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Procedure Acute and Tertiary Care for patients from the Kingdom of the Netherlands.

This temporary protocol will take effect immediately, until further notice. When the acute or urgent care that a patient needs is not feasible within the Caribbean part of the Kingdom, there are two possibilities: (1) dispatch to (10)(2a) or (2) flying in a specialist from the Netherlands. The last option is of course only possible if the care can be postponed for a number of days. The requesting hospital remains responsible for the coordination of- and the authorization of the medical dispatch with the patient's health insurance. The costs of logistics, medevac and medical treatment are for the VWS.

(10)(2a)

1. For the authorization of the dispatch, the referring doctor must contact the on-call **medical adviser of ZVK tel + (10)(2e) 24/7**.
2. The authorization will be confirmed by email, this email is the guarantee-letter for payment by the Dutch government (VWS). A complementary ZJCN official guarantee letter will be send as soon as possible to COC and the referring hospital.
3. COVID-19 tests need to be performed for the patient and companion. Results of these tests need to be send to Caribbean on Call (COC) prior to departure by air ambulance. Email: (10)(2e) [@caribbeanoncall.fr](mailto:(10)(2e)@caribbeanoncall.fr)
4. Accompany:
 - a. Needs to understand and speak English
 - b. Must have a European passport
 - c. Referring hospital must explain that companion must be quarantine for 15 days, and explain that it might not be useful to accompany the patient because of this.
5. The referring hospital will contact **Caribbean On Call (COC) 24/7 at tel. +1 (10)(2e)**
The following documents are sent to COC (email (10)(2e) [@caribbeanoncall.fr](mailto:(10)(2e)@caribbeanoncall.fr))
 - a. Photo of the patient's passport and, if necessary, photo of companions passport.
 - b. Medical information (referral letter and any additional information like lab results scans i.e)
 - c. COVID-19 test results from patient (and companion).
 - d. Authorization from patient for sending of medical information by COC
6. COC arranges doctor / bed in (10)(2a)
7. Logistics transport:

On own Island: ground transportation to airport is arranged by referring hospital

 - a. from the windward islands to (10)(2a) runs according to regular processes
 - b. from (10)(2a) is arranged by COC
 - c. from the Downwind islands to (10)(2a) is organized by the FM dispatch, tel no + (10)(2e)
8. Dispatch FM need to follow instructions of (10)(2a)
9. Referring doctor needs to transfer the contact information of the doctor who takes over the shift to the involved parties (to COC, medical advices ZVK, dispatch FM, own insurance company).

Flying in of a medical specialist

KLM is currently still flying to (10)(2a) on Tuesdays and Fridays, with the return flight on Wednesday and Saturday and arrival in ENL at +1.

Interinsular transport is done via charters.

1. The attending physician is responsible for finding a collaborating colleague
2. The attending physician must contact the **medical adviser at the ZVK on +599 (10)(2e)** for authorization to fly in.
3. The local hospital is responsible for applying for the entry permit, the (partial) exemption from the quarantine regulations, the organization of accommodation, the local transport and the protocol for safe working.
4. VWS assists with the transport of the person and necessary aids to the island/country (email (10)(2e) [@rivm.nl](mailto:(10)(2e)@rivm.nl)).