



**MedAire**<sup>®</sup>  
An International SOS Company

# MEDAIRE360

INTEGRATED SOLUTIONS  
FOR AVIATION RESILIENCE

- ▶ Expanded assistance services to meet the needs of operators in today's higher-risk environment
- ▶ Technology enhancements connecting crewmembers to the latest advice, intelligence, information & pre-trip risk mitigation tools
- ▶ State-of-the-art lifesaving equipment to expedite patient care



## 360° RISK MANAGEMENT COVERAGE FOR AVIATION

MedAire**360** is the next generation risk management solution for flight departments. It covers your operations, crew and travellers a full 360 degrees - from before they leave their house until they are back in it.

Today's risk environment is an entirely different landscape than we've experienced before. Business travel - international or domestic - exposes travellers to an increase in the incidence and intensity of health, safety and security hazards. With this in mind, implementing a comprehensive risk management and resilience programme has become essential for operating in the *new normal*.

MedAire**360** was designed with this in mind. By integrating our 24/7 medical and security advice and assistance with advanced technology we will improve the health and safety profile of your entire flight department and those who travel with you every step of the way: Pre-Travel, En-Route and At Destination.

MedAire has logged thousands of miles to visit our network of over 90,000 providers that includes medical facilities, airports, hotels, and security partners around the world.



Our global footprint gives us local knowledge and presence. No matter where you need help, we are close by.

### IT'S 2 IN THE MORNING, AND YOU NEED ASSISTANCE

It's the middle of the night, you're away from home and you don't feel well. However, travel doesn't need to be disrupted or trips ruined because of health concerns.

Cough, cold, flu, UTI, sinus infection, back pain, vomiting, pink eye, fever, sore throat, rashes – help for whatever ails you is as close as a phone.

#### THE MEDAIRE TEAM IS AVAILABLE 24/7/365:

- ▶ Personal medical questions or concerns & prescription assistance
- ▶ Emergency dental appointments
- ▶ Coordination & monitoring of medical care
- ▶ Advice and assistance







## PRE-TRAVEL: PROACTIVE RISK MITIGATION

MedAire360 allows flight departments to reduce exposure to itinerary-impacting events with pre-trip risk mitigation measures including destination-specific health, safety and security information and intelligence, training programs for crew and travellers, and pre-flight medical advice and assistance.

### ► AVIATION SECURITY INTELLIGENCE

Aviation Alerts, Aviation Travel Security Briefs (ATSB), Airspace Assessments, and Go/No Go Assessments provide proactive advice and information.

### ► MEDICAL & TRAVEL SAFETY ALERTS

Receive alerts with actionable advice directly to your inbox for the locations that you matter most to you and your operations.

### ► PRE-TRIP TRAVEL INFORMATION

Online portal with destination-specific travel safety information with the ability to generate a report that can be emailed.

### ► MEDICAL ESCORT ARRANGEMENT

Coordination of a nurse or doctor to travel with unwell passengers if needed.

### ► MANAGEMENT OF IN-FLIGHT ILLNESS & INJURY

Aviation-specific first responder training available on-site/on your aircraft, at select Flight Safety International locations, and now virtually via online classroom.

### ► DIGITAL LEARNING PORTFOLIO **NEW**

Unlimited access to a growing library of online medical & travel safety courses including topics like First-Aid Refreshers, Women's Safety, Security in Latin America, Pandemics & COVID-19.

### ► FIT-TO-FLY ASSISTANCE **NEW**

Advice on whether a crewmember or passenger is well enough to travel safely. Adequately assessing a potentially infirmed passenger may prevent disruptions down the road.

Our dedicated nurses are trained on delivering quality customer care and aware of the sensitivities involved with private aviation - these nurses may ask the questions crewmembers may not feel comfortable or permitted to ask a passenger.

### ► SECURITY RISK ASSESSMENT **NEW**

Exploratory two-hour virtual consultation followed by a written assessment report delivered by MedAire's Aviation Security Consultants to identify potential organisational security gaps and operational risk.

### ► HOTEL SECURITY ADVISOR **NEW**

This self-service platform does all the work of vetting hotels in cities around the world for you. Our security experts analyse the security posture of a hotel using systematic criteria and assign it a rating of either preferred or not preferred.



