



IOM HEALTH SERVICES FOR UN STAFF

IOM DRC – KINSHASA

I. INTRODUCTION

FIRST LINE OF DEFENCE

IOM is a key partner in the United Nations' network of clinics to ensure that eligible UN staff and their dependents have access to reliable and quality health services in dedicated duty stations.

In this time of unprecedented need, and against the backdrop of a global public health emergency, access to health care for UN staff is key in ensuring that the UN can continue to deliver in line with its mandate.

In July 2020, amid the COVID-19 pandemic and to ensure that United Nations staff can continue to work where they are needed, IOM and the UN system signed a Memorandum of Understanding for the provision of health services consequential to COVID-19 by IOM.

The framework, named “First Line of Defense” (FLoD), is designed to ensure that personnel deemed eligible by the UN and their dependents have access to high-quality, reliable health services in contexts where health-care systems may be overwhelmed and minimize the need for medical evacuations, considered to be the “second line of defense”.

In its first phase, IOM is implementing this project in 19 countries.

Services provided vary from one context to another and may include:

- **Laboratory services:** testing for COVID-19.

II. OVERVIEW OF SERVICES OFFERED

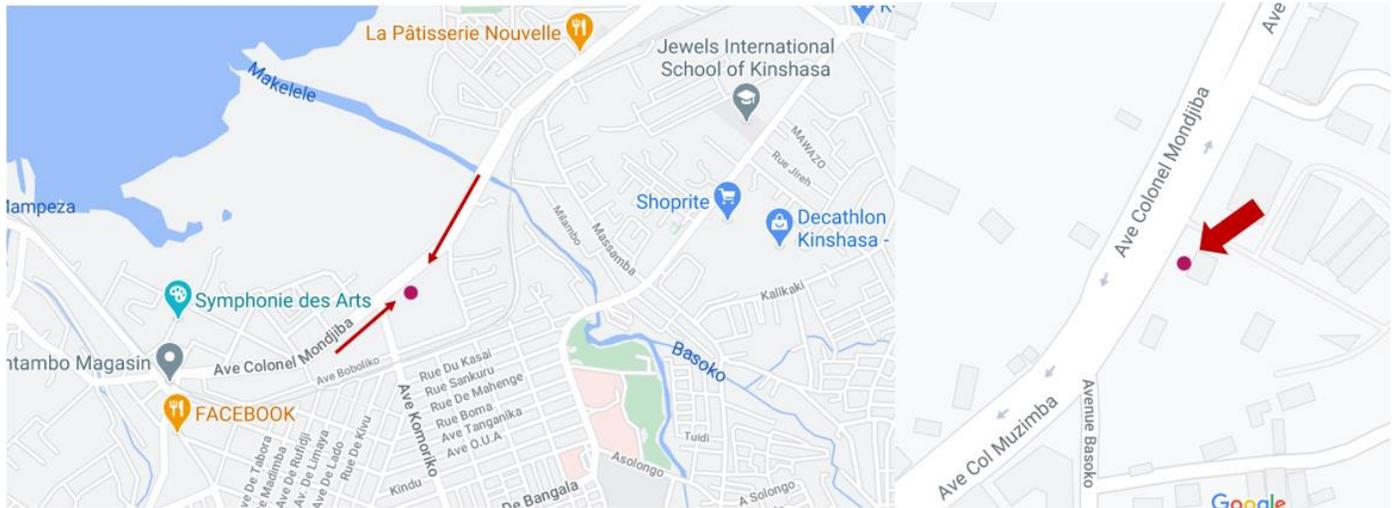
COVID-19-RELATED SERVICES

1. Testing for COVID-19

IOM is implementing different reliable testing systems in different settings based on availability, caseload, and complexity for implementation. IOM offers testing for COVID-19 with tests that detect the presence of the virus by nasopharyngeal swab. IOM does not conduct serum rapid tests.

IOM's Migration Health Assessment Centre (MHAC) in DRC has been endorsed by the UN Medical Directors Network (UNMD) and Division of Health Management and Occupational Safety and Health (DHMOSH) to provide health services to eligible UN personnel, dependents, and other persons in need of care referred by the UN.

IOM DRC COVID-19 Testing Centre



134, Avenue Colonel Mondjiba, Commune de Ngaliema, Kinshasa

Opening hours: 08:00 to 15:00

Phone number: +243 811 146 677

Book your appointment here: flodkinshasa@iom.int

III. FREQUENTLY ASKED QUESTIONS

ELIGIBILITY

1. Which organizations within the UN system are covered by IOM's FLoD agreement with the UN system?

All UN agencies which are members of the UN Country Team are eligible for the IOM services in duty stations where the relevant agreement(s) between the UN/UNCT and IOM were signed.

