

First Call



What is First Call?

First Call is a service available for North Members disembarking crew for medical treatment in the USA. The service is supported by North in collaboration with Hudson Tactix and Shuman Consulting Services and will arrange medical attention, transport to and from the ship, treatments at a reputable facility and the control and auditing of medical costs.

Key benefits



10TH ANNIVERSARY OF OUR FIRST CALL SERVICE



Save money:
US\$7M+ saved by First Call in 10 years



Save time:
Avoid unnecessary delays to the vessel



Average reduction:
46.5% per claim



Reduce the risk of incurring excessive medical bills in the USA



Crewmembers receive medical attention as soon as possible at a reputable facility



Medical treatment is managed in a cost-effective manner

Case study

During a call at an east coast port, one of our Members experienced a COVID outbreak. One crewmember was hospitalised for over three months, much of it in intensive care, before being transferred to a rehabilitation facility where he spent a further month. Correspondents appointed via our First Call programme obtained a saving of almost US\$1.5m on an originally presented figure of just over US\$2.8m.

This 24/7 service is available at the below ports



Contact us

HUDSON TACTIX

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SHUMAN CONSULTING SERVICES

T: +1 281 486 5511
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NORTH INFO

For more information, [click here](#) to download our First Call guide or contact: **Robert Robinson**, Senior Claims Executive and **Ross Waddell**, Claims Executive via our dedicated email address
E: firstcall@nepia.com

North
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