

Maritime Global Response Center Program

Your 24/7 Emergency Notification Hotline

To ensure timely emergency assistance and documentary support, MedLink's Maritime Global Response Center Program (MGRC) is a 24/7 rapid emergency response system, which accurately collects and communicates details of crew or vessel distress to the subscribing management company.

Incident Activation Phase

Notification of Incident

In compliance with the International Safety Management (ISM) code, when a declared accident or incident occurs, the vessel may 'activate' MGRC by voice communication or by covert activation of the ship's security alert system.

Information Intake Process

A MedLink communication specialist trained to handle vessel distress calls will receive an inbound call and solicit details from the caller. We will require the following data: an incident description; current position; course and speed; number of total passengers and crew members; extent of injuries, casualties or fatalities; type of service required (i.e. tow, fire, helicopter, lifeboat) current and forecasted weather; and caller's name, title, and any other relevant situational or background information.



Incident Reporting Phase

Immediate Incident Reporting

Once relevant details have been recorded, the MGRC will 'activate' the management company's incident reporting protocol. The communication specialist will do so by notifying the appropriate individual within the management company by phone - regardless the time of day - to report the details of the incident. To ensure timely event reporting, MedAire will follow a call cascade provided by the management company until an individual on the list is available.

Quarterly Incident Reporting

All data and communications, including audio calls, will be recorded and documented within our proprietary database. By gathering and analyzing statistical medical information, MedLink's medical and operations teams are able to continuously refine the company's processes, education programs and medical equipment and communications in order to meet the ever-changing needs of the maritime industry. On a quarterly basis, the MGRC will provide written statistical reports to the management company, containing the vessel name, incident category and a detailed description of events which occurred, including both actual and test calls.

Additional Services

Medical Assessment During a reportable medical situation, crewmembers will be able to contact English-speaking communication specialists and doctors at MedLink's 24/7 Maritime Global Response Center in Phoenix, Ariz., USA.

A communication specialist will gather baseline information from the crew regarding the medical situation and solicit the opinion of a doctor working in the emergency room at Banner Good Samaritan Hospital. The doctor will use his or her expert inquiry and assertion techniques to assess the medical situation and make a recommendation for the course of care - all based on the onboard equipment available and skill level that the crewmember has acquired through emergency response training.

Medical advice and assistance will be available for any medical event onboard a vessel, regardless of its location or the time of day. Real-time translation services are also available in 140+ languages. Please note: This service will be delivered for an additional fee, billable to the vessel's management company in the event that the client does not currently carry an individual MedLink subscription.

To learn more about our products and services please contact: Brownie's YachtDiver at info@yachtdiver.com or call (954) 524-2112 or (800) 949-0822

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