

Working together for a healthier world

InterHealth 

Supporting Volunteer, Gap & Expedition Organisations

Specialist travel health provider to organisations sending volunteers and expeditioners across the world



“The nature of developing countries means that volunteers and expeditioners, young and old, may be exposed to challenging sights and a wide number of health risks on their projects.”

“It’s important we ensure that we’re really promoting the health and wellbeing of those going to make a difference....”

Dr Ted Lankester, Director of Health Services, InterHealth

Welcome

We are pleased to present to you our credentials and a choice of health services tailored to support the needs of your expeditioners, volunteers & staff.

If you have any further questions, please contact our Client Relations Manager, Becky Hill:

020 7902 9005
becky.hill@interhealth.org.uk
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Working in association with



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About InterHealth

Specialist Travel Health Charity

InterHealth is a specialist health charity providing Medical, Psychological Health and Occupational Health services to organisations working with volunteers, expeditioners and those on gap projects.

As a centre for international travel medicine, our team of 20 health professionals look after individual travellers and staff from over 250 not-for-profit organisations. InterHealth is a widely recognised travel health provider to people working in the following sectors:

- International Relief and Development
- Volunteer, Gap and Expedition Organisations
- Government Organisations
- UK Churches
- UK Charities

Our clients use our services for diverse groups of people:

- Short-term assignments
- Frequent travellers
- Long-term assignments
- Individuals on voluntary projects and expeditions
- Programme managers
- UK office based staff

We act as medical advisor to many of the major international agencies involved in service and poverty reduction across the world. Recruits need to be physically and psychologically fit, resilient and prepared for tough environments and demanding work.

Our medical team has a wealth of international experience and significant expertise in travel medicine and tropical diseases. In addition, their experience consulting for a range of national and international bodies including the World Health Organisation, UNAIDS and the National Travel Health Network and Centre, stands them in good stead to understand the specific concerns of volunteers, development and aid workers in the field.

Our approach and team

At InterHealth, we adopt a holistic approach to healthcare, promoting physical, spiritual and psychological wellbeing.

Our multidisciplinary team includes physicians, specialist travel health nurses, a pharmacist, an occupational health team and specialists in psychological health, including a psychiatrist.

Our holistic approach



Introducing the InterHealth team



Dr Ted Lankester

MA MB BChir MRCGP FFTM RCPS (Glas) Ct Th
Director of Health Services

Ted is a founding member of InterHealth from its first registration as a charity in 1989. During the 1980s, Ted engaged in field work, setting up health programmes in mountain villages and refugee camps in the Himalayas. As well as practicing at InterHealth, Ted now co-leads the Community Health Global Network (CHGN), is a regular speaker at international conferences and undertakes consultative work on primary health care and community responses in association with the World Health Organisation (WHO).

Ted is a founding fellow of the Faculty of Travel Medicine at the Royal College of Physicians and Surgeons of Glasgow. Previously, Ted served as a Tearfund trustee and board member for 9 years, and as Assistant Editor of Tropical Doctor. Ted was also a council member of Global Connections, a Board Member and Trustee of People in Aid and was until recently, on the Advisory board of NaTHNac, the government body responsible for regulating the healthcare of tourists and travellers. Ted is a Visiting Lecturer at the London School of Hygiene and Tropical Medicine and University College London.

He has written several books including The Travellers Good Health Guide 2006, the Berlitz Travel Health Pocket Guide 2007, various textbook chapters and Setting up Community Health Programmes, Macmillan 3rd revised Edition 2008.

International pursuits in gap, volunteering and expeditions

Support the health of your recruits by joining a leading travel provider to people working internationally.

Every year, nearly 500,000 individuals of all ages undertake short-term projects and expeditions with a range of organisations, assisting in diverse assignments in some of the world's poorest countries and exploring some of the most exciting parts of the world.

From teaching English and building schools to conservation work and medical assistance, individuals both young and old devote their time and skills to help make a difference across the globe.

Many of these individuals go to countries rife with high risks to both health and security. Destination projects may lie in countries suffering from widespread communicable diseases such as HIV/AIDS, malaria and tuberculosis.

