

## CREW INJURY MANAGEMENT: Bangladesh Perspective

*An article to cover crew's injuries , treatment facilities at the Maritime Ports of Chittagong and Mongla, contact details of specialized physicians irrespective to different types of injuries and diseases, details of emergency service (speed boat, ambulance , air ambulance) providers, domestic & international airports and flights available to assist Club/Members for high quality and cost-effective crew injury management in Bangladesh ..... a contribution of Zalal Uddin Ahmed PhD, MBA, LLB, Dr. Mir Wazed Ali, MBBS (GP) and Capt. S.M. Kabirul Islam, Master Mariner (UK), AFNI*

Crew members are injured during the work are generally entitled to maintenance and cure benefits. Shipowners maintain P&I insurance to cover their liability for all deaths, personal injuries and illnesses which occur on board, including the costs of repatriating, crew's hospital bills and costs of sending replacement, if required. The amount of benefits depend upon the severity of the injury and the details surrounding each individual case. Many avoidable accidents are caused by the disregard for safety by ship owners and maritime employers. Indeed, ship owners have a legal obligation to provide a seaworthy vessel. In the case of a crew member's maritime injury caused by unseaworthiness, the seaman is entitled to recover past lost wages, future lost wages, loss of earning capacity, pain and suffering, medical costs – and under certain circumstances, punitive damages. In order to prevent injuries, it is essential to keep continuous & effective education and training with respect to safety of working environment and maintenance of the vessel and its equipment. Minor injuries will be curable with first aid on board or medical attention ashore at the next available port. Failing to ensure vessel's equipments parts as up-to-date with proper working condition, failure to properly train employees before putting them to work, failure to provide the proper safety gear and equipment etc. results in crew injuries. In serious injury case an immediate medical procedure has to be taken. Proper and prompt care is vital. In an illness case, proper aid and medical care should be provided subject to detail symptoms of the sick crew member. As per general practice, for any injury case, vessel should immediate notify to owners, managers, concern shipping agents for the respective port, port authorities and P&I correspondents so that proper initiatives can be taken.

Human Resources for Health, the backbone of the health care delivery system, is in a crisis situation in Bangladesh with a critical shortage of health workers. Bangladesh has an absolute and relative scarcity of specialized combined on-stop medical facility to handle crew injury cases. General *medical facilities* are only available at major cities. Vessel's calling at Chittagong and Mongla need to confirm immediate medical procedure for their injured crew with proper physician's consultation. In this connection, appended below some relevant information for high quality and cost-effective crew injury management in Bangladesh.

### Hospital/Clinic within 20km from the Maritime Port of Chittagong

| Name of Hospitals/ Clinics | Chittagong Medical College                        | CSCR 1675/A, O. R. Nizam Road Chittagong  | Metropolitan 948, O.R. Nizam Road Chittagong  | Ma O Shishu Hospital Agrabad, Chittagong  | USTC ,Foy's Lake, Chittagong                                       |
|----------------------------|---|---|---|---|--|
| Units/ Facilities          | All facilities are available. Tel: +880 31-619400 | Radiology, Imaging, Neurology Orthopedic & joint Surgery, ENT, Kidney & Urology, Allied Health Telephone +88031 2550625-9 | Neurology Orthopedic & joint Surgery ENT Kidney & Urology Allied Health. Telephone : 031-651242 | Neurology, Orthopedic & joint Surgery ENT Kidney & Urology Allied Health Phone: 880-31-2520063;718521 | All facilities are available . Phone : 88-031-659070-71, 659593-94 |

