

Maritime

HealthcareBox

Shipping companies,
Ship managers,
Ship owners

ea-healthcarebox.com



Europ Assistance, Generali's specialized unit in the delivery of global assistance services, is proposing a unique telemedicine solution: the Maritime HealthcareBox.

It provides **peace of mind to maritime companies by ensuring continuous, reliable, multilingual health support services** onboard of all their vessels, for their seafarers or their customers.

24/7 healthcare professionals, nurses and medical doctors, are available to remotely support onboard Captains and Health Officers for any health-related issue, from a minor injury or illness to an emergency situation.

The Maritime HealthcareBox software carefully guides the onboard Health Officer all along the medical consultation for it to run smoothly by removing potential errors and misunderstandings.

The Maritime HealthcareBox's comprehensive set of more than 150 potential symptoms, carefully reviewed by Europ Assistance's medical doctors, addresses any type of medical condition.



AN ALL-IN-ONE SOLUTION WITH VITAL DATA SENSORS

The Maritime HealthcareBox is the only all-in-one telemedicine solution that allows onboard health officers and patients to get in touch, at anytime and anywhere, with a medical doctor able to understand their culture.



All devices and the medical suitcase itself are all CE medical certified for easy, compliant and secured medical data consolidation.

Efficient and secured

- Confidentiality: end to end encrypted calls
- Secured platform for video-consultation
- Cost and bandwidth management
- Consolidation of data

Comprehensive

- Multiple devices management: ECG (12head, 12 channel), Oximeter, Blood pressure, Glucometer, Temperature
- Pictures
- Video-conference

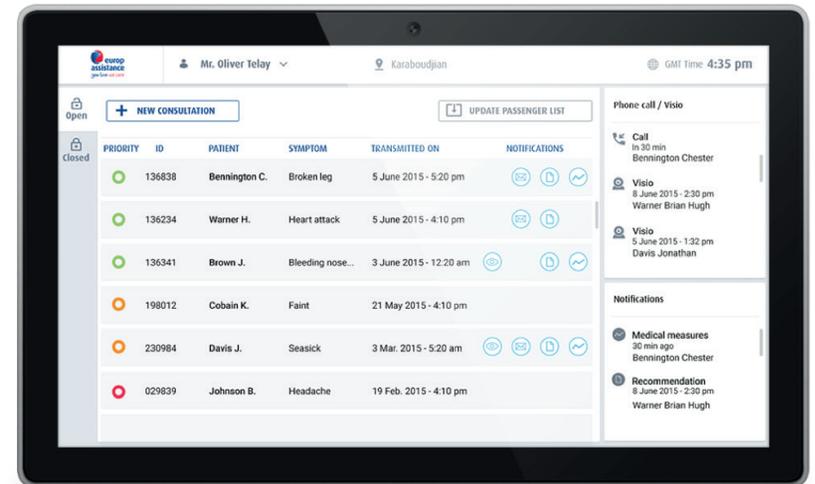
Simple & smart

- Plug & Play system: no configuration required, just * connect with the provided secured PIN code and launch a new consultation
- Direct upload of upgrades: list of crew and passengers, updated versions of the software
- Full replacement in case of break or failure of the devices: no logistics concern, no delay in the delivery

PROFESSIONAL MEDICAL CARE AT THE TIP OF YOUR FINGERS

Europ Assistance's tablet enables easy access to the HealthcareBox software and data exchange with the onboard wifi connection.

Patient vital data is recorded on the HealthcareBox software by the health officer using medical devices available on board of the vessel.



Designed with healthcare professionals

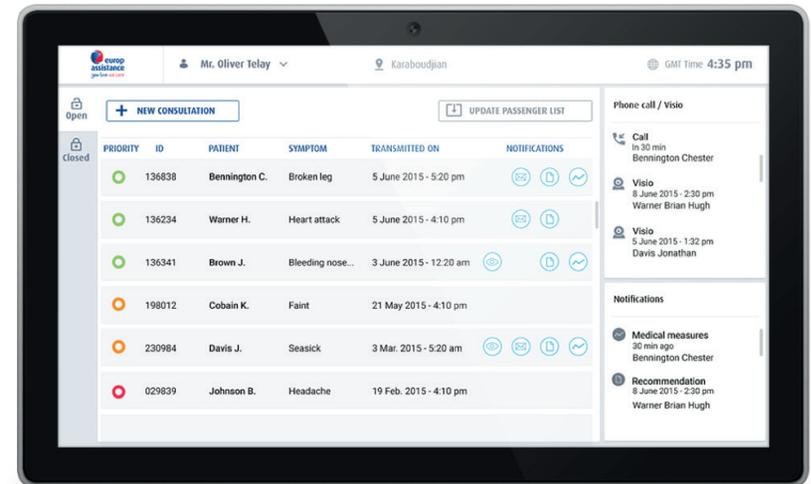
- Integration of specifics to the maritime sector
- Certified medical professionals available 24/7 for emergency and non-emergency situations
- Accurate diagnosis & treatment recommendations
- Continuous evolution to integrate more capacities (chronic diseases, follow-up treatments, occupational medicine)

