

JOB DESCRIPTION

Job Title	Site Medical Doctor
Location	Cambodia
Legal Entity	
For medical supervision and clinical governance, reports to	Regional Medical Director, Medical Services
Reports administratively to	Medical Services Operations Manager
Reports functionally to	Medical Services Operations Manager
Works Closely with	Asia Response Centre, Bangkok Assistance Center, Medical Supply Services
Direct Reports	N/A

A. Company Overview

International SOS (www.internationalsos.com) is the world's leading Medical and Travel Security Risk Services Company. We care for clients across the globe, from more than 1,000 locations in 90 countries. Our expertise is unique: more than 11,000 employees are led by 1,400 doctors and 200 security specialists. Teams work 24/7 to protect our members. We pioneer a range of preventive programs strengthened by our in-country expertise. We deliver unrivalled emergency assistance during critical illness, accident or civil unrest.

We are passionate about helping clients put Duty of Care into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas.

Our global services include medical and risk planning, preventive health programs, in-country expertise and emergency response for travellers, expatriates and their dependents of over 70% of the Fortune 500 companies.

B. Country Medical Services Overview

International SOS Medical Services operate in countries where international standards of medical care are not available or where cultural or language barriers make it difficult to receive appropriate health care. The Medical Service (MS) arm provides site specific medical services to global clients as determined by individual client contracts.

C. Clinical Governance in Medical Services & Role Accountabilities

International SOS is committed to sound & effective Clinical Governance throughout its Medical Services operations globally. This involves the partnership between Clinicians & Management to ensure a sustainable framework and appropriate resources to deliver quality services and ensure patient safety as a part of everyday operations and practices.

Effective and consistent implementation of International SOS Policies, Standards, Procedures and Processes are important requirements of Clinical Governance that ensure client satisfaction, patient safety and effective risk management as well as Continuous Quality Improvement (CQI) of clinical practice. Compliance with these requirements is monitored as part of the International SOS Integrated Management System that includes Clinical Governance Committees and meetings, internal and external audits, Site and Medical Service Centre reporting, clinical incident management and patient outcome monitoring, emergency drills, competency assessment etc.

Each medical officer in Medical Services is responsible for the Clinical Governance of their own practice as well as the teams they manage and supervise. These include: *Refer to L3 MS CORP Clinical Governance – Medical Services Platform.*

- Maintain professional registration and qualifications in line with the requirements of the role.
- Ensure the Clinical Governance program for the Medsite is fully implemented and compliance with all Medsite procedures is maintained. This includes completion of:
 - o Clinical Governance Audits
 - o Medical Equipment Checklists
 - o Biomedical Equipment Maintenance is current
 - o Audit Plan of Action is developed
 - o Emergency drills are scheduled and occur
 - o Pharmacy and Cold Chain Checklists
 - o Monthly Inventory and Stock Reports
 - o Combined Checklists
 - o Site Monthly Reporting
- Provide clinical care and services within own scope of practice ensuring complete and comprehensive records are maintained that ensure continuity of care and case management as well as provide an auditable record of care that is compliant with the CPG's and Escalation Protocols.
- Actively participate in review of clinical outcomes, case studies, CG performance for the site through attendance (remotely) at meetings and other feedback forums.
- Ensure all required cases and potential issues are escalated in accordance with the Escalation procedure for Medical Services, Escalation protocols for Drs, Nurses and Medics and Incident Reporting Procedure.

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

The Site Medical Doctor is the sole provider of primary and emergency health care services to the workforce working onshore and those offshore and oversees all aspects of clinical and medical management within the clinic, including medical evacuation support from the Offshore asset.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

Patient Care

- Undertake clinical consultations and provide the requisite standard of service and care to patients attending the clinic.
- Develop and ensure continuity of patient care and appropriate follow-up and referral.
- Assist with the implementation of preventative medical care strategies, including structuring and performing medical screening services.
- Manage the delivery of competent and professional health services according to Company standards.
- Assist with ensuring appropriate patient triage and flow within the clinic.
- Provide 24 hour non-emergency and emergency medical response to employees on site.
- Coordinate with International SOS Asia Response Centre (ARC) or Assistance Centre (AC) and Coordinating Doctors the procedures required and preparation of patients to facilitate evacuation.
- Document all clinical consultation in Company provided Electronic Medical Record System.

Quality Assurance and Administration

- Understand and implement client Scope of Work requirements as approved and endorsed by Regional Medical Director and Operations Manager.
- Ensure work site is managed in accordance to all Medical Services Standard Operating Policies and Procedures (SOPP).
- Work with the Regional Medical Director to optimise quality assurance and ensure that appropriate medical outcomes are consistently attained with respect to the provision of clinic services.
- Implement and follow at any time the Medical Escalation Procedures currently operating while managing medical cases (this includes cases managed from offshore to shore).
- Escalate to / inform and seek advice from ARC regarding any prescription medications, antibiotic prescriptions and management of work-related injuries.
- Ensure patient's medical files and documentations are maintained to the requisite standards and in

- accordance with Company standards for clinic services.
- Assist in the maintenance, selection and control of the medical equipment and supplies available in the clinic when requested or required.
- Ensure an effective and organized delivery of medical services through a self-audit program.
- Track and report data on clinic utilization and hygiene inspections by using the standard report templates received during the pre-mobilization induction with information supplied both to Company and Client, in the approved format.
- Periodically self-audit the clinic standards and SOPP by using the self-audit tool and accordingly identify gaps if any and develop a plan of action with the support of the Operations Manager and Regional Quality Assurance Manager in order to keep the clinic at the highest score possible and ready for the official clinic audit.

