

Working together for a healthier world

InterHealth 

Supporting Relief & Development Agencies

Specialist travel health provider to relief and development agencies
in the UK and Internationally



“Morale and costs are seriously affected when team members become sick and lose time from work, especially as this is usually not necessary.”

“Most episodes of illness abroad are preventable or easily cured if staff are well informed and well supplied”

Ted Lankester, Director of Health Services,
InterHealth

Welcome

We are pleased to present to you our credentials and a choice of services tailored to support the needs of your staff based internationally and in the UK.

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

020 7902 9005
becky.hill@interhealth.org.uk
www.interhealth.org.uk

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About InterHealth

Specialist Travel Health Charity

InterHealth is a specialist travel health charity providing medical and psychological health services to organisations working in international relief and development.

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
- GAP & Volunteer Organisations
- Government Organisations
- UK Churches
- UK Charities

Our clients use our services for a variety of international assignments:

- Short-term assignments
- Emergency personnel
- Frequent travellers
- Long-term assignments
- Young people on GAP projects
- Programme managers
- UK based staff

We act as the medical advisor to many of the major international agencies involved in humanitarian work and poverty reduction around the world.

We help prepare their recruits 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 expertise in travel medicine and tropical diseases. 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 us in good stead to understand the specific concerns of volunteers, development and aid workers in the field.

InterHealth also cares for the Occupational Health of individuals working in the UK charitable sector.



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 MRCPG 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.

Our team

Dr Ian Campbell

MBBS, MRCP (UK), DRCOG

Ian started with InterHealth as a travel health clinician in February 2008. Ian coordinated support to the health programmes of The Salvation Army worldwide between 1990 and 2007. Prior to this, Ian was the medical officer in charge of a large mission hospital in Zambia. Building on his international experiences with HIV/AIDS, Ian is a founder member of Affirm Facilitation Associates, a consultative practice supporting faith linked responses to HIV/AIDS in local communities. Ian was recently invited to participate alongside the UN Secretary General, the Director General of WHO and former US President Jimmy Carter, in a global health meeting focusing on health systems financing, maternal health and neglected tropical diseases.

Dr Claire Davies

MBBS, MRCP, MRCPGP, DTM&H, B Med Sci

Claire has practiced medicine for the past 12 years and has gained experience in the international development field, serving as a medical officer in Uganda with Operation Raleigh. After completing her Diploma in Tropical Medicine at the London School of Tropical Medicine in 2000, Claire spent time in India working on the STOP Polio project and later in Ethiopia working on chronic disease management.

Dr Vanessa Field

MBBS MRCPGP DipTrav Med CTM

Vanessa is a Travel Medicine Consultant at the National Travel Health Network and Centre (NATHNaC). Her extensive international experience has included medical electives in Zimbabwe, Malawi and long term voluntary work in Central America in her early medical career.

Between 2002-2005, Vanessa worked as Medical Adviser to the Foreign and Commonwealth Office providing advice on all aspects of expatriate health. Within this role Vanessa travelled worldwide assessing the quality of medical facilities in different countries. Vanessa has completed the Diploma and International Certificate in Travel Medicine.

Dr Susan Beattie

BSc (med) MBBS FRACGP

Susan is a travel health clinician and has been working at InterHealth since June 2008. Having moved from Australia, Susan is currently living in London and has previously been involved with general practice, travel medicine and medical screening. We're delighted that with all her knowledge and experience she is part of the InterHealth team. Susan is a keen traveller and completed her medical elective in Nepal.

Dr Clare Redstone

MBBS MRCPGP DipTrav Med CTMCGP(1988)

Clare has worked as a GP in the East End of London since 1989 and started work at InterHealth in April 2004. She sees her role at InterHealth as enabling her to support and encourage people in their work overseas. Clare sees health as being more than physical and enjoys the opportunity to spend longer with each client than she can in General Practice; a step nearer to practicing "whole person health care."

Clare is completing a Foundation course in Travel Medicine and hopes to be able to continue teaching medical students from Barts and the London Medical School. She also intends to continue working as a GP locum for the time being.

How we can work for you

Look after your staff with support from a specialist travel health provider

International projects may lie in countries suffering from serious infectious illnesses including HIV, malaria, dengue fever and tuberculosis. As an organisation deploying people internationally, it is critical that your personnel are well prepared, fit and healthy and ready to make a difference.

We can support you as you seek to equip personnel with the appropriate travel health care and travel supplies, promoting their wellbeing whilst in the field and when they return home.

