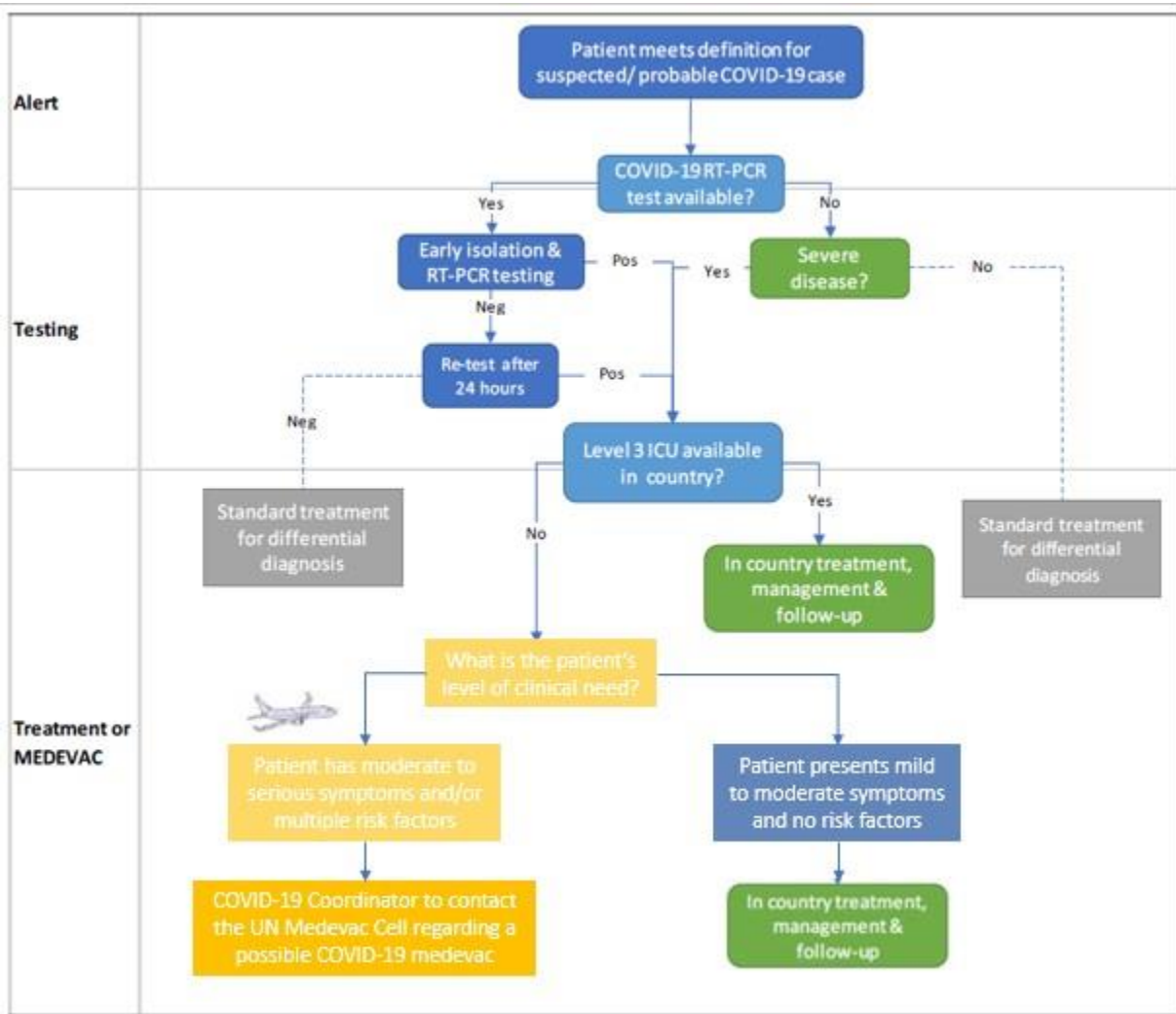
The United Nations considers a **medical emergency** to be a serious illness or injury that requires immediate life-saving medical intervention. In the event of a medical emergency, evacuation may be authorized: 1) when the necessary treatment is not available or is insufficient locally; 2) when the local medical structures are inadequate.

- Evacuee: Patient being transferred out of the country for medical care. See section 3 (Potential beneficiaries of medical evacuation for COVID-19) for more information.
- Escort: In COVID-19 medevacs through the UN Medevac Framework, escorts for patients are not allowed except when a family member (parent) accompanies an evacuee who is a minor.
- Receiving country: The country that accepts to welcome and treat a patient who requires medical evacuation.
- Treating medical provider: Medical professional who is directly responsible for the care of the patient who is being considered for medevac. The treating medical provider provides the UN Medevac Cell the necessary clinical information in the form of a medical report to validate the need for medical evacuation and the patient's ability to fly.

9. Reference documents

- COVID-19 MEDEVAC: Framework for an SOP at the country level
https://www.un.org/sites/un2.un.org/files/covid-19_country_level_framework_sop_.pdf
- Guidance for Missions and Country Offices on MEDEVAC in the Context of COVID-19 (Last updated 8 April 2020) :
https://www.un.org/sites/un2.un.org/files/procedure_for_medevac_and_associated_guidance.pdf
- UN Model of Care Checklist for UN Duty Stations in Response to the COVID-19 Pandemic:
https://www.un.org/sites/un2.un.org/files/un_model_of_care_checklist_and_matrix.pdf
- Preserving the privacy and confidentiality of COVID- 19 infected UN personnel and dependents:
https://www.un.org/sites/un2.un.org/files/preserving_the_confidentiality_of_covid_19_infected_un_personnel_2_april_2020_0.pdf
- Administrative Instructions ST/AI/2000/10 on Medical Evacuation
- Haiti Security Plan Annex on Medevac
- Blanket purchase agreement BPA-HTOC-B5406-20-006 HERO Client Rescue SA en date du 10 avril 2020
- Blanket purchase agreement BPA-HTOC-B5406-20-007 Haiti Air Ambulance SA en date du 10 avril 2020

Annexe : Organigramme du processus décisionnel de Medevac pour COVID-19



Initial steps of the COVID-19 MEDEVAC process

