

MEDICAL ADVISORY SERVICES:

MEDLINK & PASSENGER FIT-TO-FLY

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# WHO WE ARE

MedAire has assisted airlines since 1985 with the management of in-flight medical events – and their prevention. We are the leading provider of medical, training, equipment and security solutions in the aviation industry. Our integrated approach provides consistent care to crew and passengers in the air and on the ground. Let MedAire’s nurses, doctors and operational experts help you meet your duty of care responsibilities and operational goals.

# GROUND-BASED MEDICAL ADVISORY SERVICE (MEDLINK)

MedAire pioneered ground-based medical advisory services for airlines over 30 years ago. As such we manage tens of thousands of passenger fit-to-fly assessments and in-flight medical events every year.

When a medical situation arises during a flight, crewmembers have ready access to emergency care and dedicated doctors for advice and assistance. MedAire doctors are there to help crewmembers prevent medical situations from escalating – or cope with them as they occur.

Today there are three dedicated MedAire MedLink Global Response Centres around the world: Phoenix (our flagship), Beijing (for native Mandarin speaking clients), and Frankfurt (for native German speaking clients). Each centre is staffed by critical care nurses and practising doctors who are trained on how altitude can impact the body, airline protocols, on-the-ground procedures and the medical equipment available on board.

# OUR MEDICAL ADVISORY SERVICE PROVIDES:

* Unlimited 24/7 access to our team of critical care nurses for the assessment of a passengers medical fitness to fly.
* Unlimited 24/7 air-to-ground assistance from the doctors at MedAire’s MedLink via satellite phone patch, HF/VHF radio, ACARS and medical diagnostic equipment.
* Expert medical guidance on how to manage an event using the resources available onboard.
* Real-time consultation and recommendations for medical diversions.
* HIPA compliant incident notifications and reporting
* All data and communications are recorded and documented.
* Monthly reports, annual review, benchmark analysis and recommendations for process improvement and efficiencies.

# AT THE GATE - IN THE AIR - AT DESTINATION - AND BEYOND



24/7 ADVICE & ASSISTANCE

At the gate passenger fit-to-fly assessments

In-flight medical events for both crew and passengers

Diversion recommendations

ARRANGEMENT OF LOCAL EMERGENCY SERVICES

Coordinate with dispatch, airport operations, and local emergency services to meet diverted flights for

medical treatment of passenger.

REPORTING & ANALYSIS

Calls recorded for quality assurance Monthly activity reporting

Post-event analysis & recommendations Benchmarked against like carriers

# PRE-FLIGHT: AT THE AIRPORT

Airline personnel are encouraged to call MedAire for an assessment of a passenger’s medical fitness to fly, if it is in question. Adequately assessing a potentially infirmed passenger may prevent disruptions down the road.

THE ASSESSMENT IS QUICK AND EASY; AND STARTS WITH A PHONE CALL.

* Our dedicated nurses are trained on delivering quality, sensitive customer care, and aware of airline regulations, our dedicated nurses may ask the questions crew members may not feel comfortable or permitted to ask a passenger.
* If needed calls are escalated to a doctor.
* Recommendations on whether a passenger is fit for travel are based on MedAire’s Medical Guidelines for Air Travel in conjunction with an airline’s protocols.
* Service includes the provision of training materials for ground personnel and crewmembers of signs to watch and listen for.



# IN-FLIGHT MEDICAL EVENTS



MOST COMMON IN-FLIGHT MEDICAL EVENTS

**32%**

GASTROINTESTINAL

**24%**

NEUROLOGICAL

**7%**

RESPIRATORY

When a medical situation arises during a flight, crewmembers have ready access to an emergency department doctor for advice and assistance. What is an emergency for the passenger or crewmember is routine to our doctors. MedAire doctors are there to help crewmembers prevent medical situations from escalating – or cope with them as they occur.

* Every IFME is handled by an on-duty practising critical care doctor - trained to make quick assessments and decisions to stabilise ill/injured person - trained to triage and make use of limited resources.
* MedLink can facilitate communications in more than 140 languages.
* Doctors will provide crew with the necessary advice to manage the event. They have access to your airline’s protocols and medical equipment available onboard.
* Medical volunteers can assist the MedAire physician with gathering vital signs and administering any medications or treatment recommendations.

# OUR MEDLINK DOCTORS HAVE A PASSION FOR EMERGENCY MEDICINE AND ASSISTING PEOPLE IN REMOTE ENVIRONMENTS.

DIVERSIONS

A decision to divert is not easy. Pilots must consider passenger safety above all else. The MedLink doctors will provide their expert medical recommendations for the pilot’s consideration.

Should the pilot decide to divert, the MedLink team will assist the pilot, dispatch and the operations centre to determine the most medically appropriate diversion location based on the passenger’s medical needs. They will coordinate and manage emergency medical response in accordance with airport and carrier protocols. To do all of this, the MedLink team utilises our database of emergency medical response capabilities at more than 5000 airports served by our clients.

Any case that results in a diversion is always reviewed by our medical team and a client debrief is provided.

# WHY ONBOARD MEDICAL VOLUNTEERS AREN’T ENOUGH



Medical volunteers can be very helpful when they are offered excellent resources on board but relying on a medical volunteer alone poses risks that are potentially avoidable.

A flight is 8x more likely to divert when a volunteer assists alone.

The volunteer’s speciality, training and time since last practising are unknown.

Volunteers may have had alcohol while at the airport or during the flight.

Volunteers may not be familiar with the equipment onboard or in the habit of performing certain procedures.



CONTACT MEDAIRE FOR MORE INFORMATION ON CREW SUPPORT:

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