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North

# Controlling the Cost

North's Crew  
Care Programmes

# Controlling the Cost

## North's Crew Care Programmes

Any illness or injury claim on board is immediately made more serious by the vessel's distance from port. As well as the increased risk to health for the seafarer; possible deviation, appropriate medical treatment, sick pay and potential claims may end up being very costly.

In order to provide better care for the seafarer, mitigate claims, reduce costs, and improve service to Members, North has developed a number of initiatives which are summarised below, along with contact details for further information and advice.

### Pre-Employment Medicals

**Many crew illness claims might have been avoided if the seafarer had undergone a comprehensive pre-employment medical examination (PEME) by a reliable specialist clinic.**

In order to reduce incidents and ensure the good health of crew North manages very successful enhanced PEMEs in the Philippines and the Ukraine which, whilst it is impossible to accurately measure, we estimate have collectively resulted in savings of over US\$25m. Further details regarding the programmes can be found in North's PEME briefings which also provide Members with advice on effective pre-employment medical screening and the selection of suitable clinics in their other crew supply areas worldwide.

For further details regarding our PEME programmes [click here](#) or contact:

**Lucy Dixon** or **Abbie Rudd** or **Alex Ferrier**

E: [PEME@nepia.com](mailto:PEME@nepia.com)



### Post Repatriation Medical Programme for Filipino seafarers

**Once crew are repatriated to the Philippines for ongoing medical treatment, we find that clinics frequently fail to provide regular, legible updates, treat crew for conditions they were not repatriated for and for far longer than necessary. North therefore introduced our Post Repatriation Medical (PRM) programme.**

As well as providing efficient, high quality treatment for seafarers it helps manage the length of treatment so that Members are protected as much as possible from claims for full disability which are based on the time the treatment takes rather than the health of the crew.

North has two recommended PRM facilities in Manila and Members are encouraged to notify the Club as soon as possible of any Filipino seafarer requiring repatriation so that we can ensure full arrangements are in place from the moment they land.

The benefits of the programme are as follows:

- The timely provision of excellent health care appropriate to the injury or illness.
- Ensuring the necessary treatment is completed as soon as possible.
- The avoidance of unwarranted treatment.
- The avoidance of inflated and unnecessary medical costs.
- Improved prospects of avoiding disputes and arbitration relating to the treatment.

For further details regarding our PRM programme [click here](#) or contact:

**Lucy Dixon, Abbie Rudd or Alex Ferrier**

E: [prm@nepia.com](mailto:prm@nepia.com)



### Mind Matters at Sea

**Mind Matters at Sea assists our Members in supporting their crew and promoting the importance of good mental health and wellbeing.**

It is important to recognise that working at sea can be stressful, demanding and sometimes isolating for crew. Mind Matters at Sea offers both Members and their crew access to various resources for information, support, and assistance.

My Mind Matters at Sea is a dedicated website which can be accessed directly by crew at their convenience and provides a range of resources to assist with seeking help for any mental health related issues as well as guidance on improving general wellbeing. The website can be accessed at [www.mymindmatters.club](http://www.mymindmatters.club).

Mind Call at Sea is a confidential helpline supported by North in partnership with ISWAN which can be contacted by telephone, email or Live Chat on the website [www.mindcall.org](http://www.mindcall.org). The helpline is confidential and available 24 hours a day, 365 days a year. In addition to English, the team speak 7 other languages and a crew member can arrange to speak to an advisor in their chosen language.

For further details regarding Mind Matters at Sea [click here](#) or contact:

**Holly Hughes** or **Peter Telford**

E: [mindmatters@nepia.com](mailto:mindmatters@nepia.com)



# Controlling the Cost: North's Crew Care Programmes

## First Call



**First Call is a service supported by North in collaboration with two correspondents in the USA, Hudson Tactix and Shuman Consulting Services, to help Members reduce the risk of incurring excessive medical bills in the USA.**

First Call assists Members by providing a specialised service to ensure crew members obtain excellent and appropriate medical attention as soon as possible, and that the treatment is managed in a cost-effective manner.

Hudson Tactix and Shuman Consulting Services will arrange medical attention, transportation to and from the ship, and treatment at a reputable medical facility.

On average the reduction in medical expenses per claim is 46.5% with a total estimated saving, since its launch, of US\$7m+.

### East/West US Coast Ports & Alaska

Please contact First Call – Hudson Tactix on:

**T:** +1 856 342 7500 or **E:** firstcall@hudsontactix.com

### South Coast US Ports

Please contact First Call Shuman Consulting Services on:

**T:** +1 281 486 5511 or **E:** firstcall@sclsp.com

For further details regarding First Call [click here](#) or contact:

**Rob Robinson** or **Ross Waddell**

**E:** FirstCall@nepia.com



## European Health Cover Guide

**Members can reduce their costs for European crew illness and injury claims in 32\* countries (all EU States plus Iceland, Liechtenstein, Norway, Switzerland, and the United Kingdom), just by ensuring eligible crew carry their free European Health Insurance Card (EHIC).**

North has put together a handy guide to European healthcare and the EHIC as there is often confusion as whom, where and what it covers. There are differences between each participating country so, should a crewmember from one EU State be taken ill in another, it is always worthwhile checking the specific arrangements in the relevant place rather than assuming how it might apply based on previous experience or limited information.

The Card itself is free and can reduce costs significantly in the right circumstances so it is advisable for Members to ensure that all their EU crew carry one.

For further details about the European Health Cover Guide [click here](#) or contact:

**Paul Delve**

**E:** paul.delve@nepia.com

\*as of October 2022



## Disclaimer

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