Who is CHS?

Comprehensive Health Services, a Caliburn company

A Capabilities & Services Overview
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About Caliburn International

- End-to-end services and solutions supporting national defense, healthcare, international diplomacy and homeland security
- Proven operational experience providing solutions to U.S. federal government agencies and commercial clients
- Long-standing client relationships driven by a focus on integrity, performance and efficiency
- Global presence and local knowledge in over 30 locations around the world
- With approximately 7,000 employees across five continents, many of whom are bilingual in languages such as Spanish, French, German, Arabic, Farsi and Dari
- Cutting-edge technology and advanced analytics help our clients make data-driven decisions
Comprehensive Health Services (CHS), a Caliburn company, is one of the nation’s largest and most experienced providers of:

- Workforce health management
- Occupational medical services
- Medical readiness and response

Operating as a Caliburn company, CHS delivers associated healthcare services whenever and wherever they are required including:

- Medical readiness and response
- Health care management
- Non-medical counseling services
- Humanitarian response support
- Public health screenings
- Emergency shelter services
With over 45 years of experience, CHS serves international, U.S. Government, and commercial clients

- We perform pre-deployment and fitness-for-duty exams, disability management, medical surveillance, drug & alcohol testing, and health and wellness programs
- We provide specialized care and life support, including integrated health care, child and adult counseling, and case management services
- We manage complex workforce health programs for many of the nation’s largest companies and federal agencies, domestically and internationally, that serve military personnel, government civilians, and contractors
- We provide medical exam services using our extensive national provider network consisting of over 11,000 facilities and 17,800 providers
- Our technology-driven health care and telemedicine solutions provide tailored services to help employers ensure workforce health, well-being, and compliance issues anywhere in the world
Why CHS?
CHS has an established 45-year history as a leading national medical service provider

CHS has an international reputation for effective recruitment, administration, and staff retention

CHS has the proven ability to recruit and retain highly-qualified, properly trained, licensed, and reliable healthcare and behavioral health professionals

CHS has a full complement of corporate resources that include an active Top Secret facility clearance for use in compliance with contract requirements

CHS has mature corporate policies and procedures, including extensive and highly regarded U.S. government clearance processes

CHS has an extensive national physician network and comprehensive credentialing process

CHS is responsive and flexible to meet workforce health, safety and regulatory requirements

CHS is an organization that cares for people who care for others
CHS solves complex business challenges by leveraging our extensive experience and past performance history as represented by the following:

- Responded to New York City (NYC) COVID-19 pandemic support including:
  - Deployed 581 medical personnel and rapid responders to set-up and staff an emergency hospital facility at the Billie Jean King National Tennis Center
  - Provided medical staffing for relief support to local hospitals
  - Conducted workforce health screenings
  - Performed temperature scanning for COVID-symptomatic health workers quarantined at hotels

- Provided specialized care, life support, and integrated health care services, including counseling and case management services for over 26,000 children

- Conducted medical surveillance for 38,000 railway employees nationwide, including medical review services for the drug & alcohol program
Experience and past performance history (cont):

- Provided >12,000 arduous duty firefighters nationwide occupational medical exams, independent qualification determinations and scheduling support
- Fully staffed and operated 3 clinics in the Middle East across a 150,000-acre campus to serve a population of >17,000 employees, contractors, vendors, and visitors
- Quickly ramped-up and deployed 79 medically certified personnel to staff 17 ambulances in the Middle East over a period of 75 days
- Provided medical, psychological, fitness, and drug testing for ~7,000 immigration services personnel across 50 states and Puerto Rico
- Performed medical exam services for north american merchant mariner population totaling 8,542 from the U.S., Guam and Saipan
"The IHS (Indian Health Service) is responding to COVID-19 with an all hands on deck approach to assist the Mississippi Band of Choctaw Indians in the battle against COVID-19. The critical response team will further enhance the care at Choctaw Health Center by giving additional support to frontline health care workers….and provide the most vulnerable patients the greatest chance of survival. Choctaw people can rest assured that they will receive the best care available at their own hospital."

– Dr. Beverly Cotton, IHS Nashville Area Director

“The heart and soul of this organization is the spirit of the workers to accomplish the noble cause of this medical facility, without seeking any reward or return. It is that spirit which has made this medical facility a model in the city of New York….the best medical facility for recovery and rehabilitation of COVID-19 patients.”

