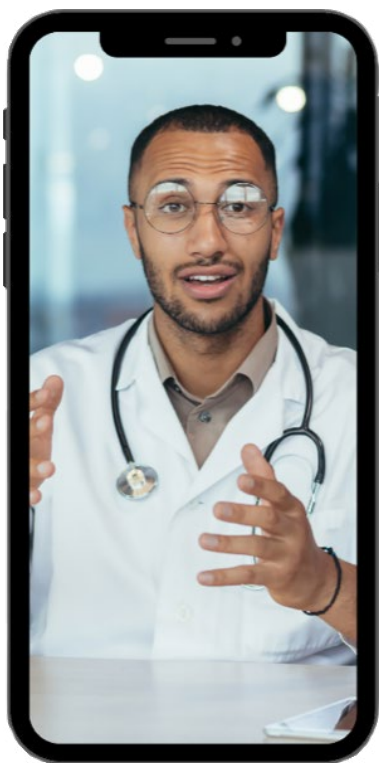


CASE STUDY

THE MEDICAL, OPERATIONAL AND COST BENEFITS OF A TELEHEALTH SOLUTION

In spring 2024, a leading Greek ship management company implemented OneHealth by VIKAND across its whole fleet of bulk carriers in an effort to enhance crew welfare. Through OneHealth, everyone aboard these four vessels had access to the VIKAND Connect app, emergency medical care, emergency mental health care, medivac support and 24/7 telehealth support anywhere in the world.

The purpose of this case study is to demonstrate the medical, operational and cost benefits of a telehealth solution



CHALLENGE

In October 2024, a crew member aboard one of the client's vessels began experiencing abdominal pain. After a full week in pain, this crew member needed time off work due to their uncontrolled symptoms.

INITIAL RESPONSE

In response, Vessel Command used OneHealth's telehealth service to consult a shoreside doctor with maritime medical experience. By interfacing directly with onboard personnel, the physician was able to gather insights into the crew member's condition and provide an immediate treatment plan while the ship travelled to its next port of call.

For the next week, daily telehealth calls using VIKAND Connect allowed the shoreside doctor to provide ongoing monitoring and treatment guidance as the vessel continued its voyage. Unfortunately, further medical support was unavailable at port, and the ship returned to sea with the infirm crew member still onboard.

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RESOLUTION AND OUTCOME

The goal was to restore the crew member's health and productivity while avoiding medical disembarkation unless critical. With OneHealth's tools and services, the issue was resolved onboard, avoiding a costly medical diversion.

Medical diversions typically cost around \$180,000, a figure likely higher due to inflation. While 70% of direct costs are insured, operators face deductibles of \$10,000–\$15,000 and other expenses like route changes, patient transport, hospital care, and repatriation. Indirect costs, which can comprise 30% of the total and are uninsured, include lost productivity, replacement labor, overtime, administrative burdens, and potential insurance premium increases.

KEY TAKEAWAYS

- 1 Telehealth supports crew member health and mitigate risks and emergencies at sea
- 2 It helps avoid unnecessary medical diversion and disembarkation, costing operators time and money
- 3 It turns Healthcare Crisis Management into Healthcare Management

KEY METRICS



Avoid cost of **\$50,000** from deductibles and indirect costs to the operator.

Prevent time lost due to a medical diversion, which may have resulted in **days of lost time**.



CONCLUSION

The data and takeaways from this case study support the argument for wider adoption of telehealth consultations in commercial shipping. It is easy-to-implement, medically effective and cost-effective, as telehealth is capable of saving clients from the significant expense of a medical diversion whilst achieving higher level of care for their crew.