Our aim is to support you in your duty of care to your personnel, from experienced aid workers to first time volunteers. The success of your programmes depends significantly on your personnel being in good health, resilient and well prepared for their work.

We aim to help you mitigate risks to the medical and psychological health of your personnel.

This is particularly important when you are placing people in challenging environments.

To see which of InterHealth's services are relevant for your personnel please see the details below.

How we can work for you

Before assignment

Pre-Assignment Medical

Pre-assignment Psychological Clearance

Adult Health Screening

Travel Supplies

Travel Clinic (vaccinations)

Whilst abroad

Online Travel Health Advice Centre (THAC)

Remote email support

Emergency phone line

On return

Mid/End of Assignment Medical

Confidential Review

Personal Impact Review

Short Consultation

UK staff & frequent travellers

Medical check-up every 2 years

Work-life balance/ stress management consultations

Occupational Health Services

Caring for staff before assignment

All travelling staff

Travel Clinic

InterHealth offers a 30 minute unhurried travel health consultation with an experienced nurse prior to departure overseas. This covers comprehensive travel health, malaria and immunisation advice. Our nurses give recommendations on immunisations and antimalarials tailored to the specific needs of the traveller. All immunisations are available at InterHealth. InterHealth is a World Health Organisation recognised centre for yellow fever vaccination. We usually recommend that people entitled to care on the UK National Health Service get any immunisations available free of charge from their GP when time allows.

Travel Health Advice

Under the TravelWell Plan, international personnel will benefit from access to InterHealth's Travel Health Advice Centre (THAC). For queries that cannot be answered via THAC, telephone and email advice are available from InterHealth's nurses.

By prior arrangement InterHealth can arrange group health briefings for teams going abroad. First Aid courses are held regularly at InterHealth. These courses are specifically designed for those travelling or working internationally.

Travel Health Supplies

A wide range of travel health supplies are available on site or by ordering on-line including tablets for malaria prevention and treatment.

Visit our online TravelShop:
www.interhealth.org.uk/shop.html

Long-term assignments

Pre-Assignment Medicals

Pre-Assignment Medicals involve a thorough examination with one of our expert clinicians, many of whom have a wealth of international experience in global health and travel medicine and so understand the issues and concerns associated with those working in relief and development.

Overall the focus of a Pre-Assignment Medical is to help ensure that individuals are medically fit for the specific roles they are to undertake in a defined part of the world. Sending organisations are provided with a Health Clearance Form from our doctor and a full report is sent to the individual, including test results and any health recommendations.

We recommend Pre-Assignment Medicals for all those working in developing countries. This is not just considered good practice, but in our experience can be dangerous to omit. By focussing on health problems either known or discovered at the time of the medical, we can give specific advice and recommendations.

This fine-tuning of placements can save a great deal of time, money and misery to the benefit of all parties. Occasionally lives can be saved.

What does a Pre-Assignment Medical involve?

Our Pre-Assignment Medicals last up to 45 minutes. They involve a full review of an individual's medical history placing the emphasis on managing common health problems in the context of the individual's work. A physical examination then follows, including blood pressure check. The medical includes clinically recommended blood tests, such as full blood counts, kidney and liver function tests and blood grouping. Additional tests are charged separately.

Caring for staff before assignment

Pre-Assignment Psychological Clearance

Voluntary organisations are recruiting staff to work in increasingly challenging and high risk environments, both internationally and in the UK. The individuals you recruit need to be psychologically robust, well prepared and aware of the risks associated with their new positions or assignments. This can help significantly in protecting and promoting the wellbeing of both the individual/s concerned and those with whom they will work.

At InterHealth, we provide a thorough Psychological Clearance which offers you an independent, professional opinion on the psychological health of your candidate/s.

This is focused on their psychological fitness to undertake the specified assignment or to work within the ethos of a particular organisation. It is available to individuals and, where appropriate, to couples.

The PC is a carefully revised service which we have previously offered in different forms and is designed to meet the needs of the current generation of aid workers.

A clearance report is emailed or posted to the representative of the requesting agency named on the referral form. It includes an opinion on psychological health at the time of the appointment and highlights any issues or recommendations relevant to maintaining psychological health and/or capability to perform at work or in the field.

Regional and local recruitment

Adult Health Screening

An increasing number of relief and development agencies are decentralising recruitment to regional offices, or recruiting across borders.

Ensuring individuals recruited between countries are medically fit for their roles can be a difficult task to achieve, especially when the quality of health services accessed in-country may vary.

Our Adult Health Screening Service enables you to ensure that potential recruits are fit and able to undertake their proposed assignment. It minimises the risk that underlying health issues will hinder their performance on your programmes.