– Dr. Shujaat Khan, PhD, patient at Billie Jean King National Tennis Center, New York City, NY
“In our partnership with CHS, since May 2005, we have developed a successful workforce exam program to assure the safety of our employees in the workplace and maintain medical standards regulatory compliance. CHS consistently demonstrates a professional, timely, proactive approach in our pre-employment, DOT, Return to Service, Medical Officer requested specialty exams, etc.”

– Chris Kowalkowski, DER & Director Medical Support Services, BNSF Railway Company

“If you asked me a year ago, I would have said this was impossible. If you asked me after your presentation, I would have said "hey... This could work". If you asked me after Basrah, I would have said "I never had a doubt". It has been - and will remain - my privilege to watch CHS in action.

– Dr. Mark Cohen of the State Department, DoD to DOS contract transition

“We’ve worked with civilian and military organizations from around the world and never have they been treated so well, and with such professionalism, as they were here by the staff of CHS.”

– U.S. Special Forces
CHS Non-Medical Counseling Services
CHS supports the health and well-being of civilian and military workforces

- Our teams provide medical support and behavioral health care, including mental health screening, non-medical counseling, and case management

- We provide education and training for:
  - Conflict resolution
  - Stress and anger management
  - Leadership and communication skills
  - Emotional intelligence

- We also support work readiness, stability, and wellness for individual team members or groups, including:
  - Child and adult counseling
  - Consultation
For targeted advocacy, education, and assistance, CHS health care management and counseling services address the following needs of children, adults, and families:

- Abuse and neglect
- Trauma informed care and grief management
- Family dynamics
- Children and family health and welfare
- Evidence-based treatment and assessment
- Risk-based assessment and treatment planning
- Wraparound case management
- Problematic sexual behavior
- Coping skills
- Career guidance
CHS Medical Capabilities
Our performance history demonstrates CHS’s proven ability for solving complex business challenges and rapidly deploying emergency response teams to support extreme conditions and mission operations throughout the world including:

- Deploying a rapid responder team to set-up and staff an emergency hospital facility and provide medical staffing relief support to local hospitals in NYC during the COVID-19 pandemic
- Performing COVID-screening, contact tracing, and absence management to assist U.S. businesses expedite employees’ safe return to the workplace
- Supporting FEMA operations for hurricane relief support
- Providing medical support to disaster relief efforts
CHS performs medical screening, drug & alcohol testing, and exams:

- Conducts exams and screenings for dispersed personnel
  - Pre-placement
  - Return-to-work
  - Independent medical examination (IME)
  - Medical surveillance
  - Executive and employee health screenings

- Maintains a corporate staff of physicians who provide Medical Review Officer (MRO) services for collection results

- Assesses personnel working in hazardous environments or who may be exposed to biological, chemical or physical hazards
CHS sustains a global reputation for effective recruitment and administration:

- We retain highly-qualified, properly trained, licensed, and reliable healthcare professionals
- We apply mature corporate policies and procedures
- We hold U.S. Government clearances
- We assure regulatory compliance
- We use encrypted technology and medical records systems
CHS employs over 50 Physicians, 34 Physician Assistants, 20 Nurse Practitioners, and 150 Registered Nurses who are all vetted with diverse licensures, certifications and specialties.

We provide comprehensive medical consultative services and medical oversight to organizations without an established medical department.

Our Absence/Disability Management department includes highly professional case managers who work with employers to provide maximum cost savings while delivering the best fit for duty outcomes for the workplace:

- HR staff
- Safety staff
- Medical professionals
- Employees
We maintain a comprehensive supply chain that includes authorization to procure and ship:
- Medical supplies
- Medications

We assess and identify training needs and customize solutions

We manage preventive and health promotion programs

We provide public health and behavioral health care services

We facilitate:
- Medical equipment maintenance, calibration, and repair
- Logistics support
- Inventory control
CHS rapidly deploys medical staff, equipment, materials, and supplies for initial support response anywhere in the world within 48 hours:

- Follow-on team operations and medical aid stations in support of large and small contract operations
- Seamless integration with military and civilian medical teams
- Response to natural disasters or ongoing projects (construction operations, maintenance, and logistics)
- Set-up and fully operate temporary, on-site, customer-specific clinics anywhere in the U.S. and its territories within 72 hours
- First-aid, routine care, acute care, emergency intervention and treatment services, and other occupational health services
- On-site clinic services/acute and emergency illness care
In support to FEMA, CHS provided 24/7 medical support services to staff and evacuees for hurricane relief support:

- Medical station averaged 80 guest visits per day, for a total of 5,227 guest visits
- Special needs shelter had up to 26 guests, requiring over 180 doses of medication and over 60 blood glucose checks per day
- Metro Ambulance Service performed 353 ADA van transfers and 62 emergency ambulance runs during shelter operations
- Personnel completed 28,324 person hours without a first aid or vehicle accident
CHS deployed emergency medical and critical care response teams to:

- Provide support to frontline health care workers with the Mississippi Band of Choctaw Indians in their battle against COVID-19; treat patients, expand capacity, and train health care professionals in the management of COVID patients.
- Staff New York City (NYC) emergency hospital facility in response to COVID-19 pandemic
- Provide relief staff for medical support to NYC hospitals during the COVID-19 pandemic
- Provide medical support and security assistance to personnel evaluating Haitian medical response infrastructure, post-earthquake
- Respond to an infectious disease outbreak in South America within 24 hours of notification; perform medical exams, consultation, treatment and immunizations
- Assess medical infrastructure of 10 medical facilities in the Sudan, including capabilities, size and location; provide recommendations for increased capabilities
CHS provided medical support, screening, and temperature scanning for the:

- Local hotel program at locations throughout NYC during the COVID-19 pandemic
- Surge of immigrants arriving at the southwestern U.S. border
- Enhanced screening of passengers traveling from ebola affected countries” at five U.S. international airports
CHS leads the way in providing safe, secure, and cost-effective emergency shelter solutions for humanitarian services support

- We leverage industry best practices in quality case management, clinical and medical services to provide compassionate on-demand care and disaster response shelter operations
- Our emergency temporary shelters and state licensed permanent shelters provide a full spectrum of medical support and life support services
- Managed by professional clinicians, shelter staff provides medical services, case management, clinical counseling, education, vocational training, recreation, and transportation services
- We provide centralized case management remotely using technology to perform at the same level of quality as on-site services
Medical Management Solutions
CHS provides flexible, performance-based workforce health programs tailored to the unique needs and risks of each organization.

Our service delivery capabilities include:
- Multi-site worksite health programs
- Staffing for onsite or remote locations
- Mobile medical services
- National health care provider network
- Absence management services
- COVID-19 screening and testing, employee return-to-work, contact tracing
- Medical readiness teams deployed on an emergency response basis

Our medical exam management services:
- Are available individually or as a bundled service package
- Comply with federal and regulatory requirements for government and commercial workforce health programs
Our national provider network ensures that customer’s employees are medically capable to perform their job safely and successfully.

Our occupational health services and support capabilities include:

- Pre-placement/pre-deployment/post-deployment exams
- Occupational health screenings
- Fitness-for-duty/return-to-work exams
- Regulatory periodic exams
- Medical surveillance
- Disability/subspecialty exams
- Independent medical exams
- Drug & Alcohol testing (DAT)
Caliburn applies best practices from over 45 years health services experience
- Our three-fold medical service delivery capabilities includes:
  - Worksite health programs
  - Extensive national network of healthcare providers
  - Medical readiness teams

We help employers:
- Reduce healthcare costs and lost time
- Assure 100% medical compliance
- Tailor services to various workforce configurations:
  - Consolidated
  - Dispersed
  - Mobile
  - Virtual
On-site medical exam services, testing, and screening capabilities include:

- Phlebotomy and x-ray services
- Corporate flu vaccines
- Employee TB screening
- Drug & Alcohol testing
- Travel vaccines/immunizations
- Biometric screenings
- Corporate flu vaccines
- Wellness portal
- Health risk assessments
- Wellness education/counseling
- Aggregate reporting
Our mobile medical unit is fully equipped and staffed to perform:

- OSHA audiogram testing
- Hearing protection testing
- Respirator protection and respirator mask fit testing
- COVID-19 screening and temperature scanning
- COVID-19 antibody and serology testing
- Medical surveillance exams
- Corporate flu vaccines
- Travel vaccines/immunizations
- Drug & Alcohol testing
The CHS national provider network includes over 11,000 facilities with ~ 17,800 providers throughout all 50 states and the U.S. territories.
Our coverage cross-matches sites and protocols to locations within the network

Our credentialing process:

- Meets National Committee for Quality Assurance Standards
- Utilizes affordable quality healthcare
- Verifies and validates:
  - State license for practicing states
  - Board certification
  - Professional liability insurance coverage
  - Medicare/Medicaid for all providers
  - Malpractice claims history for all providers
  - Professional liability insurance coverage
Medical Tracking System (MTS) – event tracking system that provides information on all examination tasks

Client Access System (CAS) – client portal for authorized users that provides access to exam information

Provider Information Network System (PINS) – database for maintaining record of our worldwide provider network

Examinee Access System (EAS) – portal for client examinees to access and process pre-examination paperwork and forms
CHS developed mLink as a proprietary, secure, internal tool that:
- Performs event tracking for operations
- Supports nationwide medical examination programs for our customers

Our systems reside in a secure data center that is SOC-1 Type II and SOC-2 Type II Certified, a certification recognized worldwide as one of the strictest audit standards for service providers.

