

INTERNATIONAL SOS CLINIC TELECONSULTATION

SUPPORTING YOU THROUGH THE
COVID-19 CRISIS WITH TELEHEALTH

SITUATIONAL OVERVIEW

Amidst the rapidly evolving coronavirus (COVID-19) pandemic, International SOS Clinics remain operational in almost all locations worldwide, as local regulatory controls permit.

All active Clinics have implemented enhanced infection control measures to ensure that patients are able to continue utilising our Clinics for primary and emergency healthcare, to get treatment for medical conditions and issues that might occur during this time.

In addressing COVID-19 – our Clinic-based health professionals are appropriately equipped and trained to identify potentially infected individuals and, if required, to temporarily isolate them. The isolation measures include:

1) Transfer of a patient – applicable for both confirmed and suspected COVID-19 cases – to a mandated local isolation centre, and 2) Admission of the patient to governmental facilities for specific confirmatory testing, which is currently unavailable within the private health sector.

Because International SOS is obligated to abide by these rules enacted by national health authorities, we are not permitted to accept nor admit known COVID-19-infected patients to our Primary & Emergency Care and Occupational Health Clinics. In turn, this ruling enables us to support our own business continuity plan – ensuring that ‘business as usual’ operations, including treatment and care for medical conditions not related to COVID-19, can continue at our Clinics.

As this unprecedented crisis continues to develop and impact our clients’ capacities and business operations, International SOS is reviewing and enhancing our current medical solutions, in order to best support your evolving needs.



WHAT IS TELECONSULTATION? HOW DOES IT WORK?

Faced with worldwide restrictions on both domestic and international people movement, paired with an increased need for the medical assessment of patients – either with a potential COVID-19 infection, or who have other medical concerns – we recognise a unique need for the provision of healthcare using communication technology between a patient and doctor in separate locations. This also applies to a patient and doctor located in the same city, but who are under governmental enforcement of measures such as physical distancing.

International SOS offers telehealth capabilities through the use of safe and effective technology solutions at our Clinics, to ensure that our clinical expertise remains available throughout the COVID-19 crisis. TeleConsultation allows our Clinic-based doctors to remotely review and screen medical cases, and deliver on-demand care quickly and affordably, removing time and distance constraints.

While Clinic TeleConsultation does not replace the need for physical patient consultations at our Clinics, the ability to access the expertise of our health professionals ensures that concerned patients can still receive initial clinical assessment and guidance, as their symptoms are discussed in real-time. International SOS can then, where necessary, offer support with the triage and transfer of suspected COVID-19 cases into the local health system, as per requirements; or with the referral of patients with other medical conditions to credentialed third-party providers that are more available on a local level.

Clinic TeleConsultation is made available exclusively for existing subscribers to our Clinics solutions and is designed to provide an International SOS-standard quality of expert medical support during the COVID-19 pandemic.

Key Note: International SOS Clinic TeleConsultation – an online appointment via video conferencing software – has been designed with a focus on medical confidentiality and data protection. This includes the following features:

- Access via a unique, single-use nine-digit code, which is provided only to the patient and International SOS Doctor – your personal details are not required for appointment log-in
- Video calls are encrypted and not recorded

International SOS is committed to data security and privacy, and holds numerous certifications, including ISO 27001:2013 and SOC 2 Type 2, which govern the development, implementation and management of this capability. Further information is available at <https://www.internationalsos.com/gdpr-commitment>.

Patients who require medical consultation should contact the relevant International SOS Clinic to discuss the appointment options available. The Clinic Receptionist will ask the caller routine questions in order to offer the most suitable appointment option – in person at the Clinic (if viable and recommended), or a Clinic TeleConsultation appointment with the Clinic Doctor utilising interactive technology.



Where Clinic TeleConsultation via video platform is selected, the Clinic will issue a secure link to the patient.



Patient must first call an International SOS Clinic, prior to presenting there in person



Clinic Receptionist will confirm appointment availability



Clinic Receptionist will offer TeleConsultation via video call with an International SOS Clinic Doctor, and ascertain if the patient has the proper technical devices to conduct the call: computer, Internet access, etc.



