

CIRCULAR REF: 2012/030

**CIRCULATED TO ALL MEMBERS, BROKERS AND DIRECTORS
ATTENTION INSURANCE DEPT**

**4 SEPTEMBER 2012
JP/KAH**

FIRST CALL - NEW MEDICAL SERVICE FOR VESSELS VISITING PORTS IN USA

North is pleased to provide details of a new service for crew injury and illness matters in the USA. With North's encouragement, two of our correspondents, Hudson Tactix and Shuman Consulting Services have developed the service which, in addition to the existing network of correspondents, gives Members the option of calling a dedicated phone number to seek immediate assistance in the event of crew injury or illness in and around the ports listed in the guidance notes below.

The aim is to assist Members by providing a specialised service to ensure crew members obtain excellent medical attention as soon as possible and that the treatment is managed in a cost effective manner. The expeditious provision of medical services also reduces the risk of crew members being repatriated unnecessarily.

The service is exclusively focused on the provision of medical treatment. For all other assistance the existing network of lawyers and correspondents should be utilised.

If crew members are injured or suffering an illness, Masters are encouraged to call the "First Call" telephone numbers provided in the guidance note below. Thereafter, to advise the port of disembarkation, the name of the crew member and details of the injury or symptoms of illness. Hudson Tactix and Shuman Consulting Services will arrange medical attention, transport to and from the ship and treatment at a reputable treating facility. They will also audit the medical costs.

North will be contacted by Hudson Tactix and Shuman Consulting Services to confirm cover. Should the injury or illness require legal advice or other assistance, we can then take a view on the need to additionally instruct local correspondents or lawyers.

Depending on the seriousness of the injury or illness, Hudson Tactix and Shuman Consulting Services will continue to monitor the crew member's progress throughout their stay in the USA and, where necessary, assist with repatriation arrangements. Medical services provided by the hospital and the associated costs will be monitored closely, as will the welfare of the crew member in the event of a prolonged hospital stay. (The service does not include routine dental treatment).

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Hudson Tactix and Shuman Consulting Services will audit medical fees. In many cases, significant savings can be achieved by such audits. North will inform Members of the total amount payable as assessed by Hudson Tactix and Shuman Consulting Services. Discounts are also often available and are usually agreed with hospitals on the basis of payment within a fixed timescale.

Please refer to the guidance notes below for the First Call telephone numbers and a list of the US ports included in the scheme or use the [Correspondents Search](#) on our website which highlights the ports where the service is currently available. The service will be extended to all major US ports by the end of 2012.

For more information, please contact [Julie Pichler](#) or [David Rearden](#)

JULIE PICHLER
MANAGER - North Insurance Management Limited
As Managers on behalf of the North of England P&I Association Limited



GUIDANCE NOTES

East / West US Coast Ports

If you are disembarking crew for medical treatment at one of the following ports, please contact First Call – Hudson Tactix on +1 856 342 7500 or email: firstcall@hudsontactix.com

- Baltimore
- Camden
- Long Beach/Los Angeles
- New York
- Norfolk
- Oakland
- Philadelphia
- Portland, Oregon
- San Diego
- San Francisco
- Seattle
- Wilmington, Delaware

South Coast US Ports

If you are disembarking crew for medical treatment at one of the following ports, please contact First Call – Shuman Consulting Services on +1 281 486 5511 or email: firstcall@scslp.com

- Baton Rouge
- Beaumont
- Brownsville
- Corpus Christi
- Galveston
- Houston
- Jacksonville
- Miami
- Mobile
- New Orleans
- Port Everglades
- Savannah
- Tampa

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