



Virtual Health Assessment and Global Medical Arrangements

Employers have a duty of care to employees to assess foreseeable risks and take reasonable steps to protect their health, safety and wellbeing. For globally mobile populations, it means understanding the health of the traveller or international assignee, prior to their trip or deployment.

A simple, on-line health assessment is the first step towards understanding health risks that may impact overseas travel or relocation by empowering employers with the information they need to make to plan adjustments while helping employees proactively manage health conditions.

The Traditional Approach

A blanket, whole population approach to medical screening programmes can be time consuming for employees and dependants, and importantly, costly for the employer especially when many of the screened population will be considered low risk.



Medical screening programmes that allow employees to choose their own provider can lead to a lack of quality oversight, inconsistent medical reporting and little control over costs.

Additionally, the health conditions of dependants accompanying employees on assignment are often not fully considered, or not included in pre-assignment medical screening. Left unaddressed, dependant health conditions have the potential to contribute to assignment failure.

The UnitedHealthcare Global Approach

Virtual Health Assessment (VHA) and Global Medical Arrangement (GMA) are developed and have been coordinated in-house and designed by medical professionals to ensure employers, employees and their dependants have access to the most cost effective, real-time and comprehensive health assessments and medical support, prior to travel.

We recognise that one size doesn't fit all. That is why we work directly with clients to understand how we can best support their globally mobile population, providing the most appropriate services to suit their requirements.

- Our solutions work together to proactively help employers identify and minimise risks, ensuring employees are prepared and fit for assignment.
- The electronic medical records database is designed for GDPR and HIPAA data privacy compliance, data protection and privacy regulations. It acts as a central portal to access, upload and store medical information, safely and securely. It also tracks patient data over time, helping identify employees that may be due for preventative health exams and visits.

Because the better they feel, the further they will go.



Virtual Health Assessment

Our **3 stage approach** is simple and takes between 15-45 minutes to complete.

#1

Complete the Online Assessment

Individuals with a **Low Risk Rating** are cleared fit for travel or deployment.

#2

Virtual Consult

For individuals with a **Medium Risk Rating**:

1. The questionnaire is reviewed by one of our Virtual Health doctors.
2. The doctor will review the information provided and either pass the individual as "cleared" or schedule a virtual visit with the individual to clarify, or obtain further information and medical history needed to make an assessment.
3. Via telephone or virtual appointment, the doctor will assess whether the individual can now be passed as "cleared", or requires a face-to-face appointment.

#3

Face-to-Face Medical Assessment

For individuals who have a **High Risk Rating**:

1. We recommend a face-to-face appointment with a doctor.
2. Employers will then choose to organise an appointment with their in-house medical team, with a preferred clinic, or request that we make the appointment via our Global Medical Arrangement managed service, depending on what the employer has pre-agreed.

Understanding Risk Ratings: An employee's risk rating will determine the next steps in the medical screening process.

- A **Low Risk Rating** indicates that no significant health problems identified and the individual is cleared fit for travel or deployment.
- A **Medium Risk Rating** indicates a possible medical condition or health problem has been identified that may affect travel or job responsibilities.
- A **High Risk Rating** means a medical condition or health problem has been identified which requires further assessment and may impact on suitability to travel or undertake the new job role.

Global Medical Arrangement

Using our global network of primary care and occupational health clinics, we can arrange medical examinations and pre-travel vaccinations that meet the requirements and logistics needs of a global workforce. Medicals are conducted at vetted and approved facilities by certified and accredited healthcare professionals.

Services include:

- Identification of a suitable clinic facility
- Liaising with the employer, employee and provider to schedule the required examination
- Securely sending the employee any information, questionnaires and documentation to be completed prior to their appointment
- Medical record, notes and certification upload upon completion of the examination
- Secure storage of medical records and certificates
- Notification of certificate and report uploads
- Secure access to review and download certificates

Examples of medicals we can arrange:

Occupational health assessments or Company medicals

- Pre-employment/pre-deployment/post-assignment/return to work
- Drug & Alcohol Screening
- Vaccinations and Immunisations
- Executive Medicals
- Management Referrals

Medicals required to satisfy local regulations or industry compliance, such as:

- Visa requirements
- Offshore Medical (OGUK)
- Seafarers medicals (ENG1/NMD)
- Department of Transportation Medicals

Benefits

Virtual Health Assessment

- Comprehensive, online solution for assessing health risks, prior to departure
- Can be used by all employees, including local nationals, expats and business travellers, as well as spouses and dependants
- Face-to-face medicals conducted only when deemed necessary due to health condition or nature of job
- Consistent and objective approach to health assessments and review of medical information
- Helps employee better understand and manage their health and treatment whilst overseas
- Enables employers to make more informed decisions on an employee's suitability for assignment, take proactive measures and plan accordingly to reduce risk to the organisation, discharging their duty of care obligations
- Online portal and manager dashboards to track employee progress and outcomes

Global Medical Arrangement

- Physical examinations conducted only when necessary when combined with Virtual Health Assessments
- Medicals conducted at vetted and approved facilities by certified and accredited health care professionals to ensure consistent, quality results
- End-to-end process managed through one system and overseen by one provider, offering efficiencies and consistencies in the handling, storage and review of employee health data
- Medical information is carefully managed in a legally compliant manner and used only in accordance with obtained consent
- Medical records, examination notes and certificates reviewed prior to release with a recommendation to the employer
- Automated reminders scheduled for review or renewal of medicals
- Online portal tracks employee progress and outcomes and allows for health trend analysis, financial reporting and real-time monitoring of performance against agreed SLA's

Contact

Contact our sales team today to learn more about how our solutions can help your clients:

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