While volunteering and expeditions are incredibly rewarding pursuits, individuals may be working in challenging environments and will also likely be exposed to challenging sights of injustice, human suffering and deprivation.

Most illness contracted abroad are preventable or easily treated. Pre-trip health preparation greatly reduces the risk of ill health which so often interferes with the enjoyment and effectiveness of the individuals' experience. It is also an essential part of the agency's duty of care.

How we can work for you

PRE-DEPARTURE

Volunteer Health Screening

Travel Supplies & Travel Clinic

Health Briefings & First Aid courses

WHILST OVERSEAS

Online Travel Health Advice Centre (THAC)

Health support via email & phone

Emergency phone line

ON RETURN

Clean Bill of Health

Returners Medical Check-Up

Group De-Briefing

Personal Impact Review

UK based staff and frequent travellers

Travel Supplies & Travel Clinic

Medical check-up every 2 years

Work-life Balance Consultation

Occupational Health Services

How we can work for you

Comprehensive care for volunteers

InterHealth provides a comprehensive travel health programme for volunteers, expeditioners and their sending organisations which includes services before, during and after their return home, and these are listed below. We have developed this provision based on 20 years of experience in the sector, and through drawing on world wide best practice and evidence.

Before departure

Volunteer Health screening

Health screening is based on individuals completing an electronic health questionnaire, which is then carefully assessed by an InterHealth specialist. Any medical concerns are considered, and an opinion given to the organisation which either comprises full health clearance or suggests adjustments for any tasks and destinations if significant health problems or disabilities are present. On occasions a medical examination is required either at InterHealth or with the individual's normal medical provider. We pay particular attention to a history of depression, eating disorders, fatigue and asthma.

Whilst Overseas

Volunteers and expeditioners are encouraged to take a copy of InterHealth's Travel Health Pocket Guide published by Berlitz and to have password access to our Travel Health Advice Centre. Together these two resources help to prevent illness and to guide individuals on the best course of action if illness strikes.

If more advice is needed, individuals are able to email staff at InterHealth, where we aim to answer within 24 hours, or in case of emergency to use our 24/7 emergency phone line.

On return to the UK

On return we recommend that some individuals attend a Returners Medical Checkup. These include those who have any persistent symptoms, who have had any significant illness, have travelled in remote or dangerous areas or have had exposure to a potentially serious tropical illness such as bilharzia, TB or a sexually transmitted infection. Anyone with fever needs to be seen at once and we can see them on the same day they phone in. Those who have remained well and have no obvious health issues are encouraged to complete an on-line Clean Bill of Health Form.

We also offer an individual Confidential Review for those who want to reflect and debrief on their experiences, or a Personal Impact Review for those returning stressed or traumatised by any travel related experiences. Our team have expertise in post- traumatic stress, and counselling for reverse culture shock.



About pre-departure Volunteer Health Screening

Health clearance for your volunteers and expeditioners

Volunteer Health Screening (VHS) is a service recommended for volunteers and expeditioners going overseas on a short term assignment (less than 12 months). There is no lower limit for the duration of their trip.

Our Volunteer Health Screening Service provides a pre-assignment, online health clearance by specialist Travel Health Clinicians. It enables organisations to discharge their duty of care to individuals, the rest of the team and the local hosts to minimise the risk of avoidable illness and to promote good health.

VHS screening involves:

- Assessing an individual's medical fitness for their specific placement.
- Identifying any important health concerns for which the sending organisation must be notified.
- Identifying and making recommendations about the management of any pre-existing health conditions which may affect the ability of the individual to play a full role in their proposed placement e.g. managing chronic illness while overseas, managing the risk of a recurrence of a past medical problem, issues around medication (supply, storage, drug interaction) handling past/present mental health issues.
- Encouraging individuals to take with them appropriate travel health supplies to promote their continued health throughout their trip.

Understanding the Volunteer Health Screening process

1

Notifying InterHealth

Organisations send InterHealth a list of names of individuals along with the following info:

- Email address
- Date of birth
- Date of departure
- Date of return (estimated)

2

Notifying your volunteers

InterHealth sends an email to individuals with their unique login ID and pin number.