Medicals are conducted by local doctors, clinics or hospitals known to the agency, to InterHealth or to the individual, adhering to InterHealth recommended protocol including recommended tests. The results of medical assessments are reviewed by an InterHealth clinician and a recommendation made as to whether individuals are unconditionally fit for work, have health issues which need to be taken into account in their placements, or in rare cases are unfit for posting.

Recruiting organisations are provided with a Health Clearance Declaration from our clinical team.

Supporting your staff remotely

The TravelWell Plan

We are focused on making our knowledge and expertise as widely available as possible and the TravelWell Plan has been designed to achieve this goal. Many health problems can be prevented through having the basic knowledge and information at your fingertips.

Our package of remote support services includes the following:

- Free travel consultations with our nursing team
- Free advice on our travel health advice line
- Ongoing support from our medical team
- Access to our out of hours emergency phone line
- Advice and back-up from Psychological Health team where required.
- Access to InterHealth's tailored online Travel Health Advice Centre (THAC)
- Discounts on all our services

Whilst overseas, volunteers and mission partners will have access to our online Travel Health Advice Centre. For more urgent queries, our InterHealth nurses are available via email and through our telephone Advice Line which runs from 2-3pm UK time Monday – Friday. We also have an emergency email and phone line for very urgent queries.

Travel Advice Card

A handy wallet-sized card designed as an instant reference for accessing InterHealth's remote support services. The cards can be picked up during a visit to InterHealth or you can order the cards to be sent directly to you.

To order a batch of cards for your mission partners please email us at thac@interhealth.org.uk

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. Continually being developed.
- **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 your staff after assignment

Mid/End of Assignment Medical

With the exception of those abroad for short periods of time, or attending meetings or workshops in good quality hotels, we recommend that relief and development workers should have a Mid or Post Assignment Medical, or Returner's Medical Check-Up depending on the nature and degree of risk they have been exposed to. These medicals are designed to discuss any known health concerns as well as to screen for potential health problems before they cause symptoms.

Recent studies undertaken by InterHealth doctors for the worldwide Geosentinel Survey have shown that approximately 37% of individuals finishing international projects return with some form of health problem ranging from communicable diseases (most commonly dengue fever and Bilharzia), psychological health concerns (e.g. cumulative stress and anxiety) or an exacerbation of a pre-existing health condition.

These studies emphasise the importance of effectively screening individuals on completing their assignments in order that issues are identified before they become problematic.

The Mid and End of Assignment Medicals also enable sending organisations to fulfil their duty of care and gain health clearance for their personnel to return to work in their home country or in preparation for their next international assignment. They involve a 45 minute appointment with a member of our clinical team. Screening tests, particularly for tropical diseases are commonly sought due to the nature of the individuals' assignment and the specific country they have visited. There is an additional charge for these tests.

Post-Assignment Personal Review

Our Confidential Review provides individuals with an unhurried, confidential opportunity to review their job role or assignment from a personal perspective. Primarily, individuals will be completing an overseas assignment. A Confidential Review forms an opportunity to offer support and promote ongoing resilience and good psychological health. Advice and recommendations relevant to the individual's psychological health may be made. The appointment is completely confidential with no report made available to the sending agency.

Alternatively, organisations can book individuals in for a Psychological Review. This will provide organisations with a brief clearance report. The Confidential Review is usually the consultation of choice as it allows people the freedom to explore personal matters without any concern about a report to their organisation.

Confidential Group Review

Our Psychological Health Services Team is experienced in facilitating groups to review their experience of international assignment or visit. It is particularly relevant for volunteers who have been on placement together and for small groups of agency staff who visit partner agencies or field programmes.

Stress Management

Effective stress management is crucial. We offer a Stress Management Consultation in our London premises. We can also review stress management by telephone and you can find the Traffic Lights Briefing (Good Pressure, Bad Stress) on our website. This is tailored for international aid workers.

Specialist Services

Short Consultation

Short consultations are specifically designed for anyone returning from abroad who have symptoms such as fever or diarrhoea and who need to be seen without delay. They last up to 20-25 minutes, address a particular health issue, and do not include a general examination and screening.

We aim to see anyone with a fever or if seriously unwell the day they phone in. We send out malaria tests with a rapid turn-around time and keep in touch with the individual until their problem is resolved.

Trauma Management Services

InterHealth's psychological health team have considerable experience in supporting both organisations and individuals through disturbing experiences, critical incidents and traumatic events.

Our specialist training in trauma management and trauma psychology means that you can be confident that you are receiving the highest standard of support.