| Recommended Specialised Doctor's at Chittagong<br>Coordinator: Dr. Mir Wazed Ali (MBBS)- Coast To Coast- info@bdpni.com |   |  |   |
|---|---|--|---|
| <b>Neurosurgery</b>   |   |  |   |
| Name & Degree   | Chamber Address   | Contact                                      | Timing  |
| Dr. Md. Hassanuzzaman<br>M.B.B.S, F.C.P.S.(Medicine)<br>M.D (Neurology)   | CSCR, 1675/A, O.R Niza Road,<br>Chittagong  | Tel: 2550625<br>Mobile: 01727-069911         | Friday & Thursday<br>6pm-11pm                   |
| Prof. Dr. Md. Ridwanur<br>Rohman, M.B.B.S, F.C.P.S<br>(Internal Medicine)   | CSCR, 1675/A, O.R Niza Road,<br>Chittagong, O.R Niza Road,<br>Chittagong, 3 <sup>rd</sup> Floor, Room No. 401 | Tel: 2550625<br>Mobile: 01727-069911         |   |
| Dr. Anisul Islam Khan<br>M.B.B.S, M.S, (Neurosurgery)   | Popular Diagnostic Center Ltd.<br>20/K.B Fazlul Kader Road ,2 <sup>nd</sup> Floor,<br>Room No. 305            | Tel: 2556631-8<br>Mobile:01938584409         | Every Day 06.30pm-<br>09.00pm<br>Except Friday  |
| <b>EYE</b>  |   |  |   |
| Prof. Dr. S . M. A . Tareq<br>M.B.B.S, D.O (DU), MS<br>(LONDON)   | CSCR, 1675/A, O.R Niza Road,<br>Chittagong  | Tel: 2550625<br>Mobile: 01727-069911         | Every Day 5.30 pm-<br>8.30 pm<br>Except Friday  |
| Dr. Farzana Akter Chy.<br>M.B.B.S, D.S.O,-Eye specialist,<br>Surgeon Pahartoli Eye Hospital                             | Popular Diagnostic Center Ltd.<br>20/K.B Fazlul Kader Road (Opposite<br>CMCH Main Gate)                       | Tel: 2556631-8<br>Mobile:01938584410         | Every Day 4.30 pm-<br>6.30 pm<br>Except: Friday |
| <b>Orthopedic</b>   |   |  |   |
| Prof. Md. Monjurul Islam,<br>M.B.B.S, M.S (Artho)   | CSCR, 1675/A, O.R Niza Road,<br>Chittagong, 2 <sup>nd</sup> Floor, Room No. 309                               | Tel: 2550625<br>Mobile: 01710-929831         | 10.00 am- 12.00 am,<br>06.00pm-09.00            |
| Prof. Dr. Bidan Chandra ray<br>M.B.B.S , M.S (Ortho &<br>Surgery)   | Popular Diagnostic Center Ltd.<br>20/K.B Fazlul Kader Road,<br>Chittagong. Room No. 410                       | Tel: 2556631-8<br>Mobile:01938584409         | 10 am- 3pm<br>6 pm – 10 pm                      |
| Dr. Mayen Uddin Mazumder  | Delta Health Clinic Ltd. 28-<br>Katalgang, Panchlaish, Chittagong,  | Tel:+880312550005-9,<br>01841906090          | 10 am- 3pm<br>6 pm – 10 pm                      |
| <b>ENT</b>  |   |  |   |
| Dr. Nilkanto Vottacharjo<br>M.B.B.S, M.S  | CSCR, 1675/A, O.R Niza Road,<br>Chittagong 2 <sup>nd</sup> Floor, Room No. 306                                | Tel: 2550625<br>Mobile: 01727-069911         | 10am-3pm<br>6pm–8pm                             |
| DR. . Shawquat Osman<br>MBBS, BCS, DLO  | Metropolitan Diagonestic Complex<br>47/B, O.R. Nizam Road, Chittagong   | 031-652750, 031-655791                       | 6pm–8pm   |
| Dr. Asheaq Ahmed, FCPS  | Popular Diagnostic Center Ltd.<br>20/K.B Fazlul Kader Road.   | Tel: +880312556631-8                         | 7pm-11pm  |
| <b>Internal Injury and Surgery</b>  |   |  |   |
| Dr. Surman Ali FCPS ( G.<br>Surgeon), MS (Urology)  | Max Hospital , 35/36, Mehedibag<br>Road, Mehedibag, Chittagong<br>Bangladesh                                  | Chamber: 031 622519<br>Mobile: 017 1310 8795 | 6:00 pm - 8:30 pm                               |
| <b>Chemical or burn injuries</b>  |   |  |   |
| Dr. Shabhabuddin<br>khaled, FCPS ( Plastic<br>Surgery)  | CSCR, 1675/A, O.R Niza Road,<br>Chittagong  | Tel: +880312550625                           | 7pm -11 pm                                      |