We perform monthly external and internal vulnerability scans to identify critical issues and address them as quickly as possible.

We utilize role-based access controls on our network to ensure that only designated CHS employees will have access to client data.
Global Medical Services
CHS provides medical and associated healthcare services wherever tailored healthcare delivery services are required.

We support a continuum of healthcare services including:

- Acute and primary care
- General dentistry
- Pharmacy
- Lab
- Radiology
- General and trauma surgery
- Telemedicine
- Urine drug screening
- Public health
- Emergency medical services (EMS)
- Evacuation to levels of care in areas challenged by geography geo-politics and conflict

Our experience employing advanced medical technology and western standards of care have resulted in maintaining healthy workforces, returning employees to duty expeditiously, and saving the lives and limbs of U.S. civilians and U.S. and coalition forces.
We provide triage and immediate life-saving medical interventions for patients preparing for, or awaiting transport to higher levels of care beyond that of Level 1 or Level 2 and 2+ facilities:

- Preventive health measures
- Fluid hydration
- Hemorrhage
- Airway support
- Wound care and closure
- Mild to moderate infections of the skin, eyes, ears, mouth, throat, nose, urinary tract, upper respiratory, and gastrointestinal tracts
- Pain control
- Trauma stabilization
- Orthopedic injuries

140,000+ TOTAL PATIENT POPULATION SERVED
Our medical teams rapidly respond with the needed care and treatment to:

- Provide medical services to civilian workers
- Provide emergent and routine medical care and treatment
- Equip aircraft with medical evacuation (MEDEVAC) capabilities
- Develop distribution center
- Offer emergency cardio pulmonary resuscitation (CPR)
- Perform first aid
- Conduct safety training
Advanced outreach to specialist and sub-specialist medical providers using remote telemedicine and robotic capabilities

Use of up-to-date and clinically tested tools to enhance both clinical and surgical patients

Partnership with University of Miami, Miller School of Medicine for state-of-the-art capabilities
Emergency medical services personnel provide initial on-site incident command and mass casualty response, 24/7/365

Primary response areas are:
- Personnel safety
- Medical treatment
- Maintaining situational control

Ground ambulance services
Facilitate intra-theatre and patient evacuation
Program management, administration and logistics
Qualified medical teams trained on local conditions
Periodic refresher training on aircraft response and flight line driving safety
Our emergency response team administers emergency pre-hospital care and transfers patient(s) to higher level care facilities, including performing and facilitating:

- MEDEVAC services
- Routine primary care
- Medical evaluations
- Periodic exams and treatment
- Drug screening
- Inoculations/immunizations
- Occupational care and testing
- Health and wellness physicals
Our logistics management team strategically:

- Sources medical supplies and equipment
- Procures equipment, materials, and supplies
- Maintains inventory
- Mobilizes equipment, materials, parts and supplies
- Collects/maintains medical records in secure formats
- Trains and certifies personnel
- Prepares and implements quality assurance plans
- Transfers patients to MEDEVAC helicopter and air ambulance
- Oversees food and water quality inspections in accordance with Codex Alimentarius, Water, Safety, Food and Drug Administration and the United States Department of Agriculture, ServSafe, and Hazard Analysis and Critical Control Point standards
CHS simulation modalities include:
- Haptic
- Mannequin
- Computer simulation
- Audio-visual simulation

Our simulation operators:
- Provide feedback on training sessions
- Conduct simulation operations and maintenance
- Assist in the design, development testing, and implementation of training content
- Review instructor material and mentoring plan
- Prepare technical and non-technical equipment
- Prepare different environmental settings to match clinical context
► CHS teams perform on-site facility assessments to evaluate:
  – Staffing
  – Size and location of facilities
  – Condition of facility
  – Equipment and supplies
  – Medical infrastructure
  – Current medical capabilities

► Upon completion, our teams produce detailed reports that record assessment findings and site recommendations
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