3

Complete and send

Individuals complete their VHS form online and submit to InterHealth.

4

Medical Review

Our Clinical Team review Volunteer Health Screening forms submitted by individuals.

5

Follow Up

Our Clinical Team undertakes any necessary follow-ups including liaising with the person, the GP & investigating any areas of concern.

6

Health Clearance

We then either give unconditional clearance or offer recommendations based on any health problems the person has disclosed.

The diagram on the left outlines the screening process.

Screening your volunteers and expeditioners

All individuals are required to complete an online Volunteer's Health Declaration Form and submit it to InterHealth for scrutiny. In most cases, a decision can be made by our Clinical Team as to the person's health fitness for the proposed assignment.

If the team member judges that they are not yet in a position to make that assessment, further information must be sought either from the individual or their GP/ hospital specialist. In the case of a history of mental illness or a suspected eating disorder, specifically tailored forms are sent to the volunteer for completion and reviewed by the InterHealth Psychiatrist. A follow-up by telephone or consultation is undertaken if necessary.

Occasionally we have to recommend against an individual working abroad or suggest deferment. We will do this in an inclusive way, discussing issues with the volunteer and the sending organisation until a consensus is reached.

Travel clinic, supplies and remote support

Health briefings and first aid courses

By prior arrangement InterHealth can provide group health briefings for teams going abroad. In addition, individuals can make an appointment for a Travel Health Consultation with one of our travel health nurses (see below).

First Aid courses are held regularly at InterHealth. These courses are specifically designed for those travelling or working internationally.

Travel Clinic & Travel Supplies

In our Travel Health consultation, our nurses take care to discuss important health issues associated with volunteering, advising how the volunteer can maximise their chances of staying well. Our nurses give recommendations on immunisations and antimalarials tailored to the specific needs of the traveller. All immunisations are available at InterHealth though we usually recommend that those available on the NHS are given by the GP when time allows.

A wide range of travel health supplies are available on site or by ordering on-line, including tablets for malaria prevention and treatment. InterHealth is a World Health Organisation recognised centre for yellow fever vaccination. Volunteers and expeditioners are encouraged to buy a copy of the Pocket Travel Health Guide where this is not provided by their sending organisation.

Travel Health Advice Centre (THAC)

THAC is an online resource that provides access to the following tailored advice and information:

- **Tailored Country Reports**
Country specific advice about what antimalarials and essential, recommended and optional reading before your trip.
- **News Bulletins**
Travel alerts and health information
- **About My Health**
Information and advice about pre-existing health conditions and how these can be best managed whilst overseas.
- **Vaccinations**
Advice and information on what you need to prepare for your trip.
- **Medicines & Supplies**
Detailed information about antimalarials recommended, and what first aid kits, medicines and other health supplies are specifically recommended for the travellers destination and type of work.

All your essentials for global travel
www.interhealth.org.uk/travelshop.html

Caring for individuals when they return

Returners Medical

Developing country environments are rife with risks to health and many people will return to the UK with some form of health issue, even when symptoms are not evident. For example, if volunteers have been swimming in lakes in Sub-Saharan Africa, they will have been exposed to fresh water and may be at risk of Bilharzia which often shows no symptoms but needs to be checked for by a blood test.

It is often beneficial for volunteers to have a medical on return to the UK. This allows for them to be screened for diseases which they may have been exposed to during their trip. This is especially important for those who have been exposed to risks such as Bilharzia.

80% of swimmers in lake Malawi test positive for Bilharzia exposure

The Returners Medical enables us to identify any issues before they become problematic and allows the sending organisation to fulfill their duty of care, ensuring health clearance for volunteers returning to the UK.

Returners medicals involve a 25 minute appointment with a member of our clinical team. It includes key tests such as a full blood count, a stool test for cysts and parasites and can be extended to include a screening for Bilharzia. Some tests (e.g. HIV, Hep C tests) are not included in the price of the medical and so organisations must be warned that screening tests, particularly for tropical diseases are commonly requested due to the nature of the individuals' assignment and the specific country they have visited. These tests are charged additionally.