## EXPERT ADVICE, INTELLIGENCE & ASSISTANCE

MedAire360 gives members 24/7 access to our team of Medical and Security experts for advice and assistance while preparing for a trip. Additionally, our Member Portal and New Aviation App provide 24/7 self-service access to country-specific travel safety information and Aviation Security document libraries.

### ► MEDICAL ADVICE & ASSISTANCE

- Fit-to-Fly Recommendations
- Medical Escort Coordination
- Repatriation Information
- Medical Facilities at Destination

### ► SECURITY ADVICE & ASSISTANCE

- Go/No Go Advice
- Secure Transport Coordination
- Aircraft Security Coordination
- Further Guidance on Issued Alerts

### ► COUNTRY GUIDES AVAILABLE IN PORTAL & AVIATION APP

- Entry / Exit Requirements
- Recommended Vaccinations
- Standard of Medical Care & Resources
- Personal Security Advice
- Security Overview: Petty Crime, Political Unrest, Terrorist Activity & more
- Transportation Recommendations

### ► ALERTS, REPORTS & BRIEFS

- Medical & Travel Safety & Aviation Alerts by email or push notification
- Daily Digest of Worldwide Security Issues
- Regional Security Forecasts (weekly or monthly)
- Go/No Go Assessment
- Aviation Travel Security Briefs (ATSBs) & Airspace Assessments

## Notification Center



MEDAIREAVIATION

11m ago

### Travel Alert (United States)

Expect further demonstrations in coming hours following mostly peaceful protests overnight

9 more notifications

## MEDAIRE AVIATION APP **NEW**

Stay abreast of emerging situations without having to be in the app.

- The NEW Aviation App sends you push notifications to view newly issued alerts for destinations on your dashboard
- Access the complete ATSB and Airspace Assessment Libraries from the App.





## MANAGEMENT OF IN-FLIGHT ILLNESS & INJURY

"MedAire gives me peace of mind knowing my flight crews are trained and equipped properly to handle any medical emergency we might encounter."

Jeffrey Michaels, Director of Aviation | NCR Corp

### FIRST RESPONDER TRAINING THAT GOES BEYOND THE BASICS TO ENABLE YOUR CREWMEMBERS TO RESPOND TO IN-FLIGHT MEDICAL EMERGENCIES

Management of In-Flight Illness and Injury training is necessary to ensure safe and successful operations.

Your crew will learn how to respond to medical emergencies, leveraging ground-based MedLink doctors and the MedAire medical kits.

Training includes victim assessment, CPR and AED skills plus adapted techniques for the cabin environment and altitude.

MedAire's Management of In-Flight Illness & Injury helps your crew meet regulatory compliance under EASA and FAA.

Flexible programmes fit the busy schedules of your crewmembers, executives, and employees. Training options include virtual classroom, eLearning, on-site in your facilities or group classes taught regularly at global FBOs. You can also combine MedAire training with Flight Safety International's Corporate Cabin Attendant and Emergency Procedures Training.

### VIRTUAL TRAINING WITH MEDAIRE

Students can now take MedAire's signature training course remotely.

This flexibility is ideal for busy schedules, limited travel and remote workers. Students receive a course package – personal CPR manikin, CPR wrist monitor with audio coaching for chest compression depth, bandages, Personal Protective Equipment (PPE), MedAire's Manual of In-Flight Medical Care, and student workbook – to ensure students benefit from the same hands-on experience and learn proper technique as with in-person training.





## MEDAIRE DIGITAL LEARNING PORTFOLIO

TAKING A PROACTIVE APPROACH TO PREPARING CREW AND PASSENGERS FOR TRAVEL IS ESSENTIAL TO A TRAVEL RISK MANAGEMENT PLAN.

The Digital Learning Portfolio (DLP) is a comprehensive programme designed to arm all employees in your flight department with the preparedness and knowledge they need. Created by MedAire's renowned medical and security experts, the courses and video micro-learning modules are self-paced and empower travellers to learn when and how they choose.

### ► **TIMELY, RELEVANT DEVELOPED BY MEDICAL AND SECURITY PROFESSIONALS**

Valuable, expert developed content to help organisations ensure that travellers are prepared and informed about medical and security risks. As medical and security threats emerge around the globe, MedAire's subject matter experts continually work to add and evolve trainings to meet changing needs.

