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| **SSMED-1503** | **Notifications, Investigations, and Documentation** |
| **Version No.** | 1 |
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|  | **Notification—The Captain, et al**   * 1. The Doctor will provide the Captain and Hotel Manager with details of any Guest who is suffering from a serious illness or injury that may have an impact upon ship operations.   2. The Doctor will keep the Captain informed of the condition of the Guest throughout his / her follow up treatment.   3. The Captain, following receipt of the report of the Doctor, is to keep Silversea and VIKAND Medical Solutions informed of the situation.  A statement regarding the degree and nature of the illness, the Guest’s name and address, passport number and details of anyone accompanying the Guest (if any) should be sent to VIKAND’s Medical Manager (if appropriate).   4. In emergency situations where the Captain or Doctor requires urgent advice, they should contact the VIKAND Medical Services Specialist by phone using the emergency number.   5. If a Guest reports an injury whilst participating in an excursion operated by the ship, the Destination Services Manager will provide a report to supplement an investigation report.  A Guest accident statement must also be completed by the Guest. |
|  | **Notification-Next of Kin**   * 1. For Guests who are accompanied by a Next-of-Kin/Emergency Contact: * The Next-of-Kin/Emergency Contact will be informed and advised and kept informed throughout the situation by the Doctor.   1. For Guests who are traveling with a companion who is not the next of kin or who are unaccompanied: * The Guest should be reminded that others may need to be informed of the Guest’s condition   1. Next-of Kin/Emergency Contact details are normally provided by the Guest when the cruise booking if made.   2. If this information is not readily available on board, Silversea should be contacted immediately.   3. If the Next-of Kin/Emergency Contact is (not a Guest on the ship), Silversea is to be informed so that they can ensure that the proper information and advice is passed on to the Next-of-Kin/Emergency Contact of a seriously ill or injured Guest.   4. If the Next-of-Kin/Emergency Contact information was not provided at the time of booking, it may be necessary to scrutinize the Guest’s personal documentation in the presence of the Security Officer |
|  | **Investigation**   * 1. The Staff Captain shall instigate an investigation if the Doctor suspects that the illness occurred because of an outbreak of infection originating onboard.   2. If the Doctor advises the Staff Captain that he suspects a Guest has become seriously ill because of eating or drinking ashore, the Doctor with the assistance of the Guest Services Manager and Port Agents, will establish the circumstances of the case and inform the local Agents accordingly.   3. If a Guest has suffered a serious injury because of a violent act made against him/her, the local police should be informed.   4. If the incident occurred whilst the vessel was at sea, the police at the next port of call should be informed via the local port agents.   5. The Flag State authorities must also be notified, and if in US waters, the U. S Coast Guard must be informed.   6. The local police will then determine if an investigation is warranted.   7. If a serious injury occurred as the result of an accident on board, or whilst embarking/disembarking or being transported in a ship’s launch, the Safety Officer should conduct a full investigation.   8. If a Guest suffers any reported injury whilst participating in an excursion operated by the ship, the Safety Officer should investigate the matter in consultation with the Destination Services Manager and Hotel Manager |
|  | **Documentation**   * 1. The Safety Officer and Hotel Manager will assess all injuries which have occurred onboard or in a Company shore excursion on a case by case basis and confirm to the medical team if they are to be offered free of charge. The Medical Team is to seek confirmation from the Hotel Manager.   2. Guests injured onboard or during a shore excursion will be required to complete an accident statement.   3. Medical treatment onboard will be free of charge for Guests who are treated for acute gastroenteritis and confined to their cabins, except in circumstances when preexisting conditions mimic AGE’s   4. Medical treatment onboard will be free of charge for Guests who are treated for viral respiratory illness / COVID illness and confined to their cabins.   5. Records should be maintained regarding the medical care of a serious Guest illness/injury or accident including: * Consultations * Requests and reports * Accident forms |