



# IOM HEALTH SERVICES FOR UN STAFF

IOM ACCRA,  
GHANA

## 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 in a nasopharyngeal swab. IOM does not conduct rapid tests on blood that do not detect active infections.

IOM's Migration Health Assessment Centre (MHAC) in Ghana 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 GHANA MHAC COVID-19 Test Service provider is Akai House

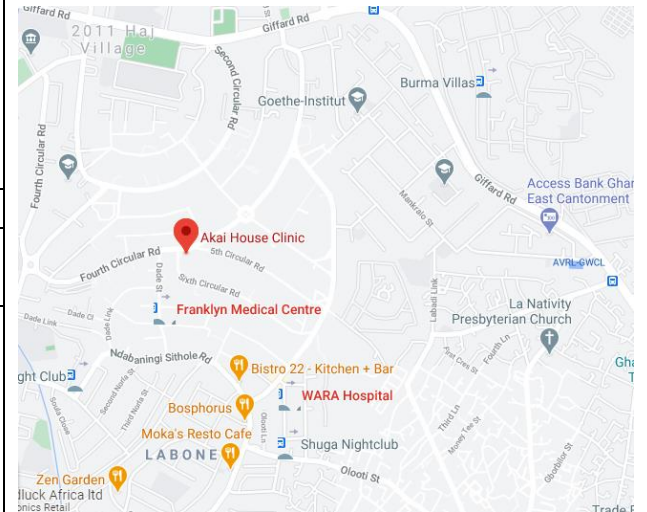
COVID 19 testing Service Provider Address: Akai House Clinic,  
No. 1, Sixth Circular Road, Cantonments, Accra, Ghana

**Book your appointment with UN DOCTOR Dr**  
Abanda Tueche 050 151 00 36 [abanda.tueche@one.un.org](mailto:abanda.tueche@one.un.org)

IOM FLoD Focal Point Phone Number: +233 204614617

IOM FLoD Focal Point Dr. Thomas Bih Email address:  
[TBih@iom.int](mailto:TBih@iom.int)

Working Hours: 07:30 to 16:30



## 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 19 countries. The services offered vary depending on the extent and scope of the agreement signed by the various UN Country Teams.

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

If deemed eligible by the UN, personnel, their families and other individuals may receive health services under the framework of the memorandum of understanding between IOM and the UN.

In general, this includes: all international and national UN staff and their eligible dependents. For any specific questions about eligibility, please contact your organization.

### 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 defence. IOM will notify the [UN COVID-19 Coordinator Dr Abanda Tueche](#) in charge of MEDEVACs in Ghana, 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.

Testing is prioritized for persons presenting clinical symptoms and contacts of confirmed COVID-19 patients. However, if tests are readily available with a good supply chain, testing of asymptomatic persons for travel purposes referred to IOM by UN organizations will be provided.

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

There are no preparations needed for a test. You have to be referred by the Physician in charge of the UN clinic Ghana for testing, and 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 UN Ghana clinic 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 UN Ghana clinic physician will discuss your clinical management with you. He 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, constant trainings delivered to its staff. For “First Line of Defence”, the same stringent standards are applied and additional health staff credentialing and SOPs, all of which submitted to endorsement at the global level, are required.

## COST

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

The majority of services are covered by a cost-sharing mechanism among UN agencies either via central funding or via local cost sharing arrangements (“UN funding”). However, some services that may be provided for non-clinical reasons (e.g. testing for travel) are not covered by the UN funding and will be provided on the fee-for-service basis directly by the service provider.

## 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](mailto:flod-feedback@iom.int)