### Hospitals and Clinics at Khulna [ Covering Mongla Port]

|                             |   |   |                                |   |   |
|-----------------------------|---|---|--------------------------------|---|---|
| Name of Hospitals / Clinics | Gorib Newaj Clinic & Diagnostic Centre<br>Khanjahan Ali Road, Islampur, Khulna<br>Tel: +880-41-720081 | Khulna Surgical & Medical Hospital Ltd.<br>Khanjahan Ali Road, Islampur, Khulna | Khulna Medical College, khulna | Sheikh Abu Naser Specialised Hospital, Khulna | Samela Memorial Clinic<br>Khanjahan Ali Road, Ferryghat, Jamatkhana, Khulna<br>041-722266, 01712109900, 01711297560 |
|-----------------------------|---|---|--------------------------------|---|---|

### Emergency Transportation Service Providers Chittagong and Mongla Ports ( Speed Boat- Ambulance- Air Ambulance)

|   |   |  |
|---|---|--|
| Speed Boat / Sea Transport : Chittagong   | KHOWAZ KHIZIR SPEED BOAT SERVICE ,Sea beach, Chittagong<br>Mobile: 01812-510443   | Mohasen Awolia Speed Boat Service<br>Sea beach, Chittagong<br>Mobile: 01712-202688   |
| Speed Boat / Sea Transport : Mongla   | Nuru & Sons, Mongla Port<br>Mobile: 01711-308638  | Jahangir enterprise, Mongla port   |
| Ambulance :Chittgaong   | City Ambulance Service<br>01814-166060  | Bismillah Ambulance Service<br>Mobile: 01814166060   |
| Air Ambulance / Helicopter  | R&R Aviation, Sikder Aviation Hangar<br>Hazrat Shahjalal International Airport<br>,Kumitola, Dhaka 1206 Banagladesh<br>Phone+88-2-8901725, Hot line:+88-017-304-33445 Fax :+880-2-8901726 Email:info@rnr-aviation.com   | G AVIATION & TOURS CITI TOWER<br>(5th Floor), Building # 1/A, Road # 13<br>(Old 30), Dhanmondi, Mirpur Road,<br>Dhaka-1209.<br>Dhaka, Dhaka, Bangladesh<br>M H Rahman:+880171 30 20 868                                      |
| Emergency Hospital Clinic and Ambulance Services<br>[ Covering Mongla Port]                       | Telehealth Services (Bagerhat Sadar Hospital): +8801730-324793<br>Civil Surgeon of Bagerhat: +880468-62305 (Office), 0468-62318 (Home)<br>Deputy Civil Surgeon: +880468-62550 (Office)  | Bagerhat Sadar Hospital:<br>Emergency Department: +880468-62222, +8801730-324793 (RMO)<br>Ambulance Service (Sadar Hospital): +8801714 663 378 ,+88 01712 888 738<br>Ambulance Service: +8801714693771 (Driver Mr. Hemayeta) |
| Combined Service Provider at Chittagong and Dhaka<br>( Ambulance<br>Air Ticket<br>and Helicopter) | BE FRESH, C & F Tower (9th Floor),<br>1222 Sk. Mujib Road, Agrabad, Chittagong, Bangladesh, T&T +880 31 251 4650-3<br>Fax +880 31 251 4654 Cell +880 17 3044 4501, +880 17 3044 4502<br>Dhaka- Meherba Plaza, Floor-12, Room 12/A,33<br>Topkhana Road, Dhaka. Cell: +88 017 3044 4526<br>E-Mail: befresh@befreshbd.com,<br>Web: www.befreshbd.com |  |

## Specialized Hospitals: Dhaka

| Name of Hospitals                            | <b>United Hospital Limited.</b><br>at Plot 15, Road 71, Gulshan ,<br>Dhaka-1212, Bangladesh   | <b>Apollo Hospital Dhaka</b> Plot:<br>81, Block: E, Bashundhara R/A,<br>Dhaka 1229, Bangladesh   | <b>Square Hospital Ltd.</b> 18F, Bir Uttam<br>Qazi Nuruzzaman Sarak, West<br>Panthapath  |
|--|---|--|--|
| Facilities/<br>Units &<br>Contact<br>Numbers | Emergency Service<br>Dental Centre, ENT & Head &<br>back Injury, Cancer Care<br>Centre, Neuro Center,<br>Nephrology, Nuclear<br>Medicine, Radiology and<br>Imaging Hospital contact<br>number: +880 2 8836000-<br>10(8066), Emergency contact<br>number: +880 01914001234<br>hotline: 10666 | Accident & Emergency Service<br>Bone & Joint centre<br>Hematology, Heart Centre<br>Kidney & Urology centre<br>Mother & Child Centre<br>Neuroscience centre<br>Surgical centre , Allied Health,<br>Hospital contact number: + 88<br>02 8401661- 5 , EMERGENCY<br>Hotline: 10678, Ambulance:<br>01714-090000 | Pulmonary Medicine , Gastroenterology<br>Neurology, Hematology<br>Nephrology, Physical & Rehabilitation<br>Medicine Orthopedic & joint Surgery<br>Neurosurgery Dental Surgery<br>Emergency Medicine & Trauma Surgery<br>Cardiovascular & Thoracic Surgery,<br>Hospital contact number Phone: +88 02<br>8159457, 8142431, Mobile: 01713141447 |

