

Case Study:

On-Site Medical Staffing and Clinical Setup for a Four-Day Corporate Conference

Service line: Event Medical Services & Temporary Clinical Deployment
Region: Hotel / Conference Facility, on-site deployment
Client profile: Elite financial services firm, large-scale internal conference

Overview

A leading financial services company engaged our team to provide dedicated on-site medical cover for a four-day internal conference bringing together large numbers of staff and executives, including many attendees travelling from overseas. Rather than relying solely on local emergency services, the client wanted a proactive, discreet, on-site clinical presence capable of handling everything from minor ailments to a genuine medical emergency, without disrupting the conference itself.

The Challenge

Delivering safe, effective medical cover for an event of this scale and profile presented several challenges:

High-density, high-profile population:

A large number of attendees concentrated in one venue over several days, including senior executives, meant any medical incident had the potential to affect the event's schedule and required a fast, discreet response.

International attendee base:

Many delegates had travelled internationally and were away from their usual GP or pharmacy, creating a steady undercurrent of medication and prescription-related needs alongside routine travel related ailments and event injuries, as well as more complex travel related issues such as Deep Vein Thrombosis.

No existing clinical infrastructure:

The hotel/conference venue had no dedicated medical facility, so a functioning clinic had to be built from scratch within the venue for the duration of the event.

Full clinical spectrum, single team:

The deployed team needed to be equipped to manage everything from minor cuts, headaches, and stomach upsets through to a serious, potentially life-threatening emergency — without over- or under-resourcing the operation.

Time pressure:

The clinic needed to be fully operational, staffed, stocked, and integrated with local medical facilities before delegates arrived, within a standard event mobilisation timeline.

Why It Mattered

Large corporate events bring together significant numbers of people, often including senior stakeholders and international travellers, in a setting with no existing medical infrastructure. This case demonstrates the value of proactive, on-site clinical cover: routine issues are resolved quickly and discreetly, overseas delegates are supported with practical needs like medication, and — critically — the organisation has a properly resourced, pre-planned response ready if a genuine emergency arises.

Outcome

The conference ran for its full four days with a fully functioning on-site clinic in place throughout, giving the client confidence that medical needs — from the routine to the serious — were being handled discreetly and professionally without interrupting the event.



Our Response

1. On-Site Clinic Set-Up

Working within the hotel/conference facility, our team established a dedicated, private clinical space for the duration of the event. This included medical equipment, a stocked pharmaceutical supply, and consumables appropriate for the anticipated range of presentations, from minor injuries to acute emergencies.

2. Multi-Disciplinary Clinical Team

A team comprising a doctor, a nurse, and a paramedic was deployed on-site for the full four days. This skill mix allowed the clinic to triage and treat a wide range of conditions in-house, escalate appropriately when needed, and maintain continuous cover across the event's full schedule.

3. Local Medical Network Coordination

Ahead of the event, our team established direct contact with local medical facilities and emergency services, ensuring clear escalation pathways were in place before the conference began. This meant that if a case exceeded what could safely be managed on-site, transfer and admission could happen quickly and without confusion over logistics or clinical handover.

4. Day-to-Day Case Management

Over the course of the event, the on-site team managed a steady volume of minor presentations — including everyday ailments, minor injuries, and general wellbeing concerns — allowing delegates to be treated quickly and return to the conference with minimal disruption.

5. Prescription and Medication Support

A recurring need among international attendees was access to prescription medication left at home. The on-site doctor was able to assess these cases directly and provide appropriate prescription support, avoiding the delay, inconvenience, and disruption of delegates having to seek out local pharmacies or clinics independently.

6. Emergency Escalation

During the event, the team identified and managed two serious medical emergencies involving delegates. The on-site clinical team stabilised these individuals and coordinated a rapid, well-organised transfer to the local emergency room, drawing directly on the escalation pathway established in advance. Continuity of clinical information was maintained from on-site assessment through to hospital admission and beyond.

Key outcomes:

- Numerous minor cases treated and resolved on-site, reducing disruption to delegates and the event schedule
- Prescription support provided to multiple overseas attendees, avoiding reliance on local pharmacies
- Two serious medical emergencies safely stabilised on-site and transferred to hospital via a pre-established escalation pathway
- No disruption to the conference programme as a result of medical incidents
- Full clinical cover maintained for the duration of the event, from set-up to stand-down

This case study has been anonymised to protect client and attendee confidentiality. Details reflect the general nature of the case and the services provided.