### ► **ON-DEMAND: LEARN ANYTIME, ANYWHERE ON ANY DEVICE**

Courses and modules are easy to use and designed to be accessed anytime, anywhere, on any device, empowering students to explore and learn in their own time.

### ► **KEY FEATURES**

- Trainings on critical topics from trip planning to disease awareness to First Aid training
- Interactive online courses and video microlearnings encourage engagement and course completion
- All courses are self-paced and can be taken on desktop, mobile or tablet.

### ► **MICRO-LEARNING COURSES**

- Coronavirus
- Violent Attacks
- Hotel Security
- Journey Management Planning
- Terrorist Incidents & Support
- Natural Disasters (Security & Medical)
- LBGTQ
- Women's Security
- Petty Crime
- Air Pollution
- Food & Water Safety
- Emotional Well Being for Travellers
- AED/CPR, Bleeding Wounds, & Anaphylaxis

### ► **DIGITAL E-LEARNING COURSES**

- Travel Risk Awareness (Security & Medical)
- Women's Security
- Road Safety
- High-Risk Awareness
- Cyber Security Information
- Security in Latin America
- Malaria
- Pandemics: A Manager's Guide
- Pandemics & Other Global Health Threats
- Aviation Travel Risk Awareness



# SECURITY RISK ASSESSMENT

Through MedAire**360** you have preferred access to Aviation Security Consultants, with deliverables expertly customised to your organisation's specific needs and requirements.

Membership includes an exploratory two-hour virtual consultation with one of MedAire's Aviation Security Consultants during onboarding including a written report delivered to the client after the session.

With access to Aviation Security Consultants, your organisation will remain prepared and confident to operate in an increasingly volatile and uncertain global environment.

Developing this depth of situational awareness will be of the utmost importance in the years to come and MedAire stands ready to support.



# HOTEL SECURITY ADVISOR

## Search Security Assessed Hotels

Select

### Last Searched Destinations

<b>South Africa</b>	<b>Afghanistan</b>	<b>Central African Republic</b>	<b>Lebanon</b>	<b>Morocco</b>
8 Cities 47 Hotels	1 Cities 1 Hotels	1 Cities 3 Hotels	5 Cities 12 Hotels	4 Cities 7 Hotels

### Last Searched Cities

**Johannesburg**  
21 Hotels

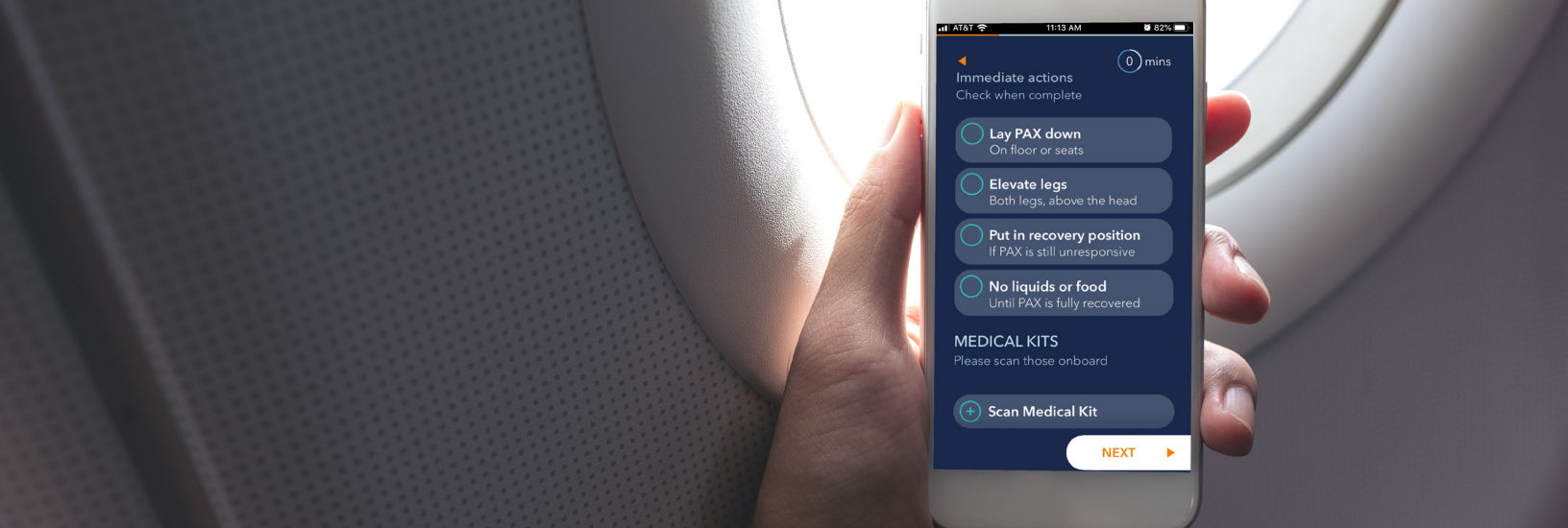
Around the world, hotels can be seen as soft targets by criminals and terrorists. Poor knowledge of the hotel and its surroundings could expose mobile workers to avoidable risks.

