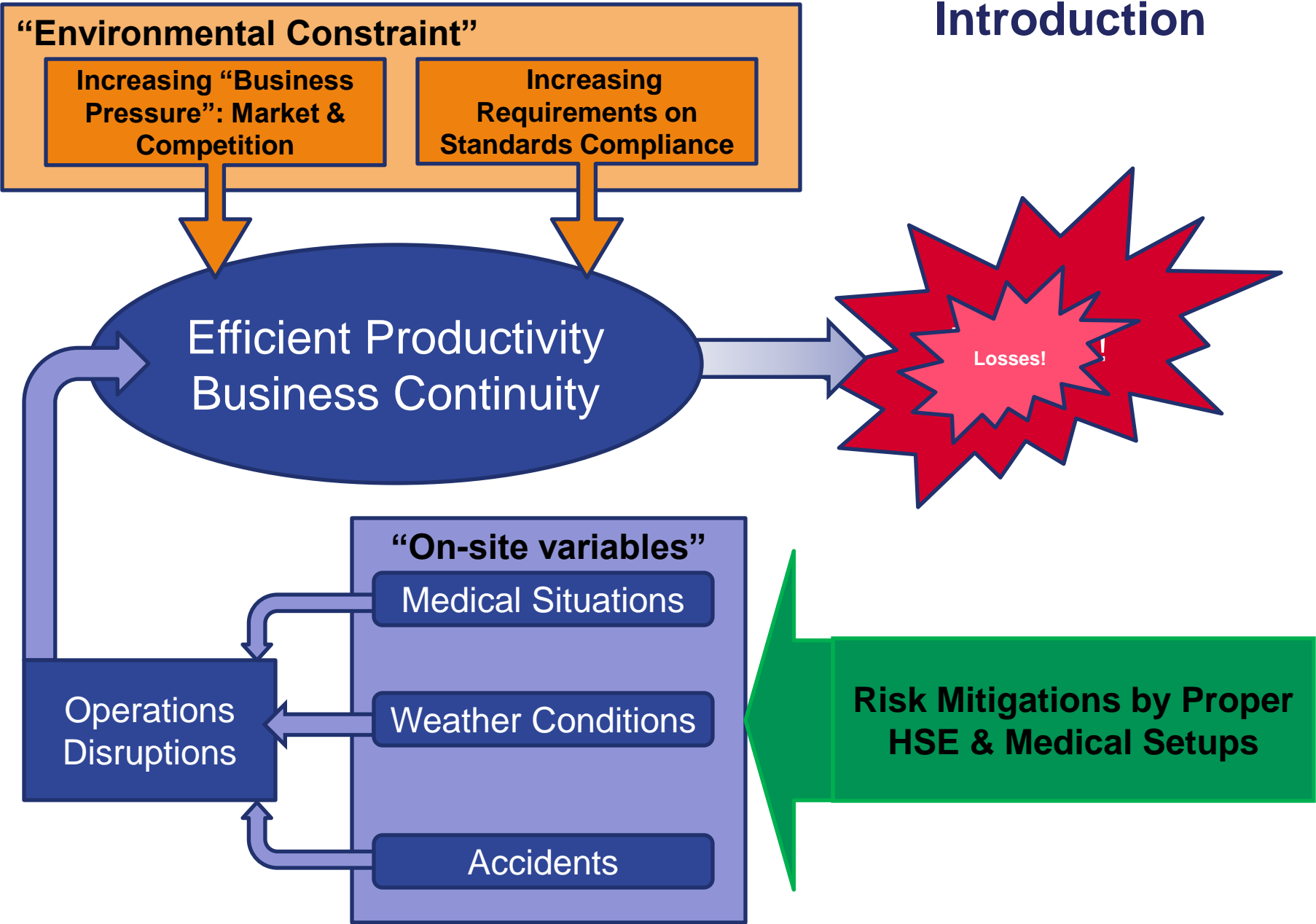


Integrated Medical Services

What's New?

*From an Offshore Medical Emergency Care Solution to
Health Management Solution*

Introduction



Mitigating Medical Risks

1) The “Common” Medical Services Setup

2) The “Must Have” Add-ons? – Other Services

3) What’s New?

