

Dr Neil Nerwich is the Group Medical Director of Assistance for International SOS and the MedAire organisations. Previously based in London, Dr Nerwich currently resides in Sydney overseeing the global assistance and response centre platforms for both International SOS and MedAire, operating 24/7 from 26 cities around the world and handling over 100,000 cases per annum. These platforms deliver extensive telehealth enabled medical support and assistance services globally, to a wide range of corporations, industries, Government and non-Government organisations. Both organisations are underpinned by extensive telehealth capabilities and medical expertise, integrated with advanced telecommunication technologies and rigorous quality control.

Dr Nerwich is highly focused on the quality, scalability, robustness and compliance of telemedical services and this has culminated in International SOS becoming the first organisation in the world to achieve ISO/TS13131 Telehealth ISO Certification. This has involved the maximum leverage of developments in telecommunication technologies to enable best practice in the provision of such medical assistance services combined with the medical professional expertise and operational capabilities to facilitate the highest quality outcomes and clinical governance. Fulfilling these requirements on an international basis has involved the deployment of innovative and compliant technologies, in addition to the formulation and implementation of rigorous standards, telemedical delivery guidelines and protocols, global regulatory and data privacy and retention compliance and well-structured training and education programs.

For over 20 years, Dr Nerwich has been at the forefront of the provision of telehealth and medical assistance services across extreme remote environments such as the Arctic Circle, remote land based sites such as rural central Africa, offshore environments, including installations, vessels and yachts, and inflight ground to air support for both commercial airlines and charter aircraft. Dr Nerwich has overseen medical assistance services relating to multiple disaster and mass casualty events and has a particular interest in leveraging of telemedical services to assist responders in the management and response to such events.

Dr Nerwich has a background in general practice, emergency medicine, aviation medicine and tropical medicine, his qualifications including Bachelor of Medicine, Bachelor of Surgery with Honours, Fellow of the Royal Australasian College of General Practitioners, Diploma of Tropical Medicine and Certificate of Civil Aviation Medicine. He is an Associate Fellow of the Australasian College of Health Service Management. Publications include a recent joint paper in JISTEH relating to improving healthcare in remote environments via new integrated online communication platform. Additional publications cover inflight injuries, paediatric inflight medical emergencies and cardiac events and medical events on board merchant ships. Memberships in addition to ISfTeH include the Australasian Telehealth Society, Health Informatics Society of Australia, International Maritime Health Association, International Academy of Aviation and Space Medicine, World Association for Disaster & Emergency Medicine, Air Medical Physician Association, Aerospace Medical Association, Australian College of Rural & Remote Medicine amongst others.