Who we are

- Established in 1989 and continuously running 24/7/365
- Call Center is Located in Washington, DC near Washington Circle
- Technology Agnostic Medical care and advice
- All Physicians are Emergency Medicine Board Certified
- All operators are EMTs at a minimum
- All Maritime Staff have a clinical background, even the accountant
- Servicing Maritime and Austere Environment
  - UNOLS, Global Shipping, Commercial Fishing, Oil/Gas, Wind, and Private Yachts
  - Dept of State, Peace Corps, Dept of Defense,
# Tele-presentation Tips

<table>
<thead>
<tr>
<th>Collect</th>
<th>Consider</th>
<th>Attempt</th>
<th>Adapt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect basic information and SAMPLE History prior to call</td>
<td>Consider collection of medical history prior to voyage</td>
<td>Attempt to make call and patient evaluation in the same space</td>
<td>Adapt process for allowing the patient to speak with MMA directly</td>
</tr>
</tbody>
</table>
Taking Better Medical Photos

- Take at least 4 photos
- Consider augmenting the light source (up or down)
- 1st at focal length of camera (close)
- 2nd for scale and location
- 3rd & 4th from opposing perspectives
- Bandwidth for a quick video transmission
UNOLS Cases

- 137 Cases in 2022
- About 50% Science versus Ship's crew
- Eye injuries & Tooth complaints
- August, March, & November increases noted
- Average Case 7 contacts
  - Maximum in period 33
  - Minimum in period 1
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