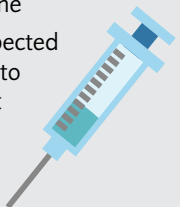






Risk Management Advisory: COVID-19

When the pandemic began, healthcare facilities had to adapt their risk protocols to manage the initial challenges associated with Covid-19. Since then, further considerations have arisen in terms of dealing with the consequential effects of working within this modified environment.

Allied World can advise on the following risk domains.

<h3>VACCINATION PROGRAMMES</h3> <ul style="list-style-type: none"> • Ensure appropriate facilities for vaccination storage and administration • Administer the vaccine with the appropriate timing and spacing • Follow valid contraindications and precautions as per the manufacturer guidelines • Communicate about the specific vaccine risks and benefits and provide written guidance where possible • Ensure that the facility can manage known side effects of the vaccine • Report suspected side effects to the relevant regulator 	<h3>VISITATION MANAGEMENT</h3> <ul style="list-style-type: none"> • Visitation should still be limited regardless of known community transmission • Visitation should be discouraged for patients who are at risk of severe illness from Covid-19 • Establish thresholds of community transmission to screen all visitors • Utilise remote audio-visual communications where acceptable 	<h3>CYBER</h3> <p>Medical facilities have expanded beyond their traditional network perimeter to other entities and remote individuals, thereby creating vulnerabilities in the system.</p> <ul style="list-style-type: none"> • Ensure devices are connected securely and compliantly to handle patient data • Connect the devices using network segmentation • Collaboration between public-private and the primary, secondary and tertiary levels of healthcare to reduce vulnerabilities 				
<h3>MENTAL HEALTH</h3> <p>It is well recognised that the Covid-19 pandemic has had an impact on mental health.</p> <ul style="list-style-type: none"> • For providers of both physical and mental care, consider using innovative technology to attempt to deliver personalised mental health care, such as apps, intelligent chat bots to inpatients, outpatients and the community • Continue education in the community, promoting lifestyle changes to improve mental and emotional wellbeing • Consider harnessing the power of social media platforms for the dissemination of educational tools for the improvement of mental health and wellbeing 	<h3>HOW TO TACKLE PATIENT BACK LOG</h3> <p>Prioritisation of patients for surgical treatments have often been left to the decisions of the individual surgeons, introducing personal preferences for decision making.</p> <ul style="list-style-type: none"> • Develop consistent, transparent, and bias-aware algorithms for surgical prioritisation • Consider three types of factors: surgical risk factors, capacity requirement factors and Covid-19 risk factors • Expand surgical capacity by moving to outpatient care • Strengthen dedicated specialised operating teams to improve operating room efficiency and patient safety • Consider simplifying the patient journey by employing telemedicine for preoperative counselling and clearance if appropriate 	<h3>CONTACTS</h3> <table border="0"> <tr> <td> <p>Peter Ford Senior Vice President Head of Specialty, Europe T. +44 207 220 0689 E. peter.ford@awac.com</p> </td> <td> <p>Hwan Kim Vice President Head of Asia Pacific Healthcare T. +852 2968 3208 E. hwan.kim@awac.com</p> </td> </tr> <tr> <td> <p>Emma Lisi Vice President Head of Europe Healthcare T. +44 207 220 0629 E. emma.lisi@awac.com</p> </td> <td> <p>Dr Ajay Aggarwal BMedSc MB ChB Senior Underwriter & Risk Analyst T. +44 207 220 0696 E. ajay.aggarwal@awac.com</p> </td> </tr> </table>	<p>Peter Ford Senior Vice President Head of Specialty, Europe T. +44 207 220 0689 E. peter.ford@awac.com</p>	<p>Hwan Kim Vice President Head of Asia Pacific Healthcare T. +852 2968 3208 E. hwan.kim@awac.com</p>	<p>Emma Lisi Vice President Head of Europe Healthcare T. +44 207 220 0629 E. emma.lisi@awac.com</p>	<p>Dr Ajay Aggarwal BMedSc MB ChB Senior Underwriter & Risk Analyst T. +44 207 220 0696 E. ajay.aggarwal@awac.com</p>
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