



United Nations Lesotho

Delivering as One

Annex 4

**TERMS OF REFERENCE FOR EMERGENCY MEDICAL RESPONSE AND  
STABILIZATION SERVICES  
UN LESOTHO**

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<b>Type of Contract</b>	:	<b>Institutional Contract</b>
<b>Languages Required</b>	:	<b>English</b>
<b>Contract Duration</b>	:	<b>3 years Long Term Agreement</b>

**Background**

UN field personnel are exposed to various health, accidents and security hazards that may result in disease; psychological trauma and life-threatening injuries. Dedicated, effective primary health, occupational health and emergency medical services may mitigate negative outcomes of trauma, injuries and health complications providing better chances for saving lives as well as for faster and better recovery.

**Purpose**

The purpose of these Emergency Medical Response and Stabilization Services shall be to give UN staff members and eligible dependents the opportunity to secure essential medical care or treatment for severe illness or injury. This is due to inadequate or non-availability of the required medical service in the country.

**The Emergency Medical Response and Stabilization Services** at the scene of a Medical Emergency will entail various forms of assistance and services. Under this scheme the company will immediately dispatch an appropriate road or air ambulance which is staffed by appropriately qualified emergency medical care practitioners. Once at the scene of the incident, lifesaving support will be provided to stabilize the person and immediately transfer the person to the closest appropriate medical facility.

**The Emergency Medical Response and Stabilization Services** is part of the UN common services of the UN Country Team in Lesotho and administered by UNDP.

**The Emergency Medical Response and Stabilization Services** will provide medical services to UN staff members and their dependents. In addition, the services will facilitate for medical evacuations and cooperate with UN medical doctors and UN headquarter offices on all related matters. The services will ensure consistent delivery of high-quality emergency medical care when required and during medical evacuations. The services will operate in close cooperation with the UN Medical Doctors and UNDP with

<ul style="list-style-type: none"> <li>• Services to be provided by a highly qualified team of Paramedics, Doctors and Nursing sisters depending on the requirements. Be able to provide medical teams to all levels of events tailoring services around the executive requirements in Lesotho.</li> </ul>
<b>6. Training</b> <ul style="list-style-type: none"> <li>• The company will offer First Aid Training to UN staff at the highest levels of quality, annually.</li> </ul>
<b>7. Inter-hospital Transfer</b> <ul style="list-style-type: none"> <li>• Inter-hospital transfer or Inter-facility transfer is defined as the transportation of a patient by road or air ambulance transport, whichever is most medically appropriate in the opinion of the company and or/UN Doctor, one way to a more suitable or appropriate medical facility for managing the condition.</li> </ul>
<b>8. Repatriation of Mortal Remains</b> <ul style="list-style-type: none"> <li>• Should a patient die outside their residential town more than 180Km from their usual residence, arrangements will be made by a company to repatriate the mortal remains to the residential town.</li> </ul>
<b>9. Annual Emergency Mock Drill</b> <ul style="list-style-type: none"> <li>• A simulated emergency drill to be facilitated by a company team on the UN Premises on an annual basis.</li> </ul>
<b>10. Welcome Packs</b> <ul style="list-style-type: none"> <li>• To prepare a welcome pack that will contain all company's telephone emergency numbers.</li> </ul>

### **Impact of Results**

The key results should have an impact on the general well-being of all UN staff at all duty stations. They relate to the medical assessment of cases and course of emergency medical care, treatment, referral, counselling and transportation of mortal remains. The services rendered, and the decisions taken should have a direct vital and sound effect on the physical and mental health of UN staff and their dependents at the duty station.

### **Institutional Arrangements**

The principal responsibility for managing and administering these services lies with UNDP Lesotho. UNDP Lesotho will contract the company. The participating United Agencies will:

- Provide the EMS with the correct details of the patient in need of services
- Provide the EMS with information of eligible staff and dependents before service are rendered.
- Settle invoices within 30 days of receipt

### **Qualifications and experience**

- Accredited by the Department of Labour; Registration with the professional regulatory body
- Maintain fleet of crewed and equipped ambulances that are able to provide basic, intermediate and advanced Life support services;
- Valid certification in Advanced Trauma Life support, Advanced cardiac Life support OR Pre hospital trauma life support is required;

regards to all administrative matters. The company will be part of the UN Lesotho Emergency Response Team and will work closely with UNDSS in implementing casualty evacuation and mass casualty response.

**Summary of Key Functions:**

- Emergency Medical Response and Stabilisation at the scene of a Medical Emergency
- Medical Transportation
- Emergency Medical Information and Response
- Trauma Counselling
- Specialised Medical Services
- Training
- Inter-hospital Transfer
- Repatriation of Mortal Remains
- Annual Emergency Mock Drills
- Welcome Packs
- Method of Settlement.

**Key Results Expected**

<p><b>1. Emergency Medical Response and Stabilisation at the scene of a Medical Emergency</b></p> <ul style="list-style-type: none"> <li>• To immediately dispatch an appropriate road or air ambulance which is staffed by our appropriately qualified emergency medical care practitioners. Once at the scene of the incident, lifesaving support will be provided to stabilize the person before transfer to the closest appropriate medical facility.</li> </ul>
<p><b>2. Medical Transportation</b></p> <ul style="list-style-type: none"> <li>• To provide Emergency Medical Transportation by Road or Air Ambulance with appropriate medical supervision to the closest most appropriate medical facility capable of providing adequate care. The company will prioritise a transfer based on medical condition, the degree of urgency, the person's state and fitness to travel. Other considerations include but are not limited to airport availability, weather conditions and distance to be covered as assessed by the emergency team. The company will determine whether transport will be provided by medically equipped helicopter, regular scheduled flight or road.</li> <li>• <u>P</u>perform any other duties as considered necessary by the United Nations Medical Doctor/s and/or the UN Resident Coordinator.</li> </ul>
<p><b>3. Emergency Medical Information and Response</b></p> <ul style="list-style-type: none"> <li>• Lifesaving medical advice to guide through a medical crisis.</li> </ul>
<p><b>4. Trauma Counselling</b></p> <ul style="list-style-type: none"> <li>• Provide support and trauma counselling to the staff and dependents including telephonic counselling services 24/7.</li> </ul>
<p><b>5. Specialised Medical Services</b></p>

