



MORE MEDICAL

MARINE OFFSHORE REMOTE EMERGENCY

24/7 TRAUMATIC EVENT SUPPORT



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A shocking incident, or traumatic event, is usually unpredictable. An company can limit consequential damage by preparing for adequate relief for those affected. Our 24/7 team is always ready to provide immediate expert- and aftercare.

DEFINITION

A shocking incident is a circumstance in which someone is confronted with:

- Physical threat or confrontation with physical injury as a result of an accident or a medical emergency;
- Consequences of an accident or emergency that affect the physical or mental integrity;
- Death as a result of an accident or emergency.

A shocking incident, a threat or a confrontation with death can cause an acute disruption of our mental well-being. These incidents make us powerless, anxious, sad, angry and tired. This gives physical (stress) reactions and can lead to apathy, numbness, hyper alertness and inadequate action. The impact of the incident partly depends on someone's personal circumstances, the seriousness and duration of the threatening situation and the repetition of shocking experiences.

PURPOSE

Crucial to the 24/7 approach is that those affected are actively approached as soon as possible after the shocking incident to an expert. It is important for the processing to identify impending processing problems at an early stage and, if necessary, referral to external experts.

The purpose of relief after shocking moments, according to this method, is to limit subsequent damage after an incident for those affected by:

- Stimulating healthy processing;
- Early detection of stagnations in processing;
- Adjusting 'negative' reactions from the environment;
- Deal with future shocking events.

This prevents, among other things, the risk of (long-term) absenteeism or malfunctioning.

WORKING METHOD

The protocol for 24/7 mental health support is tailored to your company needs. All employees know how to act if an incident occurs. Call the 24/7 emergency number immediately after the incident. This number is available 7 days a week, 24 hours a day.

- The first call is aimed at emotional support and practical help. Information is also provided about stress and environmental reactions and the coping process.
- The second call will take place the following day. Inquiries are made about the (stress) complaints, the reactions of the environment (colleagues, etc.), the safety aspects and the return to work procedure.
- The third call after approximately two weeks focuses on the processing procedure (stress and environmental reactions, feelings of guilt and acceptance).
- The fourth call, 8 to 12 weeks after the event, is a check on the progress of the coping process. If the processing goes well, the guidance will be closed. In case of persistent post-traumatic stress complaints, a person affected can be referred for further guidance or treatment.

LENGTH OF TIME

The 24/7 model runs parallel to the processing phases and is available for the duration of the contract. On average a trauma case covers a period of two to three months.

WHAT'S INCLUDED?

Our base subscription model covers unlimited access to our mental health professionals in response to immediate mental health or traumatic event support incidents.

Our mental health professionals are trained to contain the length of the calls to a maximum of 30 minutes.

We will help you to get insights on the use of our 24/7 mental health support line.

MORE INFORMATION

Please send an e-mail to info@more-medical.com and together we will find the most suitable solution.



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