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# Introduction

*Medilink International specialises in providing expert medical services to companies and individuals worldwide. Our clients range from large oil corporations to public sector entities and we deploy medical services in some of the world's most demanding environments.*

*Your people in safe hands*



*At Medilink, we provide the complete range of medical services international clients require when establishing and running operations overseas. We are specialists in supplying medical support in remote regions and in difficult terrains and climates.*

We provide assistance throughout the duration of our clients' operations in the field. At Medilink, we offer consultancy and medical audit services, continuous support for client teams, and critical services such as remote medical units, topside support and emergency evacuation.

We operate worldwide from our headquarters in Malta and run a dedicated, full-service, medical clinic in Libya, which acts as our regional hub. From there, we oversee the deployment of corporate medical services to the wider North African region and beyond. The Medilink Tripoli Clinic also offers a wide range of routine, family healthcare and emergency medical services for clients based in the immediate region.

Whatever level of medical support you require, and wherever, Medilink gives you and your staff peace of mind, 24 hours a day.

## **Your medical partner**

We work as your partner throughout your project, whether it is long term or of a few weeks' duration. Medilink adds value by allowing your team to work confidently, in the knowledge that their medical needs, health and well being are provided for whatever eventuality arises.

At Medilink, we offer clients immense flexibility and choice of service. The organisation of medical support in remote regions can be a very demanding task requiring expert assistance. At Medilink, therefore, we offer a turnkey service, acting as a one-stop provider for your entire medical needs. This gives you the ease and convenience of

one company as your interface for medical services. You may require entire medical teams or just the back-up of our remote, telemedicine support. Whatever level of medical services you require, we can assist you at every stage.



# Our Services

*Mostly, we are called in to work with clients from the very start of their operations at a new site or in a new region. Our first role is to provide audit and advisory services to help prepare clients and their staff for the health, safety and medical aspects of the environment and climate in which they will be working. We have particular experience in understanding the needs of the oil, gas and petroleum industries and advise your personnel on the specific demands faced in these sectors.*

*Your people in safe hands*

Our role then extends to providing planning and procedural documentation to ensure clients are prepared for any medical eventuality - including emergency evacuations - that may arise during their work in the field. We deploy our own experienced, medical teams and equipment to your site and can train your medical staff.

Medilink offers fully-equipped, mobile medical units which can be deployed swiftly to even the most inaccessible sites. We can assist remote medical teams through our telemedicine, topside support service.

Importantly, we offer air ambulance and 'medevac' services wherever you are based. We have established and reliable links with third-party hospitals and can organise an evacuation from anywhere in the world, working through our network of correspondents.

## Audit & Assessment

Medilink offers health risk assessments and audits of medical facilities. These services identify the real and likely hazards of a

workplace or site and evaluate the efficiency of the medical services currently supplied. Our audits also determine whether the budget allocated is sufficient and being used in an appropriate way. Audit and assessment helps clients take steps to avoid or eliminate hazards and will help also reduce the likely number of work-related injuries and accidents.

As an independent organisation, Medilink is ideally placed to carry out this audit role. Our documentation provides a blueprint for the nature and type of services you require and identifies the steps needed to ensure the health, safety and medical situation on the ground is more reliable and cost-effective. Our assessments cover:

- Potential hazards;
- Safety in the workplace;
- Medical facilities on site;
- Support medical facilities in the area;
- Standard operating procedures; and
- Emergency operating procedures.



## Design & Planning

Following from the audit phase, we design and plan the medical services you require to operate safely on site and which give your team the level of support they require. This may involve recommending the deployment of a dedicated, mobile, medical unit, or we may advise you to invest in further training to equip your own medical or general staff with the requisite, first responder skills. We provide a full scoping document detailing all the medical services and equipment you require, along with relevant budget considerations.

