

On-Call Support Service

On-Call Support

Sentinel Consulting offers an on-call support service for clients via a UK based on-call team. This is based on a telephone support line which is staffed 24/7 during the contracted period. The telephone operators are all experienced remote travelers and Wilderness Emergency Medical Technicians with direct access to an expedition doctor. They have all been involved in supporting evacuations and advising on First Aid treatment.

The service includes:

- 24/7 telephone access to an operator via the on-call number;
- First Aid skills coaching and advice;
- Evacuation and logistical advice and support;
- Liaison with Medical Assistance Company (ISOS) to expedite an evacuation;
- Liaison with the participants' company's response systems;
- Access to an Expedition Doctor for treatment advice and authorization;
- Access to an Expedition Doctor for medical evacuation advice.

To undertake this role we require:

- Emergency Response Plan (incl. itinerary & accommodation details);
- Details of medical kits carried & medical training within the team.
- List of team members

Additional Service: Call-in & monitoring facility

As an option we can also provide a call-in facility, which tracks the progress of the team. If a call is missed the team will respond and attempt to locate the team for 1 hr and then implement the Emergency Response Plan.

For this to be included a call-in schedule is required and confirmation about the actions to be taken if a call-in is missed.

Additional Service: Home Agent

As an option we can also act as the point of contact for the participant families, next of kin and businesses. This is for the transfer of critical or emergency information to the field team as fast as reasonably possible. In this role, interested parties can call the on-call number and we can use all possible means to contact the team in the field.

To undertake this role we require contact details of the participants next of kin and line managers.