Self-service information resource that provides the latest hotel security status information to support the appropriate sourcing of accommodation and related preparation for your global workforce.

Hotel Security Advisor helps you to reduce such costs by providing an extensive collection of security assessed hotels, which weigh the hotel's security measures against its dynamic threat environment.

Security analysts review political stability, crime, terrorism, social unrest and natural disasters. This analysis is then combined with an individual assessment of: Hotel profile, Hotel vicinity, Surveillance, Room Security, Preparation and planning.

Hotel security status information is continually expanded by a team of travel security experts to support you with the appropriate sourcing of accommodation and related preparation of your global workforce, as part of a comprehensive travel risk mitigation policy.



## EN-ROUTE: EMERGENCY RESPONSE

MedAire**360** provides solutions for your emergency response plan to address in-flight incidents involving injuries or serious medical problems suffered by passengers or crewmembers.

In-flight, members have unlimited access to medical advice from aviation-trained emergency room doctors at MedAire's MedLink Emergency Response Centre.

### ► 24/7/365 MEDLINK IN-FLIGHT ASSISTANCE

Access to practising emergency room doctors for in-flight medical care.

### ► LOGISTICS & DIVERSION MANAGEMENT

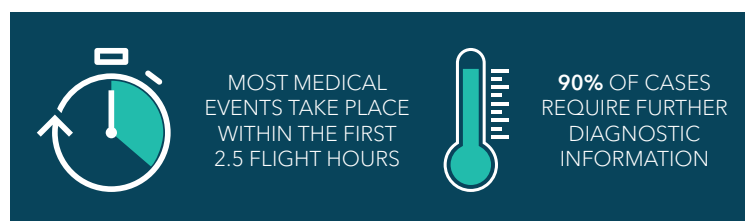
Real-time consultation on medical diversions to more than 5,000 airports for most appropriate care and coordination of local emergency response services.

### ► DIAGNOSTIC EQUIPMENT **NEW**

Situationally relevant diagnostic tools help crewmembers mitigate medical emergencies in-flight. Includes 12-Lead ECG to transmit the best cardiac health information to MedLink doctors.

### ► AVIATION MEDICAL KITS **NEW**

Exceed regulations; designed to triage and begin treatment of common ailments and injuries. New integration with the Aviation App allows you to receive refurbishment reminders and prompts in the In-flight Patient Assessment.



### ► IN-FLIGHT PATIENT ASSESSMENT **NEW**

A scenario-based triage tool within the MedAire Aviation App to help expedite patient care and assists with assessment. The app also streamlines communication and includes the capability to transmit vital sign data to MedLink.

The scenarios included in the App were chosen based on our 30+ year of in-flight data of the most common illnesses and the most life-threatening events MedLink receives calls on.

### ► IN-FLIGHT PATIENT ASSESSMENT SCENARIOS

- Suspected infectious diseases / COVID-19
- Chest pain
- Altered mental status
- Seizures
- Shortness of breath
- Other

The integrated Medical Kit feature lets MedLink doctors know precisely what items you have onboard your aircraft and prompts first responders when to use the items within Tempus IC2 or the Digital Assessment Kit.





## PHILIPS® TEMPUS™ | IC2

TEMPUS IC2 FULLY INTEGRATES WITH MEDAIRE360 & MEDAIRE'S MEDLINK FOR ADVANCED TELEMEDICINE AND ASSISTANCE

With the Tempus IC2 the best remote diagnosis and treatment is made easily available, anywhere. With step-by-step visual guidance throughout every process, non-medical experts can gather vital clinical information. Shared through a secure connection with trusted medical support, this enables you to confidently and discreetly manage even the most stressful situations.

