



# PRIMARY AND EMERGENCY CARE CLINICS



WORLDWIDE REACH.  
HUMAN TOUCH.

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## UNDERSTANDING YOUR NEEDS

We understand that employees are your most vital assets and that a **healthy and productive workforce is key to supporting the sustainability of your business operations.**

In some countries, choosing a healthcare facility is not a given. In 'medically remote' environments, access to high-quality standards of healthcare can be challenging. Not only in terms of distance, but also in terms of under-developed local health infrastructure.

We draw on our local knowledge and global expertise to bring you adaptive healthcare close to where you operate.



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## CARING FOR YOUR EMPLOYEES

As an employer it is your duty to ensure that you maintain the **wellbeing, security and safety of your employees and minimise risk.** Depending on the countries in which you operate, you will also need to comply with minimum industry standards, and ensure local legislative compliance.

Our Primary and Emergency Care Clinics are specifically designed to support the **health and wellbeing of site workers, domestic employees, international assignees and their families.**

We give you the confidence to know your employees have access to **international standards of high-quality medical care,** wherever they are located.



# PRIMARY AND EMERGENCY CARE SERVICES AVAILABLE AT OUR CLINICS



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## ROUTINE HEALTHCARE

General practitioner consultation with the Clinic-based doctor for primary healthcare issues or concerns. Minor procedures such as a simple wound dressing, simple laceration suturing, simple foreign body removal, and simple abscess incision and drainage are also available.



## TELECONSULTATIONS

Online video-based consultation with the Clinic doctor for primary healthcare issues, providing safe and efficient access to our expertise.



## DIAGNOSTIC SERVICES

Diagnostic testing conducted at an on-site laboratory within the Clinic. Diagnostic capabilities include digital X-ray, electrocardiogram (ECG), ultrasound and other advanced capabilities. Further testing capabilities may also be available through local providers as part of a credentialed network.



## PHARMACY SERVICES

Our Clinics each have a fully stocked pharmacy containing medications and consumables that meet approved international standards and are managed by a qualified pharmacist.



## EMERGENCY MEDICAL SUPPORT

Emergency stabilisation of critically injured or ill patient utilising the Clinic's emergency room facility, which is available 24 hours per day. Medical support to assist in stabilising a patient in preparation for a medical evacuation.



## GROUND AMBULANCE

Our Clinics have access to an intensive care specification ambulance capability based onsite at the Clinic. All equipment required for managing any pre-hospital emergencies are available in the Ambulance, as well as high-quality medication, medical consumables and equipment. In some locations, the ambulance may be utilised as a response capability.



## HEALTHCARE NAVIGATION

Understanding the local healthcare system can be a complex task and can be a daunting experience for assignees and their families and even your domestic workers. With our local Clinic presence, our medical professionals are well placed to support you through your healthcare journey outside of the Clinic walls; from referrals to chaperoning your appointment and understanding the diagnoses.



## HIGHLY TRAINED MEDICAL TEAM

At the core of our Clinic capabilities lies our highly trained team of medical professionals, who ensure an unrivalled standard of medical expertise and delivery of care is available to support your employees' healthcare needs locally.



## QUALITY & EXPERTISE

Our approach draws on a global network of medical experts with international reach back capability assured by our 360-degree approach to clinical governance, and supported by extensive security and health. Our Clinics are supported by our 24\7 assistance centre medical teams to ensure integrated medical care for your employees both locally and internationally.

## PROXIMITY CARE YOU CAN RELY ON

**Primary and Emergency care seeks to treat and manage the routine, unexpected and urgent medical matters that can arise at any time.** It is a curative and reactive approach to healthcare management for treating all aspects of essential patient health concerns.

**Our clinics are designed to deliver high quality and reliable care for all primary healthcare concerns;** from a simple glucose screening as part of routine healthcare, to support with immediate treatment and stabilisation of emergency cases in locations where international standards are simply not available or are questionable.

- We have over **53 clinics globally**, including more than 20 dedicated occupational health clinics
- Over **38,000 employees** benefit from subscribing to an International SOS Clinic Subscription Plan
- In 2020, we delivered the following volume of services through our clinics:
  - **Over 15,000** TeleConsultation
  - **Over 51,000** COVID-19 testing services
- In 2021 we expanded our global TeleConsultation network to **34 countries**



“ International SOS clinics are strategically located near to our clients’ operations to ensure that employees have consistent access to internationally-recognised best practice standards of care. Quality that many not be otherwise unavailable locally. ”

*Neil Gadd, Group General Manager,  
Medical Services Operations, International SOS*



## DELIVERING END-TO-END HEALTHCARE SOLUTIONS

Our clinics ensure that international standards of care are available locally to address your workforce medical needs. By working closely with you, our client, we can build bespoke solutions that are fully integrated with our clinic capabilities:



### HEALTH AND SECURITY CONSULTING

Our global network of health and security consultants **supports organisations in preparing for, responding to and managing business-critical issues.** Our medical consulting expertise includes occupational health, emergency medicine, dive medicine, infectious disease and tropical medicine, public health, epidemiology and aeromedicine.



