

DELIVERING LIFE-SAVING SUPPORT TO STUDENTS AT SMU

11 May

20 students from Singapore Management University (SMU) were injured in a bus accident in Hue (Vietnam) during their recreational time, having completed their community service project. The trip leader called International SOS (Intl.SOS) and the local emergency numbers for help.

Intl.SOS sent its local correspondent to assist, and established a Crisis Management Team (CMT) comprising of senior medical, security and operations leadership to spearhead the operation.

11 May

Intl.SOS dispatched their Incident Management Team (IMT) of medical and operations experts on the earliest available flight to Hue, to provide further onsite support to the students.

Intl.SOS also arranged flights for SMU key personnel, who arrived in Hue by 12 May, 13:45.

13 May

Two students were discharged from the local hospital, and repatriated via air ambulance to a Singapore hospital.

At 16:00, accompanied by the Intl.SOS senior doctor and nurse, the remaining students left Hue on a commercial carrier after the Intl.SOS IMT assessed that they were fit to fly. As there were no direct flights from Hue to Singapore, Intl.SOS arranged for the group to rest comfortably at a hotel during their transit in Ho Chi Minh.

Chubb covered the costs of the flights, and the accommodation in Ho Chi Minh City.

14 May

Accompanied by Intl.SOS medical escorts, the remaining students were repatriated safely via commercial carrier, to a private terminal in Singapore. SMU, Intl.SOS, and Chubb briefed the parents on the students' conditions, insurance claims arrangements and medical referrals. Intl.SOS also arranged for ground transport to the hospital and expedited the waiting period at the A&E department.

16:40 - 17:00

17:15 - 17:25

23:30

02:00

13:30

21:50 - 05:30

15:30

11 May

Intl.SOS informed SMU of the recommended course of action. SMU's prompt authorisation during the incident enabled the efficiency of the operation.

Chubb in Singapore was notified and placed on standby to guarantee medical expenses and provide approvals for possible medical repatriations.

12 May

After triaging the incident, the Intl.SOS medical team determined that four students required an air ambulance transfer to Singapore, while the remaining students could travel via commercial carrier. The Intl.SOS Operations team swiftly secured landing permits and flights.

At 05:00, Intl.SOS received Chubb's swift approval to proceed with the activation of air ambulances. The Intl.SOS doctors continued to closely monitor the students' medical conditions with the treatment doctors.

The Intl.SOS IMT also liaised with the local consulate for their repatriation to Singapore.

13-14 May

The IMT continued to stay with the students to take care of them medically, psychologically and logistically. Some of the injured students required their casts adjusted, wheelchair support, and a change of clothing while others had misplaced their belongings at the accident site.

On 14 May, 05:30, the other two students who needed air ambulance transfer finally left Hue for Singapore, after the local hospital completed their medical reviews.

“Emily Hogan, Assistant Director, Centre for Social Responsibility, Singapore Management University

International SOS was on top of things, and very professional in the way they handled the students and the hospital administration in spite of all the hurdles. I am so glad that International SOS delivered with no-holds-barred.

A SEAMLESS PARTNERSHIP



SEAMLESS CLAIMS COORDINATION INCLUDING DIRECT BILLING

FACTORS FOR A SUCCESSFUL INCIDENT SUPPORT

EXPERTISE & INFRASTRUCTURE

International SOS medical and security expertise, combined with their quality delivery on-the-ground, was paramount for providing swift advice, assistance and logistics throughout the incident. It also helps that International SOS is unsurpassed in its medical transportation expertise.

The right travel risk management provider will be able to support you, no matter where and when an incident occurs.

FINANCIAL INDEMNIFICATION & STREAMLINED BILLING

Chubb was instrumental in the financial indemnification for this incident. It provided smooth and prompt approvals for the guarantee of payment for medical repatriations or evacuations.

CLEAR PROCESS & COMMUNICATION

The stakeholders in SMU, International SOS and Chubb were familiar with their incident management roles and responsibilities, which enabled seamless communications between all parties and swift decision-making during this time-sensitive incident.

International SOS and Chubb also supported SMU in briefing parents and students on the recommended next steps.

“ **Mohammad Ridzuwan, Deputy Director, Safety & Emergency Preparedness, Singapore Management University**
Personally, I do think that one of the critical factors in incident management is the people that you are working with in tackling the situation. The team from International SOS had played an integral part in facilitating our management of the incident by working closely with the University in the various aspects such as ground coordination and logistics in bringing our students back home safely, management of local agencies and 24/7 care and concern for our students. Great to have them on the team. ”