From a Multifocal Approach to
an Integrated Solution

Mitigating Medical Risks

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Common Medical Setup:

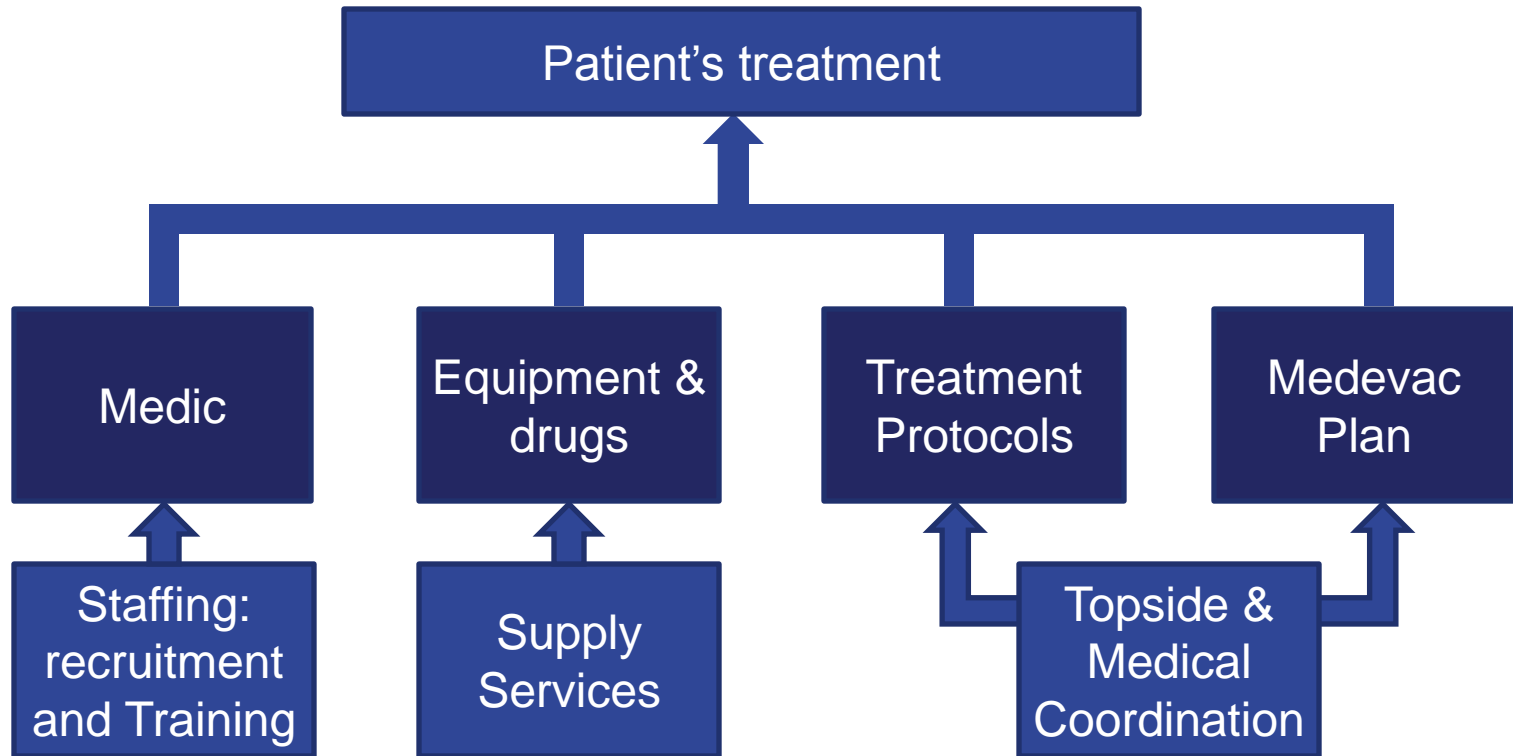
Dealing with (urgent) Medical Situations onboard

Ensuring continuity and consistency in the assessment of a medical event

- “offshore” if crew remains onboard for treatment
- from “offshore” to “onshore” if crew needs to be disembarked

Medical Cover Onboard

The Four Pillars



Standards & Procedures



IADC

The Four Pillars

Staffing

Aiming for the best possible casting

- Recruitment: Finding and checking
 - Paramedic background
 - License to work in the country
 - Work experience
 - Level of medical skills
- Training (Training and Training!): Optimising
 - Initial: Medical (ACLS, Trauma Support, Special protocols – Helicopter Medevac and Industrial Medicine Procedures)
 - CME: Refreshers on clinical skills, experiential training and procedures
- Quality Control: Maintaining and improving
 - Drills
 - Audits: self and by third-party