Promotion of Company Services

- Ensure Company and Client is represented in a professional manner.
- Ensure a Continuous Quality Improvement culture and system is maintained throughout the clinic.
- Assist in the promotion of Company's medical services with the client.
- Participate in Client's and/or Company's environmental, personal protection, disease and/or health promotions.

Additional Responsibilities

- Act as a medical escort when required and as appropriate for medical evacuations.
- Responsible to conduct skills maintenance training for first aiders, raise awareness of first aid and CPR on the site.
- Ensure disaster plans and emergency response plans are implemented and maintained.
- To work within and promote all Company' policies, procedures and corporate values.
- To be aware of Company's OH&S policies, practices and procedures and actively participate in the ongoing development and enhancement of these important areas of our business.
- Support the HSE function where in the opinion of the Operations Manager the support does not interfere with the provision of medical services at the work location.

C. Occupational Health & Safety Responsibilities

- Maintain relevant knowledge of OH&S issues.
- Act as a role model by demonstrating safe work behaviours.
- Participate in the development and maintenance of a safe and healthy workplace.
- Undertake all mandatory OH&S training as required.
- Comply with any reasonable instructions, policies, procedures or safe work practices given by Intl.SOS in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure own health and safety and the safety of others.
- To report any injury, hazard or illness as soon as possible.

D. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Advanced Cardiac Life Support or International Trauma Life Support or similar protocols.
- Working knowledge of the principles of medical practice.
- Experience with both Primary Care and Emergency Care.
- BOSIET (Basic Offshore Safety Induction and Emergency Training).
- Hold any other certification that may be required by Client for the specific offshore location and/or regulation.

Required Competencies *(Critical behaviours necessary to successfully perform the job)*

- Professional written and verbal communication skills.
- Quality of care focus.
- Professional bedside manner.
- Confident clinical decision making skills.
- Good time management.
- Team player.
- Work effectively with medical and non-medical staff.

- Cultural awareness.
- Strong Computer skills (Microsoft Suite software)

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- At least 1 (one) year emergency department work experience post-graduation is essential.
- Preferably at least 3 years of professional medical experience.
- Experience in hands-on training of individuals and groups.

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- Qualified Medical Doctor with clinical medical license
- Current valid license to practice (APC)
- Current in all certifications needed as per Contract Scope of Work to function as a Site Medical Doctor (BLS, ACLS,ITLS (If specified), BOSIET, HUET, etc...)

Required Languages *(Brief description of the language skills needed to perform the job)*

- English – ability to speak, read and write.
- Khmer - ability to speak, read and write
- Ability to speak local language or a second language will be an advantage but is not a pre-requisite.

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- 14 days or 28 days on/off rotation or any work rotation deemed appropriate by the Company / Client.

E. Client Specific Duties

To be reviewed and approved by Operations Manager and Regional Medical Director.

E.1 Daily Tasks

Medical Related

- Attending to all cases of medical ailments, trauma.
- Updating necessary paperwork e.g. Client Patient Contact Report (PCR), Clinic Activity Report, etc...
- Communicating for cases when required with Asia Response Centre and related paperwork e.g. NOC/PCR, ROMIF, ecgs, photos.

Communication - Informing OIM/Supervisor of:

- All cases of trauma and work related injury.
- Communication with Topside and / or ARC, per Company escalation procedures.
- Advise and arrangements for Non-Emergency Disembarkation/Emergency Disembarkation.

E. 2 Weekly Tasks

- Weekly check on first aid/pathogen stations.
- Weekly check on emergency immobilization devices and stretchers.
- Weekly checks on eye wash stations.
- Conducting weekly meeting with catering company.
- Talking about a weekly health topic at general safety meeting.
- Weekly water testing (only if required by client).
- Weekly hygiene and galley inspection.
- Weekly training with stretcher team to ensure understanding of equipment and process.
- Weekly food container arrival and inspection.
- Safety tour / safety conversations of an area of the rig to understand the various tasks done by rig personnel and orient oneself to operations.

E.3 Monthly Tasks

- Preparation of the major equipment check list within first 24 hours of arrival.
- Checking the controlled drugs register with OIM and counter signing (if relevant)
- Preparing handover and leaving a copy for relief (sending a copy to Company's line management).
- Monthly inventory.
- Monthly drugs and disposables ordered, (if any, Hard copies of PO's /RFQ's issued and received partial or complete, must be included in order to inform in handover to relief).

- Any other administrative job as assigned by OIM.

*This job description outlines the types of responsibilities the incumbent is required to perform.
The incumbent may be required to perform job related tasks other than those specifically presented in this
job description.*

This job description is subject to regular review.

Name & Signature of Medical Services Operations
Manager

Name & Signature of Country Manager

Date

Date

The above contents read and understood by me:

Name & Signature of Employee

Date