

To : Shipowners, captains and designated crew members  
From : KNRM RMD doctors  
Date : November, 2025  
Subject : KNRM - Contact with the Radio Medical Service of the KNRM

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### Life-threatening situation

If you need medical assistance in case of a life-threatening situation, please call the Netherlands Coastguard directly: +31 88 958 4020. Make sure the contact person has a good command of Dutch or English. The Coastguard will immediately alert the RMD.

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The doctors of the Radio Medical Service (RMD) of the Royal Netherlands Sea Rescue Institution (KNRM) are regularly consulted by seafarers all over the world. More information about the RMD can be found on our website: <https://www.knrm.nl/redden-en-helpen/radio-medische-dienst>. The RMD doctors are bound by their medical professional secrecy.

## Consult RMD

Via the step-by-step plan below you can send an e-mail to the doctor of the RMD:

1. Choose the correct email address
2. Use the words **Advice**, **RMD** and **KNRM** in the subject line
3. Make sure the contact person has a good command of Dutch or English
4. Complete the [RMA Questionnaire](#) and add it to your e-mail

After completion of the above steps you can send the e-mail to the RMD. In view of the privacy of the patient, it is not desirable that the shipping company is included in the e-mail exchange with the doctor.

### Explanation of the steps:

#### 1. Choose the correct e-mail address

The RMD can be reached via three e-mail addresses:

- a. For NON-URGENT assistance, please email: [00@rmd.knrm.nl](mailto:00@rmd.knrm.nl)
- b. For urgent assistance, please email: [32@rmd.knrm.nl](mailto:32@rmd.knrm.nl)
- c. For urgent, life-threatening assistance please email: [38@rmd.knrm.nl](mailto:38@rmd.knrm.nl)

There is an alarm on these e-mail addresses. Only in the case of a NON-URGENT message does this alarm not go off at night at the doctor's office. He will only receive a notification at 08.00 a.m. CET.

#### 2. Use the words **Advice**, **RMD** and **KNRM** in the subject line

Use the words **Advice**, **RMD** and **KNRM** in the subject line. That way the message will pass the KNRM spam filter.

The e-mail addresses of the RMD must be on the "Whitelist" of the ship/company, otherwise the replies from the doctor will not reach the ship.

Please do not cc the physician if the ship is contacting the shipowner after the physician's advice. Often only logistical matters are discussed which are not relevant to the doctor. However, the cc entry gives the doctor alerts, even in the middle of the night.

#### 3. Good command of Dutch or English by the contact person

It is important the contact person for the RMD doctor is able to express himself well in English or Dutch. Messages in English will be answered in English and Dutch messages in Dutch. If the speaking skills are insufficient, please contact us by e-mail.

#### 4. Complete the RMA questionnaire and add it to your e-mail

When you send a message to the RMD, it is important to fill out the RMA questionnaire completely. It prevents the doctor from having to ask extra questions after you have reported the symptoms. This can waste a lot of valuable time.

The questionnaire is available in Dutch and in English, and can be found at the bottom of the page <https://www.knrm.nl/redden-en-helpen/radio-medische-dienst>. This questionnaire consists of:

- A. General questions about the ship and its position

- B. Personal data of the patient
- C. Data in the event of an Accident (C2 and C7)
- D. Data for Illness (D3)
- E. Results of the physical examination
- F. Specific questions to the doctor

The following points of attention apply:

- Describe very accurately the situation in case of illness (D3) or an accident (C2 and C7)
- Indicate the nationality of the patient. This information is required in the event of an evacuation.
- Include photos for clarification where possible. Send this as jpg. file. The limit for the e-mail including photos is 10 MB. Pay close attention to the exposure when taking a photo. In addition to a detailed photo, it is also desirable to include an overview photo.

## Feedback requested

The RMD would like to receive feedback on the advice given once the request for advice has been completed. This way the quality of the RMD's services can be continuously improved. The RMD would like to receive the answers to the questions below via [00@rmd.knrm.nl](mailto:00@rmd.knrm.nl):

- Has the advice given achieved the desired effect?
- How is the patient after treatment?
- How did the repatriation go?
- What was the final conclusion of the doctors in the hospital?
- Use the words **Advice, RMD and KNRM** in the subject line.

## Prepare before setting sail

The doctors of the RMD regularly have to deal with situations on board which hinder the proper execution of their advisory work.

To avoid these situations, it is important to pay attention to the following points of attention before the ship sets sail:

- Make sure the medicine chest and all medical devices are fully stocked and usable. Know where they are located. Discuss regularly, and practice requesting and following medical advice regularly!
- Do not set sail with a sick crew member.
- Make sure the Chief Medical Officer or Master and Chief Officer know if crew members use medicines and, if so, which person on board uses which medicines, including the correct dosage. This is vital information for doctors when treating injuries. For example, the use of blood pressure lowering or blood thinning medicines.
- Make sure that crew taking medication brings enough medication for the trip itself and for any overrun.
- Make sure crew members have healthy teeth. The doctors often have to prescribe antibiotics for dental infections that can be easily prevented by going to the dentist on time.
- Make sure you have the right urine strips on board, prescribed is minimal: blood, glucose, protein, nitrite and leukocytes.
- Ensure that the Medic training refreshers also apply to the foreign captains.
- Check the crew's vaccinations.
- Send the above information also to the company doctor.

## Prevention tips:

- Make sure that the hazardous materials book on board is kept up to date, so that immediate action can be taken in the event of accidental contact.
- If a crew member has been ill for an extended period or has been given medication that affects their functioning, it is important that the crew member contacts the company doctor before returning on board. It is desirable that this is included in the organization's absence procedures.