The Four Pillars

Equipment and Drugs

Aiming for the most appropriate setup

- Based on Companies' industrial requirements (as per IADC / OSHA or equivalent)
- Buffered by local specificities: medico-legal constraints of the country in which operation takes place (Example: legislation on opioids)
- Adapted to geographical data: medical setup and its cost may vary depending on localization of operations
- Serviced and maintained adequately
- Optimizing at best the sick bay space

The Four Pillars

Treatment Protocols

**Controlling “recordables”, “work related” and “Loss Time” while providing the most adequate treatment via 2 approaches:
Local Medic Assessment and Topside Support**

- Defining First Aid versus Medical Treatment
- Understanding Work Medicine requirements
- Providing the most appropriate medical assessment in regards to the medical situation
- Helping the Company to give the best qualification / classification on the situation

Treatment Protocols

Helping the Company to give
the best qualification / classification
about the medical situation

- While it is the responsibility of the HSE management to complete an incident report and to classify it
- Medical personnel are expected to collate & facilitate such a process by providing accurate, appropriate and professional info using Company's used criteria only

The Four Pillars

Medevac Plans

Launching a disembarkation only when necessary and through the most appropriate means

- Defining clearly the “indication”
- Determining the proper means for ensuring both “medical consistency” (between evacuation necessities and medical situation) AND evacuation qualification (regular crew change versus dedicated helicopter, need for medical escort or not)
- Ensuring proper handover upon landing - transfer by Ground Ambulance to the nearest competent Hospital
- Preparing patient’s admission

Medical Cover Onboard

This Setup indeed Offers

- A satisfactory solution for managing medical situation onboard and correct procedural way to appropriately manage disembarkation cases
- “Only” applies for patient onboard or up to his safe arrival onshore

As a matter of fact, once patient is disembarked and admitted somewhere, control and monitoring on the case usually stops.

But what could be next?

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Post-Disembarkation

What can be Next?

**“Keeping on Controlling the Case”
as per Company Standards.
Going for an Extended Range of Services.**

Medical monitoring and supervision of patient’s treatment plan.

It can be challenging once patient is onshore

- Because Crew is back into the “Regular Health System” under a “Regular Treating Team” that sees him as a “Regular Patient”
- There is neither “obvious buffering” through OH / Work Medicine Standards, nor control on potential consequences in regards to those standards of the medical assessment and plan of treatment

Standards & Procedures

?

Admission on shore

?

