



# Medical Services Capability Statement

Specialist medical resources  
dedicated to your environment

[www.panopticsolutions.com](http://www.panopticsolutions.com)





## Who we are

**Panoptic Solutions is a security and medical risk management company which specialises in taking a holistic approach to our clients safety by managing their security and medical profiles in complex, austere and remote environments.**

We service a broad range of clientele, providing our hybrid medical services across an array of corporate, family office, government and private industries.

We have a proven track record supporting our clients' business, irrespective of industry, via our unique ability to leverage our:

- Robust internal auditing system - Panoptic Vigilance,
- Medical Advisory Panel which adheres to our clinical governance framework,
- Operate within OHS guidelines,
- Independent drug licences in Australia, and
- 24/7 consult ability with our Clinical Management Team.

Panoptic Solutions primarily operates in Australasia, South East Asia and the Pacific region, however have operated in remote locations such as Antarctica, Guyana and the Galapagos Islands.

Our strategically located offices in Australia, Indonesia and New Zealand provides us with an Asia Pacific platform to launch our operations throughout the region and worldwide. We utilise vetted and trusted local assets in countries where we don't have a physical office.



## 5 Continents

Our strategically located offices in Australia, New Zealand & Indonesia provides us with an Asia Pacific platform to launch our operations throughout the region and worldwide.



## 150 Years Experience

Our personnel have proven track records in high-risk, remote, austere and complex environments; with backgrounds in military, law enforcement and emergency services.



## 27 Countries

Primarily operating in Australasia, South East Asia and the Pacific Islands, however, we have experience in remote regions such as Antarctica, Guyana and the Galapagos Islands.



## 1000+ Projects Completed

We are industry agnostic and provide our hybrid services across an array of corporate, family office, government and private industries.





## Our Services

Panoptic Solutions have servicing capabilities and offices across Australia, New Zealand and Asia Pacific to provide a holistic approach to security, health and safety for our clients. Whether you require independent medical support or a full scale service clinic for an extended period Panoptic Solutions can provide a service that suits your business and industry needs.

- **Emergency Medical Response**
- **Onsite, Offshore or Industrial Medical Support**
- **Medical Capability Consulting**
- **Clinical Audit & Governance**
- **Travel & Expeditionary Medical Support**
- **Security Medics**
- **Event Medical Support**

Our team consists of highly experienced and registered Doctors, Paramedics and Nurses who can travel with our clients or meet them in location. We carefully select and scrutinise specialist personnel to provide the services offered by Panoptic Solutions. Our personnel have proven track records across a broad range of abilities specialising in high-risk, remote, austere and complex environments. These include former military, law enforcement and emergency service personnel.

”

Large team corporate support or small team individual support, we know a top notch disciplined medically certified operator will be there. The Panoptic Team have provided industry standard support, time after time, whether on mainland Australia, Indonesia, Indochina or any other requested location.

**PRINCIPAL OWNER - OPSTRUCTURE USA**



# Our Capabilities & Assets

## **Advanced Pharmacology | Drug Therapy Protocols (DTP's)**

Panoptic Solutions administers pharmacology in accordance with its Drug Therapy Protocols. This is developed by its Medical Advisory Panel, which consists of its Medical Director, a Paramedic Clinician and a senior state Emergency Specialist.

Authority is provided through Australian State Government Health Departments. These Drug Therapy Protocols include a full suite of ALS oral, intramuscular and intravenous drugs.

## **24/7 Operational Support**

Our operations centre is staffed 24/7 which ensures that we can respond appropriately to your case at any time. We are able to coordinate emergency support while you concentrate on the scenario at hand.

## **Clinical Staff - Doctors | Paramedics | Nurses**

Highly skilled and experienced clinical staff who are capable of supporting clients and teams in Hostile environments, Security & Protection Teams, maritime environments, sports events, industrial settings, mining, oil and gas.

## **Modern Technology & Monitoring Equipment**

Panoptic Solutions carries a full range of stores and equipment specific to each task in addition to having current and established independent supply chain for resupply of stores and drugs. Our stores include:

- Trauma Packs
- Collapsible Stretchers
- Portable Defibrillator's
- Airway Equipment
- Tablet Cardiac Monitors
- Vital Sign Monitoring Devices





# Operations Map





# Why Panoptic

01

Proven record of being fiscally sustainable and operationally reliable, since 2010.

02

Over 150+ years of combined experience in medical and military service provided by highly experienced and qualified clinicians including Paramedics, Nurses and Doctors.

03

Proudly Veteran owned and operated business.

04

Commercially operated entity with a strong track record of positive engagement with our employees without the need of union assistance.

”

“Panoptic Solutions have consistently maintained a high standard of professionalism in the delivery of their service. They provide only the highest calibre of personnel from qualified and experienced backgrounds, who perform their duties professionally and with no fuss! I have no hesitation in recommending Panoptic Solutions to any organisation, or individual, looking for peace of mind...”

