Medical Retrieval Brokerage
Presentation
Table of Contents

• Who are we
• Specialists in Aeromedical Retrieval Services
• Provider Assessment/Accreditation
• Key Benefits
• Request for Quotation Process
• Contact Us
Who are we?

- Recently established Medical Retrieval Brokerage service
- Intermediary between the client and medical retrieval providers
- Created by our in-house industry experts
- Provider of responsive, client focussed services
- Highly specialised team of health professionals
- Wide range of services available
Specialist Consulting Team

Matt Hooper MB BS, DIPIMC RCS(Ed), FACEM, FCICM

Chief Medical Director

- Matt graduated from the University of Adelaide School of Medicine prior to undertaking specialist Emergency Medicine training.
- Developed a keen interest in pre-hospital care and aeromedical retrieval during this time,
- Spent two years in the United Kingdom, initially as a paediatric intensive care retrieval fellow with London's Child Acute Transport Service (CATS) then as visiting specialist registrar in pre-hospital trauma care with London's Helicopter Emergency Medical Service (HEMS).
- Awarded the gold medal by examination for the Diploma of Immediate Medical Care from the Royal College of Surgeons of Edinburgh before returning to Australia to complete fellowships with both the Australasian College for Emergency Medicine (FACEM) and the College of Intensive Care Medicine of Australia and New Zealand (FCICM).
- From late 2007, Matt led the development and implementation of South Australia's innovative, first, statewide retrieval service – MedSTAR.
- Awarded the South Australian Emergency Services Medal for "distinguished and meritorious service of the highest order" in 2011 before taking on the role of Chief Medical Officer for the South Australian Ambulance Service.
- Matt is a regular speaker nationally and internationally on critical care, pre-hospital trauma care and retrieval medicine.
Ben Wilson  
Director  

- Ben Wilson established WPM Consulting in 2000 and WPM Health in 2012 and has been an active participant and leader in the HSEC & Technical Recruitment & Consulting industry with a focus in the Resources, Major Projects and Government sectors.

- Ben has lived in Africa and abroad for two and a half years and then in various Australian states for 16 years before returning to his home town of Adelaide.

- Prior to starting WPM Consulting, Ben worked as a Jackeroo for the Australian Agricultural Company, then held General and Operational management roles for a major Australian airline (Ansett Australia), in NW Western Australia, NT and then worked as a senior executive search consultant for Morgan & Banks / TMP Worldwide before starting WPM Consulting.

- Ben is holds a Bachelor of Business degree (Employee Relations) from the University of South Australia, and a Diploma in Agriculture from Marcus Oldham College. He is also a member of the AICD, SACOME, RESA and the RCSA.

- Ben’s entrepreneurship, operational understanding of international business and ongoing insight to specific disciplines positions him as a valuable contributor to building WPM Consulting’s business development strategy with a great team.
Tony Vaughan ASM
MBA BEng Dip App Sc (Paramedic)
AFAIM MAICD MAP AFAAHSE CPMgr

• A highly experienced retrieval paramedic and General Manager with a combined service of forty years with SA Ambulance Service (SAAS)

• Worked as a Paramedic in Metropolitan Operations for two years and as Paramedic, RTL and General Manager within Country Operations for twenty seven years.

• Tony currently holds the position of General Manager - MedSTAR Emergency Medical Retrieval services in SA. He holds a Bachelor of Engineering (Mech), Diploma of Applied Science (Paramedic) and a Masters Business Administration (MBA). He is currently studying his post graduate certificate in Aviation Medicine.

• Tony was awarded the Ambulance Service Medal (ASM) as part of the Australia Day Honours Awards in 2010.
Specialist in Aeromedical Retrieval Services

- We understand that accidents happen and people can become ill whilst travelling.

- We are here for everyone including: business people, expatriates and leisure travellers.

- Can rapidly organise an appropriate medical team together with the right aircraft to ensure that you get the help you need fast.

- Professional staff contracted by WPM Medical Retrieval are highly qualified clinicians, who are empathetic, considerate and proactive in resolving our customer’s needs.

- WPM Medical Retrieval have a global network of service providers that enable us to look after your health and emergency requirements.
Aeromedical Options

**Travel Insurance Companies**
We have flexible options from providing the entire case management or providing just a part of your requirement. WPM Medical Retrieval can provide this support for all ages from neonatal to the intensive care environment for adults.

**Hospitals and other health facilities**
We can organise to move patients between hospitals and health facilities as required. We have flexible cost effective options for these complex transfers.

**Individuals**
Some individuals find themselves without any support and in need of medical assistance. We can help you, no matter what the circumstances might be.

**Governments, Embassies and Consulates**
People may seek assistance from an Embassy or Consulate in an emergency. We provide support to Embassies and Consulates for medical emergencies.

**Private Industry**
We support the private sector including the mining sector with the provision of aeromedical services.
Aeromedical Services

Air Ambulance

• We obtain all the necessary information direct from our customer or client to ensure the most appropriate response is coordinated.

• We secure the most cost effective solution to the identified need. We prepare and discuss these options with our customers or clients.

Commercial Airlines

• Commercial Airlines provide a cost effective option for the safe transfer of patients and families in some circumstances.

• We ensure that a client’s medical needs are accessed to ensure a commercial airline transfer is a suitable and safe option.
Provider Assessment and Accreditation

Audit/Checklist

• Established in-house provider audit checklist

• Aim is to set the industry standard and measure performance

• Brings integrity and honesty to system

• Used as a Regulatory/Governance tool

• Initial and periodical audits conducted with providers
Provider Rating System

- Based on agreed criteria and verified by audit/checklist
- Criteria set by industry experts
- Able to categorise and rank providers
- Able to Guarantee the standard of providers
- Ability to measure price versus quality
Performance Management

- Performance measurement system in place
- Agreed KPI’s – qualitative and quantitative
- Electronic data and management
- Regular performance feedback to providers and CLIENT
Key Benefits

• **Provide Consistent Service Delivery** on each assignment
• **Act as ‘Market Regulator’** to the medical retrieval industry
• **Defines and Demystifies aeromedical services** – takes the guesswork out of choosing the best option
• **Ability to source and coordinate** the best possible medical response using our worldwide network of qualified and experienced resources.
• **Available 24 hours a day, 7 days a week** and is ready to coordinate a response to the needs of the Client
• **Knowledge and expertise** to match the situation to the appropriate medical team and aeromedical asset.
• **Provide a range of quotation options** that fulfils the needs of both CLIENT and the patient.
• **‘Easy to Use’ service** that provides CLIENT with the best possible options within the shortest possible time
Contact Us

24 Hour Telephone

• Within Australia: 1800 070 051
• Outside Australia: +61 1800 070 051