

Health & Well-Being

On the Ground and Inflight

Joe Brown
MedAire



13:45 - 14:45



HEALTH & WELL-BEING ON THE GROUND AND INFLIGHT

Protecting crew & passengers before, during, and after every flight.



TODAY'S SPEAKER

JOE BROWN

Paramedic · Account Manager, MedAire

PARAMEDIC, 30+ YRS

EMS INSTRUCTOR

SCENARIO

WHAT WOULD YOU DO?

- ▲ A mother approaches you concerned about her three-month-old infant.
- ▲ The baby appears **pale and lethargic** with a weak cry.
- ▲ The mother says the baby has had a fever for the past 24 hours and has not been taking a bottle.



DEHYDRATED INFANT LEADS TO DIVERSION

NADI TO SYDNEY



MedLink receives a call from a flight en route to Sydney. A **3-month-old baby** on board is **lethargic and looking very ill**. Upon questioning, the MedLink doctor learns the baby has not eaten or urinated in the past 24 hours.

The MedLink doctor suspects severe dehydration. With **3 hours left in the flight to the nearest suitable diversion**, they need to treat the infant with supplies from the medical kit.

The **MedLink doctor gives instructions** to fill a syringe from the kit with 5 mL saline fluid mixed with 5 mL of apple juice, and to give it to the infant orally at regular intervals.

MedLink, working with the pilot in command and dispatch, **advises the aircraft to divert to Brisbane**, and arranges for EMS to meet the aircraft for further care.



MedAire's MedLink Doctor provides assessment and makes recommendations for immediate treatment from kit supplies.



The MedAire team works with the dispatch and the pilot to identify the most suitable diversion location.



MedAire coordinates follow-up care ground EMS to take the infant to a nearby children's hospital.

01

PREPARING FOR YOUR TRIP

The work that prevents an emergency starts before wheels-up.

RESEARCH YOUR DESTINATION

☐ Current health risks & outbreaks at destination

☐ Local medication availability & restrictions

☐ Recommended & required vaccines

☐ Emergency number for that country

HOW WELL DO YOU KNOW YOUR GUESTS?

- ▲ Food allergies
- ▲ Current medications
- ▲ Active health issues & chronic conditions
- ▲ Recent surgery
- ▲ Mobility aids, oxygen needs, medical devices

SCENARIO

What if a passenger arrives wearing a cast?



PRE-FLIGHT MEDICAL CHECKLIST



MEDICAL KITS

Check expiration dates.



AED — PADS & BATTERY



THERAPEUTIC OXYGEN

Cylinder location.



OXYGEN DELIVERY

Masks, cannulas, regulators — compatibility with your O₂ source confirmed.

TRAINING

- ▲ When is the last time you had medical training?
- ▲ Is your CPR certification current?
 - ▲ New 2025 guidelines
 - ▲ Infant CPR
 - ▲ Choking
- ▲ Are the pilots medically trained
- ▲ Executive assistants
- ▲ Executive Protection



YOUR PERSONAL WELLBEING

- Well-rested
- Well-hydrated
- IMSAFE** Checklist

I

Illness

Are you feeling unwell?

M

Medication

OTC or prescription

S

Stress

A

Alcohol

F

Fatigue

E

Emotions

02

INFLIGHT

Handling a medical event in the air.

ASSISTED OVER 750,000 **IN-FLIGHT** MEDICAL CASES IN 40+ YEARS



133,886 CALLS

365+ PER DAY



59,131 CASES

160+ PER DAY



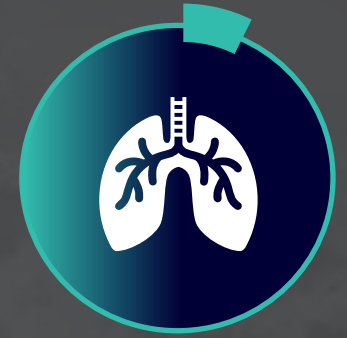
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NEUROLOGICAL



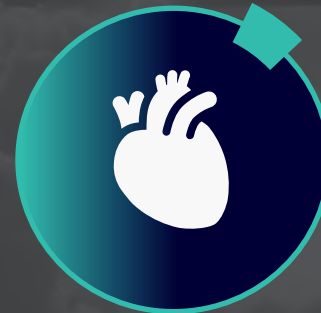
23%

GASTROINTESTINAL



7%

RESPIRATORY



6%

CARDIOVASCULAR



5%

INJURY/EXTERNAL

WHAT COULD BE WRONG?

• CABIN REPORT • MID-FLIGHT

A **58-year-old female** onboard reports upper abdominal pain, mild nausea, and extreme fatigue. She mentions she has been **traveling heavily** the last two weeks for work.



Don't dismiss mild symptoms; they could be signs of serious illness.

