

TERMS OF REFERENCE FOR THE GLOBAL PATIENT COORDINATION OFFICER IN THE POST-MEDEVAC SUPPORT PROCESS

This document sets out the Terms of Reference for the role of the Global Patient Coordination Officer in managing COVID-19 patients who are being treated at facilities with which the UN does not have a formal arrangement or where there is limited UN presence.

1. The **Global Patient Coordination Officer** (Global PCO) serves as a point of contact for the coordination and provision of non-medical support to COVID-19 patients who have been medically evacuated to locations that are not dedicated MEDEVAC hubs or which have no on-site Patient Coordination Officer.
2. Responsibility for making administrative and logistical arrangements for individual COVID-19 patients who have been medically evacuated (COVID-19 patients) and any non-medical escorts, including all aspects of repatriation, lies with the Patient Focal Point of the entity with which the patient is affiliated or another officially designated Point of Contact (hereafter Patient Focal Point).
3. The role of the Global PCO is to work with Patient Focal Points, the Treating Medical Facility, any in-country UN Medical Advisor, the UN MEDEVAC Cell, the UN Staff Counsellors Network, the Critical Incident Stress Management Unit, and other Patient Coordination Officers to compile and share information, to act as an intermediary between the Treating Medical Facility, Patient Focal Points and patients as needed, and to provide non-medical logistical assistance, including examples of best practise, to those who are responsible for supporting COVID-19 patients. The Global PCO reports to the head of the Medical Coordination Unit in the MEDEVAC Cell.

The key functions of this role include:

A. Preparatory activity: Communication, Informa ~~tion~~ ~~and~~ ~~WORLD~~ ~~AC~~ ~~SUPPORT~~

- iii. Identify any quarantine restrictions which may impact non-medical patient escorts and ensure these are promptly communicated to the UN MEDEVAC Cell and the relevant Patient Focal Point.

- iv. In conjunction with any in-country UN Medical Advisor and other colleagues as appropriate, and informed by the Framework for Post-MEDEVAC Support, develop an Standard Operating Procedures (SOP) for each country, to be shared with all Patient Focal Points to inform effective oversight and coordination of the following:

- Non-medical support to hospitalised COVID-19 patients and to any escorts
- Non-medical support to medically discharged but convalescing COVID-19 patients
- The repatriation of COVID-19 patients to another country
- The notification of death and repatriation of the remains of a COVID-19 patient