2. In which duty stations is IOM delivering FLoD-related health services?

In its first phase, IOM is delivering FLoD-related health services for UN staff in Kinshasa, with the intention to expand to Goma in a second phase.

3. Which UN personnel can access IOM's FLoD-related health services?

Under the framework of the memorandum of understanding between IOM and the UN, people eligible for FLoD-related health services include UN personnel and other eligible individuals as designated by the UN Country Team. Please bring proof of your PERN or agency ID card for an in-person appointment to show eligibility.

MEDICAL EVACUATION

4. If I need a medical evacuation to a different location, will IOM arrange it?

Medical evacuations or "MEDEVACs" are the second line of defense. IOM will notify the [UN COVID-19 Coordinator](#) in charge of MEDEVACs in DRC, the responsibility of arranging MEDEVAC lies with the UN.

TESTING

5. Can I get tested for COVID-19 even if I don't have any symptoms, for example as part of a travel requirement?

Due to the ongoing worldwide COVID-19 tests shortages, IOM's testing capacity remains strained, particularly with the use of rapid testing platforms such as Cepheid GeneXpert. Joint efforts to secure the needed supply capacities are ongoing to facilitate testing provision in IOM health facilities.

For the time being and until further notice, testing is prioritized for persons presenting clinical symptoms and contacts of confirmed COVID-19 patients.

6. How should I prepare to ensure the best result for my COVID-19 test?

There are no preparations needed for a test. In order to access the testing service, you have to be referred either by the physician in charge of the UN clinic or by a physician from a UN validated health facility in DRC. When you will contact the clinic to make an appointment, you will need to provide information on the presence of any symptoms (such as fever, cough or fatigue) and if you have been in contact with a person who has been confirmed to have COVID-19.

7. What will be tested, blood, saliva or something else?

Diagnostic tests for COVID-19 use nasopharyngeal or oropharyngeal swabs for the detection of the virus. Blood tests are available, but these tests detect the presence of antibodies to COVID-19 that develop weeks after an initial infection and cannot be used to determine if a person has an active infection. IOM only performs testing for the virus on nasopharyngeal swabs.

8. Who will take the sample? How is it done? Can I bring a sample from my relative to the IOM laboratory?

The nasopharyngeal swab will be collected by a trained nurse or a laboratory technician. To collect the sample, a swab is inserted into a person's nostril and rotated to collect a sample from the back of the throat. The swab will then be inserted into tube with liquid to preserve the sample until it is received in the laboratory for testing. All persons, including relatives of UN staff requiring a COVID-19 test, must have the sample collected by an IOM designated service provider healthcare worker.

9. How long will it take to get the results?

On average, and depending on local demand, test results should be available within the same day when your sample is collected before 11:00 am.

10. Does a negative result mean I don't have COVID-19?

A negative result does not exclude an active infection with COVID-19. False negative results can sometimes occur if a person is tested when they are in the early stages of infection and before the appearance of symptoms.

11. What if I have a negative result, but have symptoms?

A negative COVID-19 result obtained from a person with symptoms could indicate an infection with another respiratory virus such as seasonal influenza. In some cases, if the symptoms persist, your doctor may decide to re-test you for COVID-19. You should follow your doctor's advice regarding the need for self-isolation and treatment.

12. Will I be asked to pay for my COVID-19 test?

The cost of the test, when performed for clinical reasons (symptomatic persons, contacts of COVID-19-confirmed patients or persons in quarantine for any reasons) is covered via cost sharing arrangements by participating UN agencies ("UN funding"). In such cases, you will not be asked to pay a fee. In case of doubt, please contact your Organization to gain further confirmation.

13. Who will receive the test result?

The test result will be communicated to you and, if the testing is done for clinical purposes, to the referring physician.

14. What do I do if my test is positive?

If you have a positive result and if your condition is stable you will be required to self-isolate for 10 days after the onset of symptoms and for at least another three days without fever or respiratory symptoms. If your condition is unstable, you may need to be hospitalized. The physician who referred you for testing will discuss your clinical management with you and will make all necessary arrangement.

SAFETY

15. How does IOM make sure that the IOM staff providing these medical services are competent?

IOM has extensive experience in providing high-quality health services to migrants and displaced persons worldwide, stringent clinical governance, in strict adherence to global guidelines and standards of care, up-to-date licensing and constant trainings delivered to its staff. For “First Line of Defense”, the same stringent standards are applied, plus additional health staff credentialing and SOPs, for all of which submission for endorsement at the global level is required.

COST

16. Is there a fee for using IOM’s FLoD-related health services?

The clinical testing services are covered by a cost-sharing mechanism among UN agencies either via central funding or via local cost sharing arrangements (“UN funding”).

FEEDBACK

17. How can I provide feedback on the services provided?

IOM strives to provide the highest level of care and is grateful for any feedback to improve service delivery.

To provide feedback, you can contact: flod-feedback@iom.int