### OCCUPATIONAL HEALTH CLINICS

Our Occupational Health Clinics are **equipped to provide compliance-driven and comprehensive access to medical care.** We help you track environmental and situation risks, to ensure regulatory compliance and to meet stringent industry standards.



### MEDICAL EVACUATION

We have **the medical and technical capability to evacuate patients with various medical conditions,** including those related to COVID-19 infection. We work in close collaboration with the local health authorities, relevant civil aviation authority and our network of air ambulance operators in supporting such events.

## THREE DECADES OF REMOTE HEALTH DELIVERY

International SOS has been delivering health solutions to address clients' workplace health, medical and security needs for over 30 years. In many cases, we help businesses and governments requiring expertise and outsourced health services to operate in geographically remote, challenging or culturally sensitive areas. We work in partnership with our clients to help keep employees healthy and safe, which in turn allows them to focus on their core business activities.



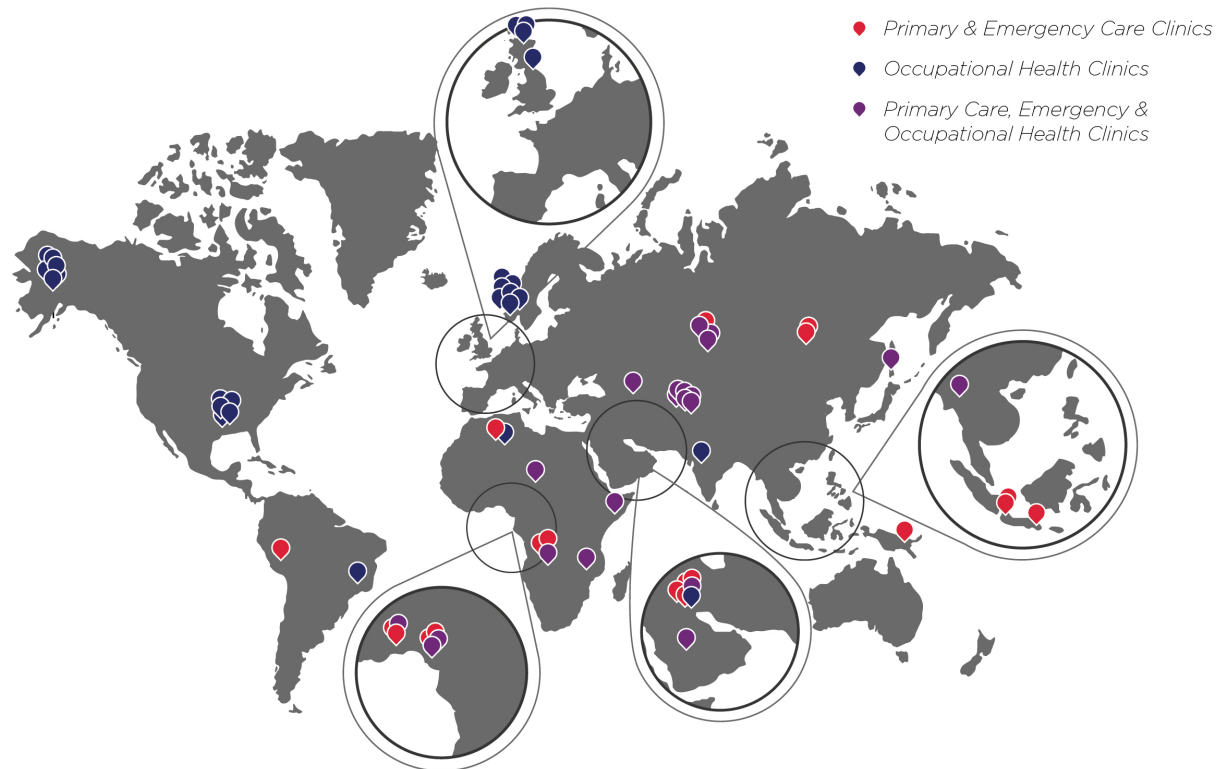
International SOS employs 6,000 medical professionals, including 1,800 doctors with an array of specialisations including pandemic preparedness and management, family medicine, gynaecology/obstetrics, paediatrics, physical therapy, psychiatry and counselling, dentistry, nutrition and wellness.

## HOW TO ACCESS OUR CLINICS

Due to the volatile environments surrounding International SOS Clinics, and the often-fluctuating number of patients accessing these facilities, we operate most of our **Primary and Emergency Care Clinics on a Clinic Plan subscription basis**, which is required in order to **maintain and deliver high-quality services**. With a Clinic Plan, a Client pays a monthly or annual subscription for every employee or dependent who might access the Clinic.

In selected locations, we ensure that the relationship between a Client and their specific insurer is as smooth as possible, via our direct billing agreements (DBA) with insurance carriers.

Please reach out to our experienced sales team for more information or [submit an enquiry online](#).



[www.internationalsos.com/medical-and-security-services/clinics](http://www.internationalsos.com/medical-and-security-services/clinics)