

Controlling the Cost

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, the medical treatment, potential hospitalisation, sick pay and possible 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



Although crew illness claims do arise, many may have been avoided if the seafarer had undergone a comprehensive pre-employment medical examination by a reliable specialist clinic.

In order to reduce incidents and ensure the good health of crew North has, for a number of years, been successfully running two enhanced pre-employment medical programmes, one in the Philippines and one in the Ukraine. 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 please contact:
Lucy Dixon or **Abbie Rudd**

Email: PEME@nepia.com
www.nepia.com/lp-briefings



Post Repatriation Medical Programme for Filipino Seafarers



North is pleased to provide details of their Post Repatriation Medical (PRM) programme for Filipino seafarers following repatriation to the Philippines as a result of injury or illness.

The aims of the service are to provide efficient, high quality treatment for seafarers and at the same time, to avoid excessive costs, in particular any unnecessary treatment for other incidental medical conditions for which Members are not legally or contractually responsible.

North is working with Ship to Shore Medical Assist and Shiphealth Inc., both of which are recommended Post Repatriation Medical facilities in Manila.

Members are encouraged to notify the Club as soon as it becomes apparent that any Filipino seafarer requires repatriation as a result of injury or illness. This will enable us to make arrangements for the seafarer to be referred to Ship to Shore Medical Assist or Shiphealth Inc, upon arrival in Manila for initial examination and a treatment plan.



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 please contact:
Lucy Dixon or **Abbie Rudd**
Email: prm@nepia.com

Global service built around you

Controlling the Cost

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.

East / West US Coast Ports

If you are disembarking crew for medical treatment at East / West US Coast Ports, please contact First Call – Hudson Tactix on

Tel: +1 856 342 7500 or

Email: firstcall@hudsonstactix.com

South Coast US Ports

If you are disembarking crew for medical treatment at Southern Coast US Ports, please contact First Call Shuman Consulting Services on

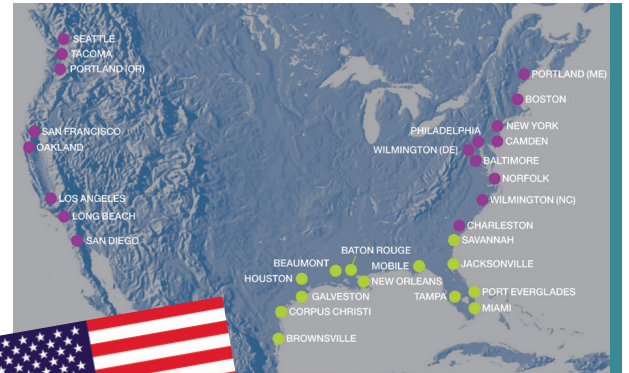
Tel: +1 281 486 5511 or **Email: firstcall@scslp.com**

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

Masters are encouraged to use First Call. Hudson Tactix and Shuman Consulting Services will arrange medical attention, transportation to and from the ship, and treatment at a reputable medical facility.

For further details regarding First Call please contact: **David Rearden** or **Rob Robinson**

Email: FirstCall@nepia.com



Mind Matters

Mind Matters 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, and Mind Matters offers both Members and their crew access to various resources for information, support and assistance.

My Mind Matters 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**.

Mind Call is a service supported by North in partnership with seafarer's charity ISWAN. Mind Call is a confidential helpline which can be contacted by telephone, email or Live Chat on the website 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 own language if this is preferable to them.

For further details regarding Mind Matters please contact **Holly Hughes** or **Belinda Ward**.

Email: mindmatters@nepia.com



Disclaimer

The purpose of this publication is to provide information which is additional to that available to the maritime industry from regulatory, advisory, and consultative organisations. Whilst care is taken to ensure the accuracy of any information made available (whether orally or in writing and whether in the nature of guidance, advice, or direction) no warranty of accuracy is given and users of the information contained herein are expected to satisfy themselves that it is relevant and suitable for the purposes to which it is applied or intended to be applied. No responsibility is accepted by North or by any person, firm, corporation or organisation who or which has been in any way concerned with the furnishing of data, the development, compilation or publication thereof, for the accuracy of any information or advice given herein or for any omission herefrom, or for any consequences whatsoever resulting directly or indirectly from, reliance upon or adoption of guidance contained herein.

For more information, please visit www.nepia.com    

Copyright © 2019 The North of England P&I Association Limited

MEMBER OF
IGP&I