Topside Monitoring

Disembarkation

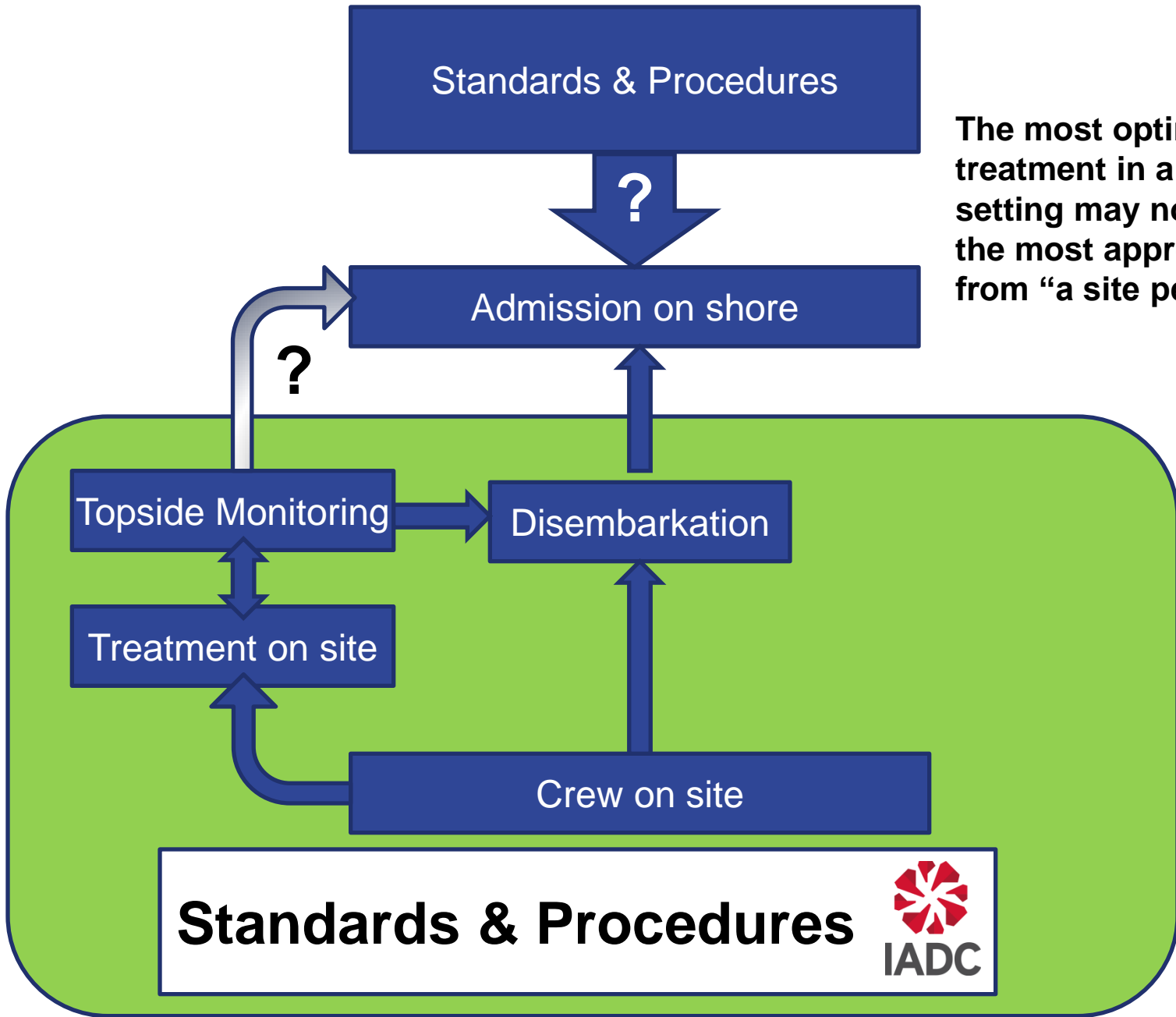
Treatment on site

Crew on site

Standards & Procedures



The most optimal medical treatment in a hospital setting may not always be the most appropriate option from “a site perspective”



What solutions?

“Topside Support” again?

“Adding “a touch of Topside”

- on the Hospital Medical Handover
- and what may come after

- Using specific facilities that understand Company’s requirements
- “Educating” the treating teams of “other facilities”: can be feasible when dealing with a Private facility, more difficult when using the Public Health System

What solutions?

- In all cases, this is about providing ongoing medical coordination when case direction can be adapted through regular medical contacts
- Aiming for patient's assessment to be directed as much as possible towards Company standards requirements

Example: discussing number of days off for convalescence or medical treatment plans between “directed healing” using bandages versus suturing for a non-serious skin wound

What solutions?

Going Further?

Return to Work Advisory

Questions are:

- Is crew's condition under control (full healing or not) and appropriate/able for him to resume his duty (in full or restricted)?
- In other words, is he fit to resume his duty?
- And when can he go back to work?
- Again, to be interpreted/delivered in regards to Company Medical Standards