## International and Domestic Airports and Flights- Chittagong, Jossore, Dhaka

| Name of the<br>Airport-   | International Flights   | Domestic Flights (Destination: Dhaka/<br>Chittagong/ Jossore)  |
|---|---|--|
| Chittagong Shah Amanat<br>International Airport,<br>IATA code: CGP, City:<br>Chittagong | 01. Flydubai ( Destination: Dubai, UAE)<br>02. Regent Airways (Destination: Kolkata,<br>India & Bangko, Thailand)<br>03. Air Arabia ( Destination: Sharjah)   | 01. Regent Airways (Destination: Dhaka)<br>02. US-Bangla Airlines (Destination: Dhaka)<br>03. Novoair (Destination: Dhaka)<br>04. Biman Bangladesh Airlines (Destination:<br>Dhaka)<br>05. United Airways (Destination: Dhaka)   |
| Jossore Airport, , IATA<br>code: JSR, Jossore.  | NO INTERNATIONAL FLIGHT   | 01. Regent Airways (Destination: Dhaka)<br>02. US-Bangla Airlines (Destination: Dhaka)<br>03. Novoair (Destination: Dhaka)<br>04. Biman Bangladesh Airlines (Destination:<br>Dhaka)<br>05. United Airways (Destination: Dhaka)   |
| Shah Jalal International<br>Airport, Dhaka<br>IATA Code: DAC                            | 01. Air Arabia ( Destination: Sharjah)<br>02. China Southern Airlines (Dest: Guangzhou)<br>03. Mihin Lanka ( Destination: Colombo)<br>04. SriLankan Airlines ( Dest: Colombo)<br>05. Malaysia Airlines (Dest: Kuala Lumpur)<br>06. Qatar Airways ( Destination: Qatar)<br>07. Emirates ( Destination: Dubai, UAE)<br>08. Turkish Airways ( Dest: Istanbul, Turkey)<br>09. Cathay Pacific Airlines<br>10. .Biman Bangladesh Airlines. Destinations<br>:Singapore, Kuwait, London, Rome, Bahrain,<br>Abu Dhabi, Muscat, Hong Kong, Bangkok etc. | 01. Regent Airways 01. Regent Airways<br>(Destination: Dhaka, Jossore)<br>02. US-Bangla Airlines (Destination: Dhaka,<br>Jossore)<br>03. Novoair (Destination: Dhaka, Jossore)<br>04. Biman Bangladesh Airlines (Destination:<br>Dhaka, Jossore)<br>05. United Airways (Destination: Dhaka, Jossore) |

Ship owners are required to cover the pain and suffering, pay the medical expenses, lost wages and lost of earning capacity i.e need to cover all medical and living expenses of injured crew members until they reach maximum medical improvement. Unfortunately, most of the crew injury incidents suffer from lack of proper immediate physician's consultation. Master/ owners often make delay in informing local shipping agents/ club correspondents who often also makes delay in taking decision or even fails to ensure proper physician's consultation due to non availability of ready information. Failure to provide adequate and immediate medical care ultimately worsen the injured crew member's physical condition. Being club correspondents Coast To Coast P&I Services Ltd. are committed to provide the Association and members with our best possible professional service all the time and pleased to announce opening of new MEDICAL WING (coordinated by Dr. Mir Wazed Ali [GP] for 24/7 service) to reduce the extent of crew injury claims here at the Maritime Ports of Chittagong and Mongla. In this compilation, we tried to include all relevant information required for handling crew injury cases especially for treatment and repatriation purpose, in case the Club and their members indeed finds this useful, and do have an intension to work for further improvement of this compilation in future.

Nevertheless, in the event of any inquiry or suggestions, please feel free to raise us at [info@bdpni.com](mailto:info@bdpni.com).