

To : Shipowners
From : KNRM RMD doctors
Date : January, 5th 2021
Subject : KNRM - Contact with the Radio Medical Service of the KNRM

Life-threatening situation

If you need medical assistance in case of a life-threatening situation, please call the Dutch Coastguard directly: +31 223 542 500. Make sure the contact person has a good command of Dutch or English. The Coastguard will immediately alert the RMD.

The doctors of the Radio Medical Service (RMD) of the Royal Netherlands Sea Rescue Institution (KNRM) are regularly consulted by seafarers all over the world. More information about the RMD can be found on our website: <https://www.knrm.nl/redden-en-helpen/radio-medische-dienst>.

Consult RMD

Via the step-by-step plan below you can send an e-mail to the doctor of the RMD. This plan has been drawn up partly in response to the results of the RMD survey of September 2020:

1. Choose the correct email address
2. Use the words *Advice*, *RMD* and *KNRM* in the subject line
3. Make sure the contact person has a good command of Dutch or English
4. Complete the RMA questionnaire and add it to your e-mail

After completion of the above steps you can send the e-mail to the RMD.

Explanation of the steps:

1. Choose the correct e-mail address

The RMD can be reached via three e-mail addresses:

- a. For NON-URGENT assistance, please email: 00@rmd.knrm.nl
- b. For urgent assistance, please email: 32@rmd.knrm.nl
- c. For urgent, life-threatening assistance please email: 38@rmd.knrm.nl

There is an alarm on these e-mail addresses. Only in the case of a NON-URGENT message does this alarm not go off at night at the doctor's office. He will only receive a notification at 08.00 a.m. CET.

2. Use the words *Advice*, *RMD* and *KNRM* in the subject line

Use the words *Advice*, *RMD* and *KNRM* in the subject line. That way the message will pass the KNRM spam filter.

The e-mail addresses of the RMD must be on the "whitelist" of the ship/company, otherwise the replies from the doctor will not reach the ship.

Please do not cc the physician if the ship is contacting the shipowner after the physician's advice. Often only logistical matters are discussed which are not relevant to the doctor. However, the cc entry gives the doctor alerts, even in the middle of the night.

3. Good command of Dutch or English by the contact person

It is important the contact person for the RMD doctor is able to express himself well in English or Dutch. Messages in English will be answered in English and Dutch messages in Dutch.

4. Complete the RMA questionnaire and add it to your e-mail

When you send a message to the RMD, it is important to fill out the RMA questionnaire completely. It prevents the doctor from having to ask extra questions after you have reported the symptoms. This can waste a lot of valuable time.

The questionnaire is available in Dutch and in English, and can be found at the bottom of the page <https://www.knrm.nl/redden-en-helpen/radio-medische-dienst>.

This questionnaire consists of:

- A. General questions about the ship and its position
- B. Personal data of the patient
- C. Data in the event of an Accident (C2 and C7)
- D. Data for Illness (D3)
- E. Results of the physical examination
- F. Specific questions to the doctor

The following points of attention apply:

- Describe very accurately the situation in case of illness (D3) or an accident (C2 and C7)
- Indicate the nationality of the patient. This information is required in the event of an evacuation.
- Include photos for clarification where possible. Send this as jpeg. file. The limit for the e-mail including photos is 10 MB. Pay close attention to the exposure when taking a photo. In addition to a detailed photo, it is also desirable to include an overview photo.

Feedback requested

The RMD would like to receive feedback on the advice given once the request for advice has been completed. This way the quality of the RMD's services can be continuously improved. The RMD would like to receive the answers to the questions below via 00@rmd.knrm.nl:

- Has the advice given achieved the desired effect?
- How is the patient after treatment?
- How did the repatriation go?
- What was the final conclusion of the doctors in the hospital?
- Use the words Advice, RMD and KNRM in the subject line.