Philips have an impressive history of over 20 years in telemedicine and remote monitoring, integrated our leading-edge telemedicine solutions for every combination of aircraft and communications platform;

### ► MEDAIRE360 + TEMPUS IC2

Tempus IC2 maximises MedLink's effectiveness by providing clinical-quality vital signs, voice and video using various communication links such as Wi-Fi, Ethernet, Serial, SATCOM and Cell Phone GSM. It eliminates guesswork, reduces room for error and operates discretely in a difficult situation, giving your crew peace of mind.

### ► SPECIFICATIONS

LENGTH	4 IN	101 MM
HEIGHT	8 IN	203 MM
WIDTH	11.375 IN	289 MM
WEIGHT	6.4 LBS	2.9 KG

### ► FEATURES

**CLEAR AND LOGICAL GRAPHICAL GUIDANCE** is given for every procedure used to measure the vital signs on the device which are all securely transmitted in real-time to a medical expert.

**SUNTECH NON-INVASIVE BLOOD PRESSURE (NIBP)** with pre-attached adult cuff, neatly stored at the back of the device. Additional colour-coded larger adult and child blood pressure cuffs stored in the carry bag.

**MASIMO® SET®** pulse oximetry (SpO<sub>2</sub>) & pulse with pre-attached probe which is likely to be needed during every medical event.

**MEDTRONIC MICROSTREAM® CAPNOMETRY**, an important parameter used in conjunction with others to help identify pulmonary conditions, respiratory distress and breathing disorders.

**12-LEAD ECG** taken using a unique, latex-free harness with pre-positioned electrodes ensuring correct placement and fitted underneath clothing.

**HANDHELD BLUETOOTH® TYMPANIC THERMOMETER** with hygienic probe covers and long-lasting battery.

**HANDHELD WIRELESS GLUCOMETER** with disposable gloves & test-strips stored in easy-to-access colour-coded compartments within the carry case.



Oversight from a doctor is required for the medication in this kit and cannot be purchased without MedAire's MedLink in-flight assistance.



## DIGITAL ASSESSMENT KIT | DAK

LIFESAVING DIAGNOSTIC EQUIPMENT EVERY AIRCRAFT NEEDS ONBOARD.

MedAire's MedLink doctors have learned from hundreds of thousands of cases that better assessment leads to better assistance.

The Digital Assessment Kit offers the most important diagnostic tools your crewmembers will need to assess and mitigate medical emergencies in-flight.

The most significant differentiator is the easy to use 12-Lead ECG recorder. Most devices of this size offer 1-Lead ECG which cannot supply enough information for a doctor to accurately assess the condition of the heart.

### ► SPECIFICATIONS

LENGTH	8 IN	203 MM
HEIGHT	4 IN	102 MM
WIDTH	12 IN	305 MM
WEIGHT	4 LBS	1.8 KG

### ► WHY IS A 12-LEAD ECG SO IMPORTANT?

A 12-lead ECG is much more accurate than a single lead because it analyses more than one area of the heart at one time giving doctors the ability to diagnose cardiac events requiring immediate hospitalisation.

12-lead ECGs are the gold-standard means of diagnosing a heart attack in the hospital environment.

### ► KIT CONTENTS

**BLOOD PRESSURE MONITOR** is a wrist model approved by international validation entities. Small and lightweight, easily adjustable to different sizes of people.

**ECG RECORDER** is one of the few portable 12-lead ECG approved by the FDA. It is easy to use by non-medical, minimally trained people, and it is fully integrated with the MedAire's Aviation App.

**GLUCOMETER** is designed to be used by minimally trained personnel. It can be easily replaced by a new one after every use, alleviating the need for calibration. Includes test strips, lancets, gloves, alcohol wipes and bandages.

**PULSE OXIMETER** top of its class and uniquely provides five critical parameters that help the doctors to make a better assessment of the condition.

**CONTACTLESS THERMOMETER** a medical-grade device allowing fast readings. It is contactless, not needing to contact the passenger's skin, and can measure ambient and surface temperature.

**IPAD** pre-loaded with MedAire's Aviation App. Most of the equipment in the kit have Bluetooth® capability to integrate with the app.



Oversight from a doctor is required for the medication in this kit and cannot be purchased without MedAire's MedLink in-flight assistance.