The team are experienced in working with people of different cultures. They will always listen to the ways in which the individual contextualises his or her distress and will work with respect and honour their perspective.

Personal Impact Review

Our Personal Impact Review provides a confidential service for individuals who have either directly experienced a critical incident or traumatic event, or have been working with those in situations of considerable trauma. They can be provided with a safe and secure space to discuss their experiences. Personal Impact Reviews are always followed up with subsequent appointments if necessary, or alternatively via email support.

Telephone back-up for agency staff

In addition to supporting the individuals involved, organisations may also access advice and back-up by telephone, supporting them to manage incidents which impact on psychological health. This may help to allow people to come to terms with things in their own way, promoting their recovery with reduced need for professional psychological interventions.

Looking after UK staff and frequent travellers

At InterHealth we care for UK based staff and frequent travellers, many of whom are middle or senior managers; individuals who are passionate about their roles, but through their dedication, may neglect their own health needs.

Medical for UK staff/frequent travellers

Our headline services for UK staff and frequent travellers are the **Medical MOT** (for men) and **Wellness Medical** (for women). In our experience these medicals are as important as those we carry out on returning aid workers. Often HQ staff work under huge pressure, travel frequently and expose themselves to infectious illnesses. They are often under considerable stress, and wrestle with work-life balance.

These two tailored medicals involve a thorough examination with one of our expert clinicians who is sympathetic to the demands of the individual's job and the sector in which they work. As well as a thorough clinical examination, individuals have the opportunity to talk through any concerns, personal or work related, on a completely confidential basis.

What does the medical involve?

The Medical MOT (for men) and Wellness Medical (for women) last approximately 45 minutes. They involve a full review of the individual's medical history, placing the emphasis on managing common health problems in the context of their work. A physical examination then follows, including blood pressure check. The medical also includes a standard set of blood tests to check full blood count, liver and kidney function.

We also test for diabetes and do a cholesterol check (a good idea for the over 40s in whom nearly three quarters of clients have raised levels according to current international cut-off points). For men aged 50 or over we offer prostate cancer screening.

The consultation and test results are completely confidential between the individual and the doctor. No specific health information is fed back to the employer without the individual's explicit consent. However, we normally provide a health clearance certificate with recommendations that need to be passed on, again with the clients permission.

Looking after UK staff and frequent travellers

Work-Life Balance & Stress Management Consultations

Our Work-Life Balance and Stress Management Consultations offer personnel an unhurried, confidential opportunity to review work life balance and stress levels. The PHS team will help to identify priorities and strategies for improving management of these issues in ways which fit with personal preferences and possibilities.

The aim is to enhance personal wellbeing and maximise performance at work. These appointments include a confidential report which is provided to the individual attending the consultation. The report is not provided to the sending organisation. Frequent travellers, whose family life, friendships and personal interests are often forfeited to the requirements of the job may find these consultations of particular benefit. Emergency and disaster personnel are also likely to benefit. They are also useful to any whose heavy work-loads threaten to have an adverse impact on personal well being.

Occupational Health (OH)

Most of our services are primarily designed for the wellbeing of the individual traveller. However, often organisations will have specific occupational health needs which need to be addressed from their perspective. This includes sickness absence and the need for health- related procedures and protocols. It may also include a need for specialist advice on particular issues related to the health aspects of staff performance.

Our occupational health team consists of 5 specialists who are able to address these issues. They currently provide comprehensive OH services to many UK based not-for-profit organisations as well as to aid, development 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

Caring for your staff before assignment

Pre-assignment Medical

Subscriber price: £150

Standard price: £210

Pre-assignment Psychological Clearance

Subscriber price: £125

Standard price: £163

Adult Health Screening

Subscriber price: £67

Standard price: £93

Caring for your staff after assignment

Mid Assignment Medical

Subscriber price: £150

Standard price: £210

End of Assignment Medical

Subscriber price: £130

Standard price: £182

Short Consultation

Subscriber price: £77

Standard price: £108

Confidential Review

Subscriber price: £78

Standard price: £101

Psychological Review

Confidential Review

(with clearance report to sending agency)

Subscriber price: £93

Standard price: £121

Group De-briefing

Prices available on request.

Personal Impact Review

Subscriber price: £115

Standard price: £150

Caring for your UK staff and frequent travellers

Medical MOT/Wellness Medical

Subscriber price: £195

Standard price: £267

Work-life Balance Review

Subscriber price: £120

Standard price: £156

Stress Management review

Subscriber price: £120

Standard price: £156

Occupational Health Services

Please see our OH Services brochure and price list

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

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