e.g. Low blood sugar, a female passenger who is feeling fatigue

BIAS TOWARD ACTION · ALWAYS ASSESS

SAMPLE — WHAT TO ASK

S

Signs & symptoms

A

Allergies

M

Medications

P

Past medical history

L

Last oral intake

E

Events leading up

RECOMMENDED EQUIPMENT

**Blood pressure
monitor**

Pulse oximeter

Thermometer

Glucometer

RECOMMENDED MEDICATIONS

**Epinephrine
auto-injector**

**Zofran
(ondansetron)**

Nitroglycerin

**Inhaler
(albuterol)**

Glucose gel

SCENARIO

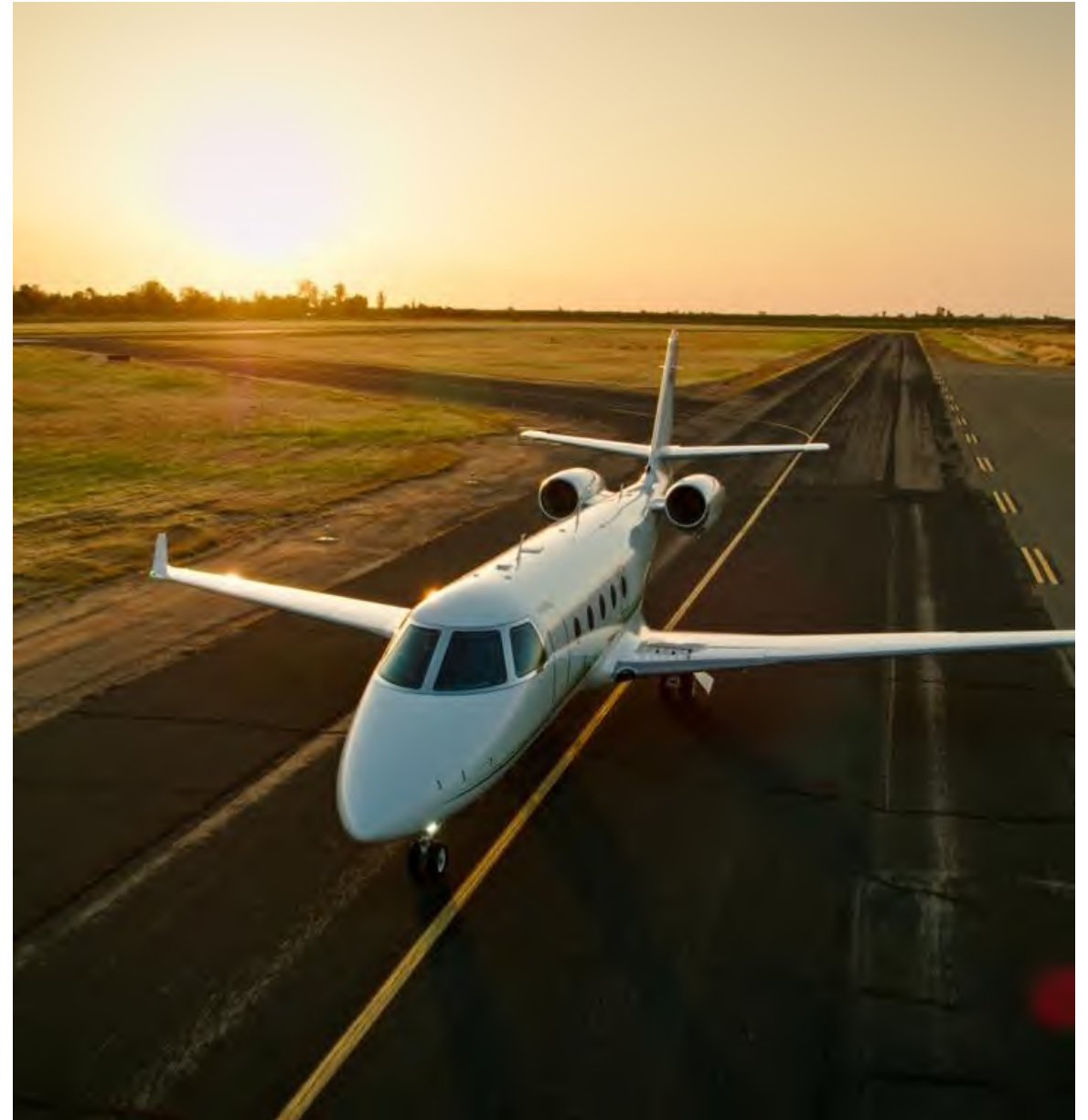
ASSESSING AND TREATING A PASSENGER

- ▲ What if they are in the lavatory?
- ▲ How to position the pax if they are unconscious?



DIVERSION

- ▶ Who makes the decision to divert
- ▶ Where to divert to
- ▶ Does your medical service know location of appropriate medical facilities
- ▶ Arrangement for EMS



03

AT DESTINATION

The aircraft is parked, but expert care continues.

RISKS TO CONSIDER

Airport → hotel transport

Hotel safety*

Floor selection, lock checks, peephole.

Food & water safety

Going out alone

Local medical capability

What if you become ill or need meds refilled? What if a medical evacuation is needed?

Navigating logistics

Payment for services
Language barrier

HOTEL SAFETY — SMALL HABITS THAT PREVENT BIG PROBLEMS

FLOOR SELECTION

Stay between floors 2 and 7

ROOM POSITIONING

Avoid lobby-adjacent & road-facing rooms

ON ARRIVAL

Three-second checks

Test the deadbolt and chain

Confirm the peephole works

Locate exits from your floor

Note the hotel address — in local language

Save MedAire number offline

PILOT FRACTURES LEG IN SHIMLA LAYOVER

INDIA



A pilot on layover in Shimla, India **fractured both of his legs** and was taken to the local hospital by first responders.

The pilot called MedAire, who involved the International SOS Assistance Centre in New Delhi for risk analyses. International SOS contacted the local hospital director and **recommended a transfer to a more suitable hospital** in New Delhi.

MedAire arranged ground transport to the airport and an air ambulance to New Delhi where the pilot was admitted to a hospital with better capabilities until he was stable.

The pilot was sent back home on a commercial flight with a **medical escort** to be properly treated.



MedAire's Medical Team provides medical recommendations.



MedAire's Global Access Network provides risk management and identifies locations with proper medical facilities.



MedAire coordinates follow-up care and makes arrangements with a medical escort to travel home with the pilot once he is stable.

SUMMARY

Pre-flight

Inflight

Destination

Q&A

THANK YOU

EXPERT CARE. EVERYWHERE.

SPEAKER

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