Security of medical data

- Confidentiality: end to end encrypted communications
 - Traceability of medical data
 - Secured hosting
- Quality control & Reporting

Simple & smart

- Integrated simple user interface
- Full support during symptoms declaration
 - Timely decision making



BENEFITS

Learn more about what the Maritime HealthcareBox has to offer

| | Current market solutions* | STARTING PACK | ALL-IN-ONE |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| 24/7 Medical Doctors | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Medical suitcase with connected vital data sensors | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unique point of contact worldwide for any healthcare issue | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Consultation file with medical history | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Follow-up consultation | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Connection with Maritime Rescue Coordination Centers worldwide | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Medical referrals worldwide | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Data security | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Optimized and secured Video call | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Onboard healthcare activity reporting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

* Radio Medico TMAS Services

FOCUS ON KEY DIFFERENTIATING BENEFITS

Europ Assistance is 50+ years experienced company working in the medical assistance world globally. Worldwide leader for travelers and expatriates, Europ Assistance accompanies people in mobility wherever they go. The natural next step to our practice is telemedicine for people working and living at sea. This is what makes us and an experience with us so unique.



Medical referral worldwide

Whereas it is the practice in the maritime world to count on the local capacity of their maritime agents to find the right professional at the next port of call, Europ Assistance has 50+ years of expertise in Global Medical Networks management. Should one of the crew or passengers need a specific medical advice or a visit with a healthcare professional, our health professionals, if required according to the online consultation, will arrange it. There is no additional cost for it. That is included in the consultation.



24/7 multilingual Medical doctors

Our medical platform is staffed with real medical professionals having been trained specifically to the maritime medicine and the practice of remote medicine. They have been selected among our Europ Assistance's medical team according to their specialty and their capacity to accompany a non-medical professional at a distance. They are all fluent in English and French and thanks to our multilingual operators, can manage up to 30 other languages (not all 24/7).



Unique point of contact for any healthcare issue

People at sea should not wait that a medical case becomes an emergency before it gets a proper medical advice. Our medical doctors can handle general medicine case to more complex ones through the unique point of contact that is the Maritime HealthcareBox.



Onboard healthcare activity reporting

Centralized in one point, all data, once anonymized, can be used to make statistics and drive the healthcare policy for the entire company. Every 6 months, Europ Assistance consolidates the collected information and provides the company with very rich information about health among the population onboard. Our health professionals, after a first year of operations, will add their expert comments and if relevant and data sufficient, recommendations for prevention programs for better health.



Bed to bed evacuation capacity (optional program)

On top of our telemedicine practice, Europ Assistance can support the company to evacuate a crew or a passenger requiring to be evacuated. With thousands of medical evacuations per year (we issue more than 25,000 air tickets and are running more than 6,000 hours of air ambulance per year), our operators and health professionals will be the best option for continuity of medical service worldwide.

OVERVIEW OF THE SOLUTION

MEDICAL SERVICES

Medical consultation at a distance

Data & reporting medical activity on-board
Access to 24/7 Evacuation & Repatriation services
Medical Emergency Response Planning

OPTIONAL SERVICES

Pre-boarding medical check-ups
Medical procurement support
International evacuation & repatriation services



MEDICAL EQUIPMENT

Certified medical suitcase with connected symptoms analysis tools
communication software

SATCOM SOLUTION

Partnership with global maritime satellite communication company
Maritime VSAT and MSS on-board to enable communication

CUSTOMER SUPPORT

Training & maintenance

WHY YOU CAN TRUST EUROP ASSISTANCE



Compliance

Maritime HealthcareBox is compliant with the Maritime Labour Convention, 2006, Regulation 4.1 “Medical care on board ship and ashore”:

“The requirements for on-board health protection and medical care set out in the Code include standards for measures aimed at providing seafarers with health protection and medical care as comparable as possible to that which is generally available to workers ashore”



Efficiency

Our solution includes the provision of a diagnosis and a medical recommendation for a treatment. This directly saves time at the port of call; even if the patient still needs to visit a medical doctor or to obtain medicine not available onboard.



24/7 availability

Crew members traveling across seas around the globe don't care about the time in their location and the time where Europ Assistance medical doctors are located. To manage medical events happening simultaneously in different time zones, Europ Assistance medical doctors are available 24/7.



Security

Personal health data are the utmost confidential information. We strictly follow the highest compliance requirements regarding access, hosting and management of health data of all patients benefiting from our medical services.



Cost saving

Companies see immediate benefits of our solution: human cost savings, gained operating time, as well as reduced administrative burden. In the long term, availability of immediate onboard medical care and regular reporting on crew members' health status, the Maritime HealthcareBox is an invest in prevention maritime companies invest in prevention with much higher impacts on cost savings.

Contact us

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