**ANDREW E. - PEABODY ENERGY**



# Why Panoptic

- 05** Clinical Practice Guidelines (CTG's) and Drug Therapy Protocols (DTP's) annually reviewed by our Medical Advisory Panel.
- 06** Medical compliance structure in place via our expert Legal and Clinical leadership team.
- 07** Commercial Paramedic Drug Licencing throughout Australia.
- 08** An established Clinical Governance Framework including a comprehensive system for reportable salient events.
- 09** Current and established independent supply chain for resupply of stores and drugs.
- 10** Fully insured (Public liability, Medical Malpractice, Professional Indemnity, Corporate Travel & Work Cover)





# Leadership Team



**TROY CLAYDON**  
MANAGING DIRECTOR

Troy is the founder and Managing Director of PanopticSolutions. Over the past twenty years, he has planned and managed a full range of security and medical operations including complex protection tasks, medical evacuations, risk mitigation operations, remote medical interventions, and installation security within challenging and hostile environments.

Troy is a qualified and registered frontline Paramedic, who continues to serve with a state based Ambulance Service. He has a service history of over fifteen years during which time he instructed personnel in combat and remote medicine.



**FALLON CLAYDON**  
LEGAL & COMPLIANCE MANAGER

With over ten years experience in commercial law as a solicitor, Fallon provides expert legal advice and monitors the compliance and regulatory requirements for Panoptic Solutions. Fallon value adds to Panoptic Solutions and its clients by providing sound and valuable legal advice regarding intricate security issues as well as liaising with various law enforcement agencies.

Fallon manages every legal matter and ensures Panoptic maintains appropriate policies and procedures, as well as auditing requirements with personal attention and diligence.



**DR. KIERAN MCCARTHY**  
MEDICAL DIRECTOR

As an Australian military trained doctor, Kieran provides oversight and compliance of all of our medical operations and clinical governance. Kieran has a distinguished service history of over 12 years with the Australian Army including three years providing the full spectrum of direct action support as a doctor within Special Operations Command.

Kieran holds a Fellowship of the Royal Australian College of General Practitioners, a Masters of Public Health (Disaster & Emergency Management), and is also qualified in aviation and diving medicine.



## Case Study: Oil and Gas/Resources Sector Medics - Australia

### The Challenge

A multinational LNG company was under threat of shutting down support operations due to their incumbent site medical providers inability to staff the project. Project managers contacted Panoptic Solutions to provide a short notice, remote site medical capability to ensure no further delays would occur.

### The Solution

Panoptic Solutions was able to deploy experienced and qualified Paramedic support and medical equipment within 48 hours of the request. This included health checks of support staff, medical training provided to local indigenous workers and onsite immediate medical care. This support was further extended at the request of the client.

### The Result

The result for the client was sustained, uninterrupted operations for the LNG project throughout the period which Panoptic Solutions was onsite.

# Case Study: Maritime Medical Support - South America

## The Challenge

A short notice, highly qualified medical capability was requested for a High Profile Family travelling and sailing throughout South American waters. Rather than take chances and source a local option, Panoptic Solutions was recommended to the Family Office by a previously satisfied client.

## The Solution

The Family Office were presented with two travel and expeditionary medical support options:

1. A Remote Paramedic - Registered, Western trained and highly experienced in pre-hospital emergency and remote medicine; and/or
2. An Expeditionary Doctor/Medical Physician - Western trained and educated Doctor, experienced in remote, wilderness and maritime medicine.

Both of these options came with modern medical equipment, drugs and current knowledge of best practices and procedures.

Ultimately a Panoptic Solutions Expeditionary Doctor/Medical Physician was provided. As part of our planning, Panoptic Solutions provided a full medical intelligence report consisting of local medical facilities and their capabilities, an assessment of medical response in the region and links to EMS providers throughout.

## The Result

The family and crew sailed throughout the region for three weeks. Over this period several shore excursions were planned and various locations visited. Inclusive of providing medical peace of mind during these excursions, Panoptic Solutions Doctor assisted with logistics, equipment carriage and client facilitation. Several minor ailments and moderate trauma related injuries were treated on board with professionalism and minimal fuss. The client was highly impressed with the services provided by our Panoptic Solutions and extended an invitation to provide services as a personal travel doctor on an ongoing basis.





## Case Study: NGO Medical & Security Support - India

### The Challenge

An international Non Governmental Organisation and its UHNW/High Profile CoFounder was conducting aid work throughout remote and impoverished regions of India. The NGO staff were meeting with villagers and various officials from a broad range of backgrounds. This task not only exposed them to potential security threats but also many significant health hazards and concerns.

### The Solution

Panoptic Solutions embedded into the NGO multinational security team to provide immediate support and ongoing guidance. We assisted in planning and preparation prior to their arrival and safely facilitated the movements of the CoFounder and NGO staff. Over the 3 week task, two staff members were overcome with illness, however with immediate medical support provided on-hand by Panoptic Solutions security medics, both staff members were appropriately cared for and able to complete their charity work.

### The Result

The outcome for all was a safe and secure journey through India, providing some much needed aid work to the remote regions. This NGO continues to request the services of Panoptic Solutions and remains a committed long term client.



# Contact Us

At Panoptic Solutions, we are steadfast at delivering an experienced, trusted, and proficient medical support system that is customised to meet your business and industry needs. Contact us to arrange an interview with one of our clinical managers to discuss how we can support you.

**1300 651 407**

**[info@panopticsolutions.com](mailto:info@panopticsolutions.com)**

## **Australia**

Level 15, 2 Corporate Court,  
Bundall, Queensland  
Australia, 4217

## **New Zealand**

Auckland

## **Indonesia**

PT Panoptic Solutions Asia  
Icon Business Park E-9,  
Jalan BSD Raya Barat,  
Tangerang, Banten - 15345

**[www.panopticsolutions.com](http://www.panopticsolutions.com)**