Clinic Receptionist issues log-in instructions to the patient via email, with the relevant International SOS doctor in copy



Patients who elect not to conduct a video call are connected to the Clinic Doctor via telephone



Patient's medical record is created on Clinic Software, as per standard appointment process

BENEFITS OF TELECONSULTATION



Immediate access to an International SOS-standard quality of medical expertise – supporting business continuity for our clients



Compliance with local movement restrictions during the COVID-19 pandemic



Enhanced ability to screen patients wherever they are, and to refer potential COVID-19 cases – in conjunction with local health facilities



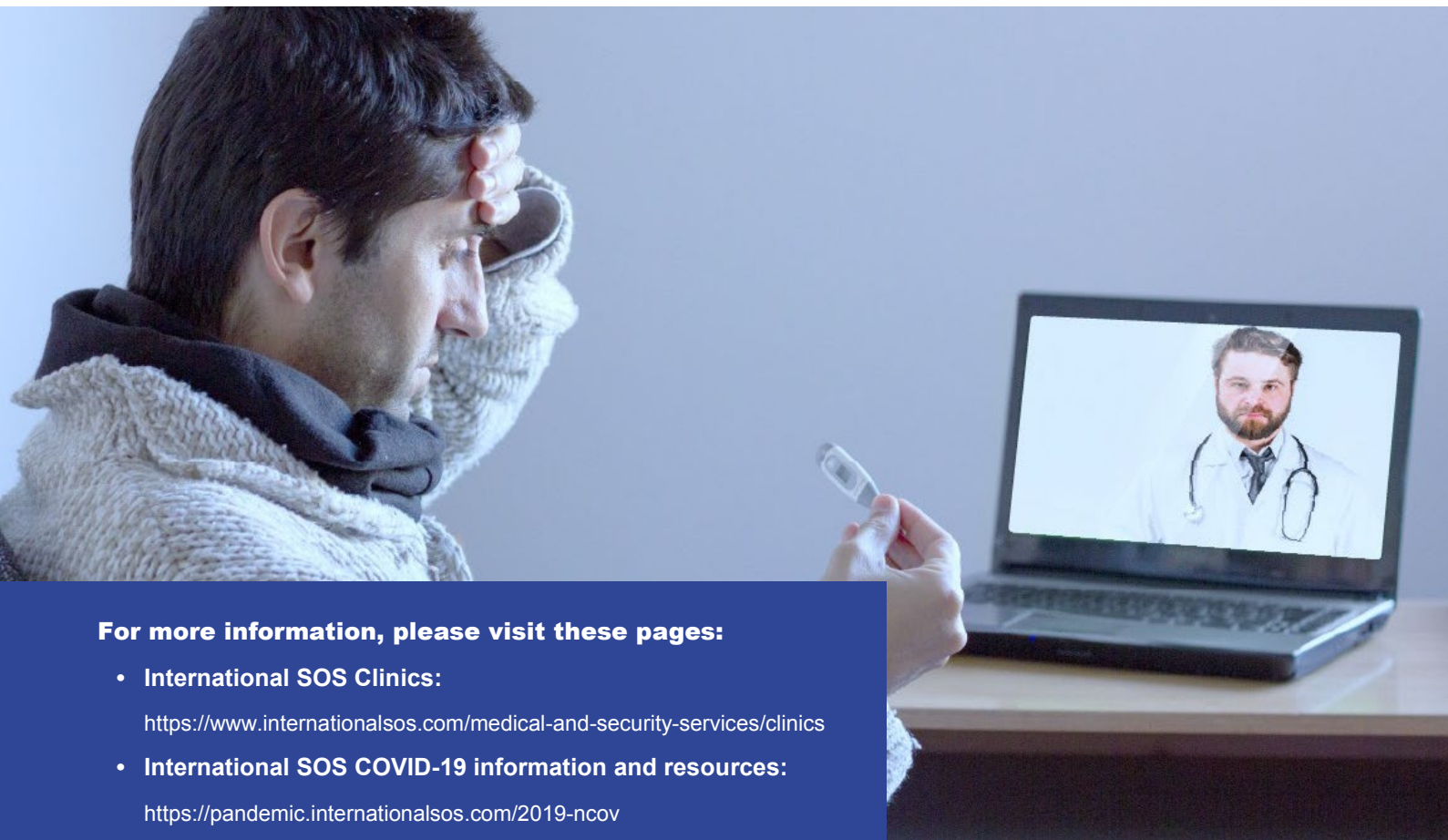
Integration with our Medical Assistance capability, which supports management of a wide range of clinical conditions (including non-COVID-19 cases) and treatment requirements during the COVID-19 pandemic



Enhanced clinical governance: expert oversight of on-site medical operations



Assurance for your employees who are unable to move from operational sites



For more information, please visit these pages:

- **International SOS Clinics:**
<https://www.internationalsos.com/medical-and-security-services/clinics>
- **International SOS COVID-19 information and resources:**
<https://pandemic.internationalsos.com/2019-ncov>
- **Terms of use for International SOS Clinic TeleConsultation:**
<https://www.internationalsos.com/clinic-teleconsultation-terms-of-use>