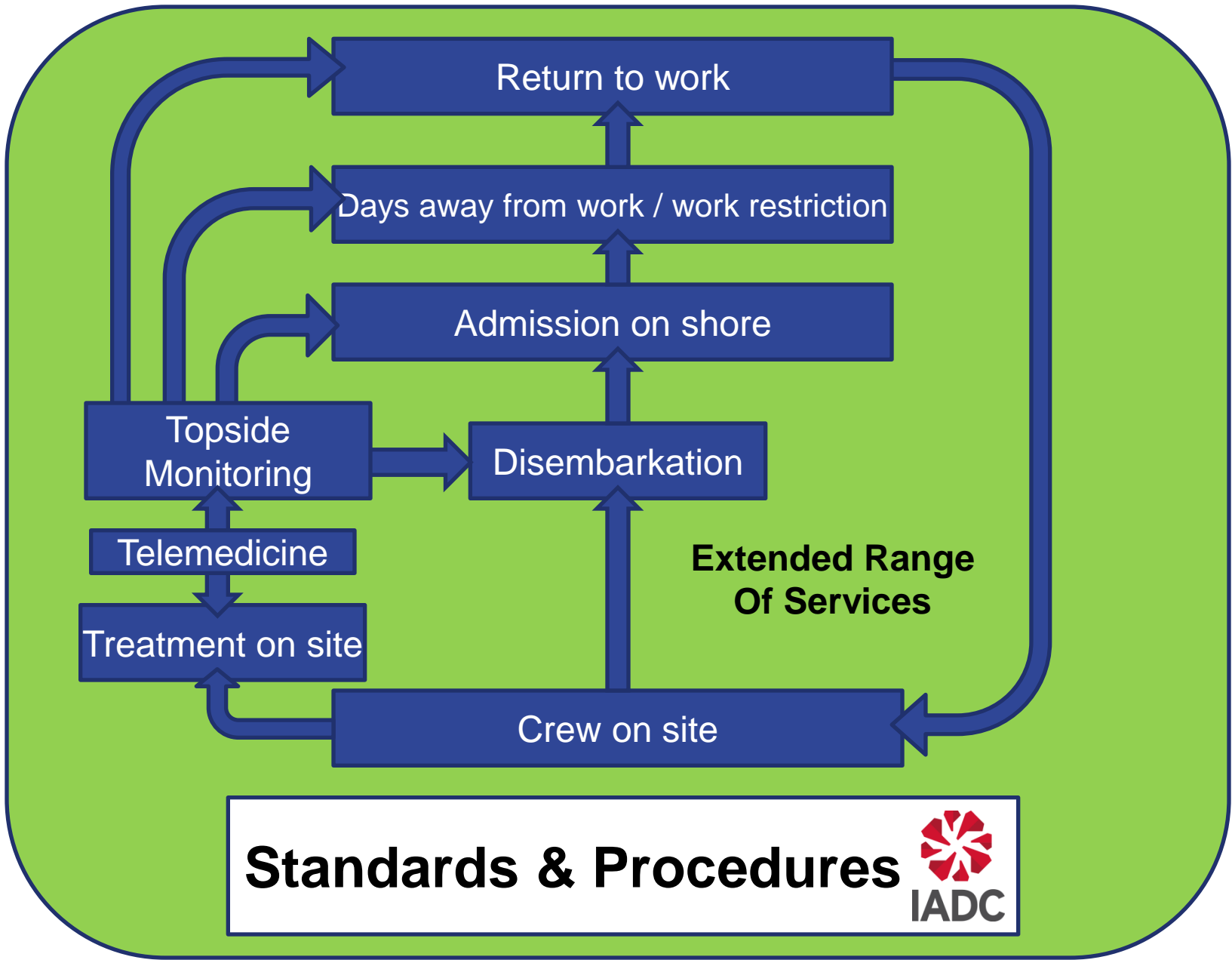
What solutions?

Going Further?

Systemised Telemedicine

Questions are:

- How to improve quality in clinical management in order to provide the most appropriate options to decide what to do?
- How to help for diminishing indications of (urgent) disembarkation?
- Again, to be interpreted in regard to Company Medical Standards



Finally, from “Topside only”, it goes toward Extended Work Health Services

Topside: becoming the first part of a more
global “Workplace Injury and Illness Case
Management “ Service

Work Health Services would include:

- Topside Support
- Return to Work Service
- Work Health Reporting
- Systemised Telemedicine

Question: how to keep control on the case handling “from A to Z”?

- Having the right medical staff onboard
- Utilising the right equipment and drugs
- By using the right medical protocols
- And applying the right medical coordination advice
- All that “in full embedment” into Company HSE requirements

Answer:

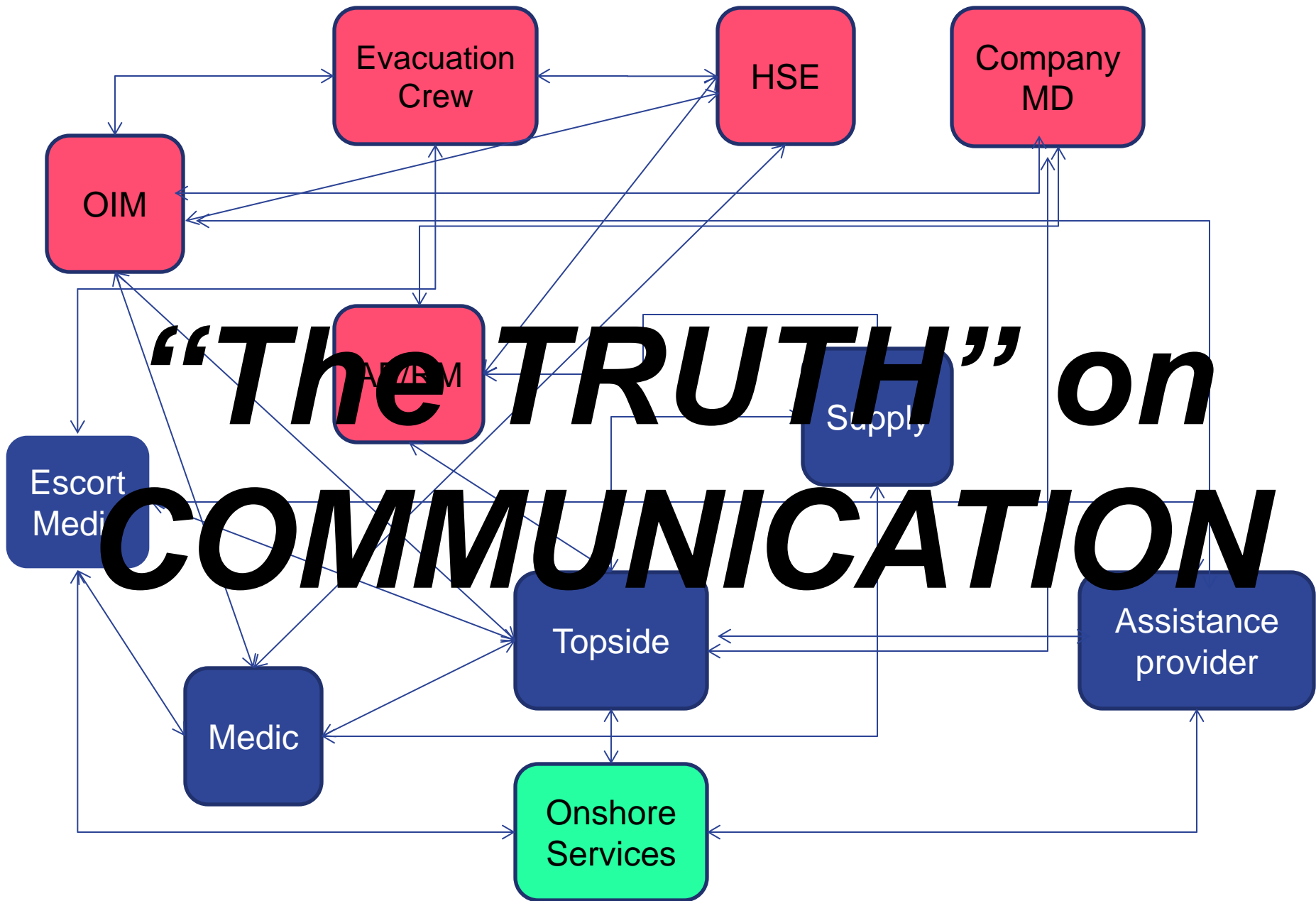
- Keeping control on communications
- Ensuring that communication is well based and well in line on the required industry standards

**So, it goes back to the necessity of an
UNEQUIVOCAL COMMUNICATION!**

- Being able to speak the same language
- Understanding the same reciprocal issues
- Aiming the same purpose: controlling health risk of workforce
 - Not driven by the individuals' clinical need
 - But not designed to change the necessary medical care that should be provided to the patients

Because...

**... What does really happen
in regard to communications
to deal with a case offshore?**



Those communication lines are indeed indispensable... ...or aren't they?

