



Guiding Spirit to Shipping Industry

Sagar Sandesh

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In COVID19 - Medical Assistance 24X7, Duty of Care services for Seafarers - By Ravjyot Singh Khuman, Director 3Cube Medicare Pvt Ltd



Ravjyot Singh Khuman, Director
3Cube Medicare Pvt Ltd

NEW DELHI
Sagar Sandesh News Service

The rapid outbreak of the coronavirus has flung an alarming health crisis that the world is still grappling with. As viruses know no borders, the impact continues to spread and affect everyone. There have been several discussions on the importance of crew changes and how Covid-19 has affected the mental health of seafarers onboard. There is another

larger health concern which is the access to care for general and urgent medical concerns onboard.

In March 2020, we rolled out our **Duty of Care services for seafarers**. Our 24x7 Remote Medical Assistance Team has assisted vessels in over **450 Medical Events** covering 69% Indian and 31% foreign nationals.

Access to dedicated 24X7 Remote Medical Assistance and Specialist's consult has ensured **focused care on the medical concerns** which has been seen as a massive challenge at ports in COVID pandemic times. It was found that the top 4 Medical concerns were Orthopaedic, Dermatology, Dental and Gastroenterology where involvement of specialists has shown positive results, leading to faster and better recovery rate.

It was identified that in about 20% of all cases, **Psychological concerns** were the **Secondary medical concern**. This is where Psychiatrists' and Clinical Psychologists' intervention and assistance with the Doctors provides complete care. This approach has shown distinguished results in both the crew member's outlook as well as the primary medical concern.

With a dedicated Wellness Team, our endeavour to **Healthy Ship** continues with regular awareness material via flyers, podcasts and videos. A dedicated team is able to use the trend of cases seen and prepare relevant material to assist the seafarers onboard.

Over 1200 seafarers have responded to our Wellness forms that have been individually reviewed and reports for the same have been provided. These forms cover areas of both one's Physical and Psychological Health. We have seen about 5% seafarers requiring one-to-one interaction with a specialist to proactively treat underlying issues. Of these, **90% were Psychology related** where counselling and follow-up by Clinical Psychologists have helped the seafarer.

Over 50% of the seafarers have reported one or the other medical concern or their health metrics indicating need for proactive measures. For them, focused flyers on what to do have been provided.

The Duty of Care 365 Services Provide:

24x7 Remote Medical Assistance,

manned by qualified doctors round the clock. Our team of doctors include MBBS, MDs and a dedicated Mental Health team of Psychiatrists and Clinical Psychologists.

The team is backed by a group of senior doctors and a panel of Specialists to ensure detailed and focused care is provided promptly and **over 91% cases have been managed completely onboard**.

The **Healthy Ship Initiatives** are managed by our Wellness Team, that includes subject experts - Fitness Coaches, Nutritionists, Clinical Psychologists and Wellness Executives to look into continued awareness and remote health checks as a preventive and proactive measure.

Our **Tele-Pharmacist** assists with reviewing the medical chests and other concerns related to the Medical Chest on the vessel.

We have a **multilingual team** which can converse in English, Russian, Chinese, Hindi and various Indian Regional Languages.

At 3Cube, our efforts are directed towards bridging the **Healthcare Gap** - both clinical and mental health by facilitating superior crew care.