Psychological Health Services (PHS)

Organisations sending individuals abroad increasingly recognise the need for psychological health support and advice. The PHS team at InterHealth are able to offer this in a variety of ways.

Our PHS team are specialists in Trauma Management and have a wealth of experience helping individuals work through common readjustment issues faced by volunteers and staff returning to the UK.

Personal Impact Reviews can be helpful for anyone who has experienced a distressing incident, or is suffering from stress or anxiety on return home. In addition the team are experienced in helping individuals work through readjustment issues. We work closely with InterChange which offers careers counselling for volunteers confused or uncertain about future options for work or study. Appointments can be arranged at our premises.

Looking after your UK staff and frequent travellers

Medicals

InterHealth also offer the **Medical MOT** (for men) and **Wellness Medical** (for women) for headquarters staff, especially those who travel abroad frequently or are in senior management. In our experience such people often neglect their own health, and we often find a variety of health issues which clients are relieved to have an opportunity to discuss. This is also an opportunity for a free travel health consultation to make sure they are as well prepared for travel as the volunteers they are responsible for.

Work-Life Balance

Our Work-Life Balance and Stress Management Consultations offer UK staff an unhurried, confidential opportunity to review their work life balance and to discuss any specific issues. These appointments include a summary of issues discussed which is sent only to the individual. Comments or reports can be sent to the sending organisation if this is requested by the client.

Occupational Health Services

Most of our services are primarily designed for the wellbeing of the individual traveller. However, organisations will often have specific Occupational Health needs which need to be addressed from their perspective. These needs may include sickness absence management and the need for health related procedures and protocols. Also the opportunity for specialist advice on particular issues related to the health aspects of staff performance.

Our Occupational Health team of 5 specialists are able to address these issues. They currently provide comprehensive OH services to many UK based not-for profit organisations as well as to volunteer organisations, relief & development agencies and environmental groups.

It is well known that OH issues if tackled effectively and at an early stage can reduce ill health, minimise disruption to hard-pressed teams and drive down costs.

[Please see our Occupational Health services brochure for more information.](#)

Our Prices

Volunteer Health Screening (Paper screening)

For volunteers and expeditioners on assignment up to 12 months. Screening of health form, report to sending agency and follow-up with GP if necessary.

Subscriber price: £24

Standard price: £33

Returners Medical Check-Up (20-25 minutes)

A short medical suitable for those returning from short assignments overseas, giving the opportunity to deal with any specific health issues. Includes standard tests - further tests at additional charge if appropriate.

Subscriber price: £106

Standard price: £143

Returners Medical Check-up Plus

(including Bilharzia Screening)

Subscriber price: £132

Standard price: £177

Clean Bill of Health (Paper Screening)

For returning HQ staff, volunteers and expeditioners. A health questionnaire on return from assignment ensures any health problems are identified & dealt with promptly.

Subscriber price: £18

Standard price: £21

Supporting you

If you have any queries about our services or would like to better understand how they might support the health of your staff and volunteers please do not hesitate to contact Becky Hill, our Client Relations Manager, who will be delighted to assist you.

becky.hill@interhealth.org.uk

020 7902 9005

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The Travellers Good Health Guide

Recommended for team Leaders and HQ staff responsible for the welfare of volunteers and expeditioners.

Subscriber price: £7.75

Standard price: £8.25

Berlitz Travel Health Pocket Guide

Recommended for all travellers going to developing countries.

Subscriber price: £4.50

Standard price: £4.99

Personal Impact Review

For when individuals have experienced a traumatic or critical incident.

Subscriber price: £115

Standard price: £150

Confidential Review

An opportunity for personal debriefing on return from working in developing countries.

Subscriber price: £78

Standard price: £101

Join InterHealth's TravelWell Plan

You can take advantage of the subscriber prices listed by joining our Travelwell Plan.

The initial joining fee for the first year is £200 for organisations. Access to our travel health advice centre website will be included in your subscription package.

Please see our [TravelWell Plan brochure](#) for more information.



Committed to the health and wellbeing of those working to make the world a better, healthier & fairer place.

www.interhealth.org.uk