- For ensuring that the Plan Of Action is in line with the MERP requirements
- For ensuring patient's safety from site to receiving facility (on both the medical and safety sides)
- For ensuring minimal operations disruption
- For ensuring IADC Standards are well applied

**If not properly controlled,
those “centrifuge communications”
can lead to “over-communication”**

And over-communication may mean:

- Dilution of the information
- Dilution of the ownership on the “who is in charge of what”
- Risk of overlooking Standards and “being non-compliant”

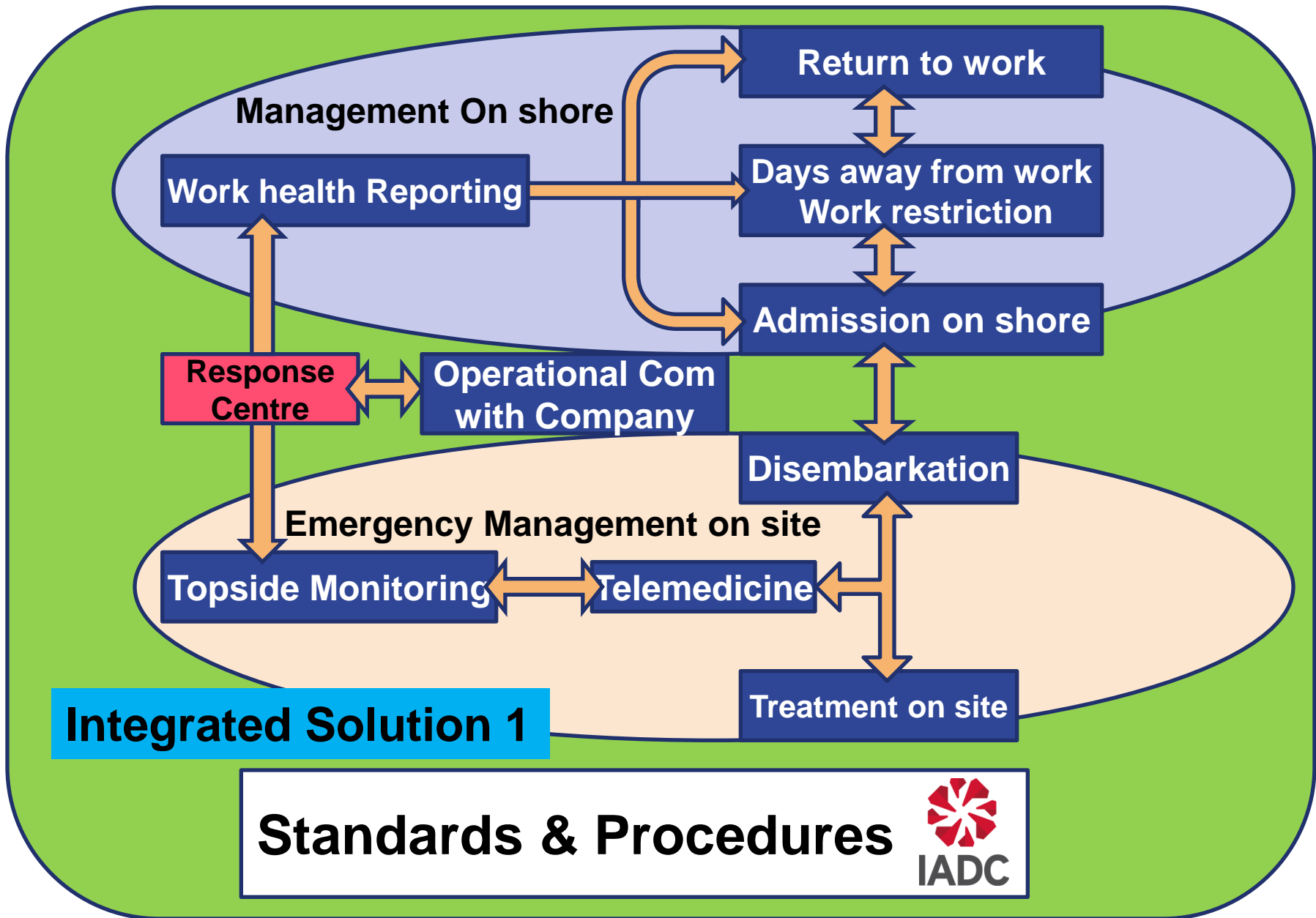
Mitigating Medical Risks

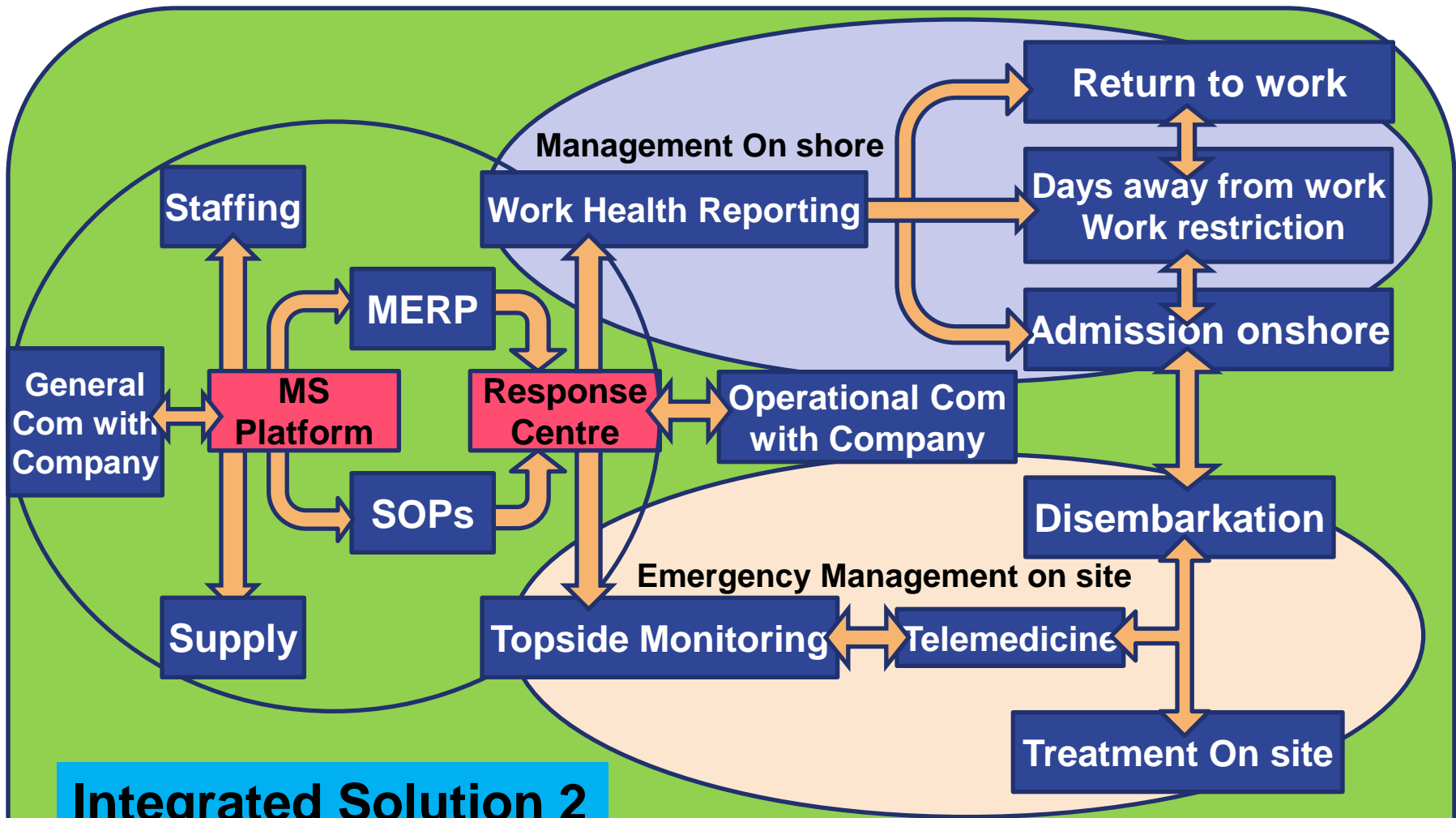
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Integrated Solution 2

Standards & Procedures  IADC

“Integration” means:

- Control on Communication in an Adapted Way:
 - Keeping it necessary and useful
 - Keeping it in the Scope of the Standards Requirements
- Control on the setup:
 - Aligning all parties in regard to all of the Standards Requirements
 - Working through a common vision by sharing common understanding and talking a common language

...allowing:

- The provision of a full solution of Work Health Services from the opening of a case on site to its closing
- The consistency of all Reports regarding the management of a case
- ... Then, thinking further by using this setup for promoting/ helping on Wellness Solutions and General Health Advice

Thank You