

Worldwide Medical Assistance



Should illness or injury strike at sea, in a foreign port or anywhere in the world, your subscription to MedLink provides immediate 24/7 access to emergency care physicians.

How MedLink Works

Calls that come into the MedLink Global Response Center are taken by communication specialists and managed by board-certified emergency physicians. MedLink doctors use the latest technologies to assess medical situations and talk crewmembers through the treatment of those taken ill or injured at sea. If a medical diversion is warranted, MedLink uses its proprietary database to determine the nearest port with appropriate medical facilities and arrange for land assistance. MedLink can also coordinate air evacuation and repatriation for patients who require more sophisticated medical care.

ISO 9000 Certification

We are so confident in the quality of our services, that we have tested our internal systems against international standards for effective quality management and in the process earned ISO 9000 certification. ISO 9000 certification shows our company-wide commitment to delivering the highest level of service to our customers.

MedLink Features

- Direct access to board-certified emergency care physicians.
- 24/7 access, from anywhere in the world.
- DataLink, an exclusive database with information on hospitals, ground and air ambulance services, and other medical resources at ports and cities around the world.
- Consultation for immunization and vaccination requirements.
- Referrals to nearby qualified medical facilities and access to a worldwide physician network.
- Worldwide health advisories based on published data from various sources, including the Center for Disease Control (CDC), the U.S. State Department and the World Health Organization (WHO).

MedLink Physicians

- Trained to provide remote diagnosis, direct non-medical people in providing aid and manage the constraints of the maritime industry.
- Based within the emergency facilities of Good Samaritan Regional Medical Center, a premiere Level 1 Trauma Center in Phoenix, Arizona.
- More than 15 years of experience managing remote medical emergencies from our maritime and aviation clients.