## Policies & Procedures

This is one of the most important aspects in the planning of your operations, and one which we take great care over. We draft policies and procedures' manuals for individual client projects, detailing the courses of action to be taken by your staff in given situations. Policies and procedures are of vital importance in medical emergencies and in dealing with evacuations, but

we also detail procedures for the more routine, everyday medical situations. This documentation needs to be accessible to and understood by key staff to ensure your team has full peace of mind when working in remote regions.

## Staffing

We advise on the medical staff complement you will need to operate safely and efficiently. We work with you both as a trainer and provider of medical staff. We can deploy entire medical teams, including doctors, nurses, paramedics, first aiders, oil-field medics and emergency specialists. Our staff are available from various countries. We give your own staff back-up on site and remotely using our telemedicine and topside services. We also offer training courses to your medical and non-medical staff. We can both assist you and help build your medical team's own capabilities



### Equipping & Supplies

Medilink is highly experienced in the management and deployment of medical services in remote locations and we routinely supply remote sites. Our hub in Tripoli, Libya, allows us to do this quickly and efficiently in the wider African region, but we also mobilise supplies worldwide through our network of correspondents. We can supply a full range of equipment, drugs and medical consumables.

We have several fully-equipped mobile clinics ready for immediate deployment to any location. The degree to which they are equipped depends on your needs and is usually assessed by us at audit stage, before your teams are in location. Our mobile units can be equipped either as a full operating theatre suite or as emergency clinics.

Similarly, we have a fleet of ambulances which is available on lease. They are equipped with satellite phones, roll-over bars, beacons, sirens, stretchers and oxygen. They also employ GPS systems.

### Occupational Health Services

Occupational health is increasingly important both from an employee and employer perspective. We conduct pre-employment, 'fitness-to-work' assessments as well as in-service medical examinations. Medilink has defined health and fitness protocols for various employment roles and for specific regions and industries. These provide our clients with a clear overview of the health risks and requirements facing their staff.

We offer screening tailored to individual client requirements as we know that different sectors and employment roles have their own criteria. We also offer consultation to clients requiring further assistance for any medical condition identified during screening. We can prepare members for any particular conditions that may affect their health, such as climate or terrain, and advise on any physical or psychological demands they might face.



**Training**

Our strong academic and research base coupled with our long experience in operating medical services in demanding environments has given us an ideal platform from which to offer training to medical and non-medical staff working in remote regions. Prime among our courses is first responder and trauma training. We also offer pre-training for medical staff seeking to further their professional qualification on international,

industry-standard courses. Our courses cover:

- First aid;
- Trauma training;
- First Responder training;
- Safety; and
- Hazard identification

**Topside Support**

Topside support is fast becoming one of our most important services for clients working in remote locations. It gives medical staff on site the convenience and peace of mind of having an immediate, round-the-clock link to senior medical specialists and consultants back at base.

One of the major difficulties in providing medical services in remote locations had always been the lack of support for doctors in the field. Medilink's topside support services overcome

this hurdle: medics feel supported by having instant access to senior consultants; and client companies have a more efficient way of having staff treated competently, on site, at the remote location. Previously, even in routine situations, a doctor may have had to refer back to base for a second opinion on a patient. As a result, the client company would have had to bear the costs of transport and lost productivity.



**Medical Evacuations**

Medilink operates a fast, reliable air ambulance service internationally. We organise international repatriations in both air ambulances and on scheduled commercial flights for cases in which the patient is well enough not to require intensive care. Patients can travel by stretcher or be seated, and are accompanied by a doctor or nurse who provides continuous, in-flight monitoring and any medical assistance they may require. We operate a 24-hour, seven-day-a-week, emergency hotline for medical evacuations. Lines are manned by experts

in the field. For clients in Libya, we mobilise our Tripoli emergency medical team to ensure the fastest response times for expert medical evacuation from remote locations across the country.

Medilink works in partnership with both local and overseas' medical services and establishments to provide for the surgical or ongoing medical care of our members. When required, our doctors refer members to third-party hospitals and we organise any necessary appointments and hospital admission.

**Medilink**<sup>®</sup>  
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