## ADVANCED AVIATION MEDICAL KIT | AAMK

### ENABLING FIRST RESPONDERS WITH THE SUPPLIES NEEDED TO STABILISE PATIENTS WITH CRITICAL MEDICAL ISSUES

MedAire medical kits are built for your aircraft to exceed applicable regulations in your region, developed using over 30 years of aviation medical data from in-flight medical events.

The kit is made of flame resistant and reflective materials, arranged in colour-coded pouches.

The AAMK is the most comprehensive medical kit combining items from the standard Aircraft First Aid Kit and prescription medications needed to stabilise patients in-flight until ground-based medical support is available.

These additional medications are administered to unwell passengers with the assistance of MedAire's MedLink doctors.

### ► SPECIFICATIONS

LENGTH	13.75 IN	349 MM
HEIGHT	7.5 IN	190 MM
WIDTH	16.75 IN	425 MM
WEIGHT	9 LBS	4.08 KG

### ► KIT CONTENTS

**ASSESSMENT** Digital blood pressure cuff and monitor, digital thermometer, reading glasses

**SURVIVAL** Signal mirror and guide, blankets, flashlight

**PRESCRIPTIONS** Heart attacks, vomiting and nausea, infections, and allergic reactions

**NON-PRESCRIPTIONS** Aches and pains, dehydration, motion sickness, coughs, diarrhoea

**DENTAL** Address toothaches, lost crowns, fillings

**FIRST-AID** Dressings, antibiotic ointment, antiseptic scrubs, bandages, splint

**RESPIRATORY** Bronchial inhaler, oxygen tubing, CPR pocket mask with oxygen inlet

### ► MEET OR EXCEED REGULATIONS

- FAR 91.513
- FAR 135.177
- AMC1 CAT.IDE.A.220
- Canada AOHS (Section 9.8) (Sch 2) (Type B)
- HKCAD AN101E



Oversight from a doctor is required for the medication in this kit and cannot be purchased without MedAire's MedLink in-flight assistance.



## AWAY FROM HOME: MEDICAL & TRAVEL SAFETY ASSISTANCE

Members can confidently travel knowing whether they suffer an upset stomach, forget their prescription medications, or need advice on what to do during an emerging event MedAire will help to resolve the issue so they can continue with business as usual.

### ► 24/7 WORLDWIDE MEDICAL ASSISTANCE

Medical advice, triage, and arrangements for crew, passengers and guests. Providers include house-call doctors, video teleconsultation and referral appointments at hospitals or clinics. MedAire will provide continual case monitoring until the patient requires no more care.

### ► 24/7 WORLDWIDE SECURITY ASSISTANCE

Access to security specialists for advice and intelligence. Assistance with arranging Aircraft Guards, Secure Transportation and Executive Protection, if needed.

### ► GUARANTEED PAYMENT FOR SERVICES

When you or your crewmembers are unwell, paying for the needed services may be challenging or not possible. In order to provide continuous care without interruption, MedAire can pay on your behalf for services in local currency to ensure you receive the care required.

### ► TRAVEL ASSISTANCE

MedAire can help with lost or stolen travel documents and translation services to ensure you have all the information you need to make decisions or return home.

### ► CRISIS & EVACUATION SUPPORT

Real-time advice and assistance during crisis situations, including natural disasters.

### ► MENTAL HEALTH & EMOTIONAL SUPPORT ASSISTANCE **NEW**

The aviation industry has seen a number of incidents that could have been avoided with proper mental health care. With this in mind, MedAire has added access to mental health assistance by way of referral while away from home for crewmembers or travellers.

Whether the call is in response to a critical incident or personal crisis, crewmembers and travellers alike can call MedAire who will put them in touch with a locally licensed behavioral health clinician.

### ► VIDEO TELECONSULTATION APPOINTMENTS WITH PRESCRIPTION DELIVERY **NEW**

Getting seen and treated by a doctor while travelling has never been safer or easier. Qualifying medical conditions can now be addressed via our in-app video teleconsultation in over 30 countries. Most appointments occur within one-hour of contacting MedAire, and service includes prescription delivery within two-hours in most locations. Video Teleconsultations provide escalated time to care in a safe, effective way as crew, and travellers get medical attention without having to leave their hotel room.







## MEDAIRE'S AVIATION APP

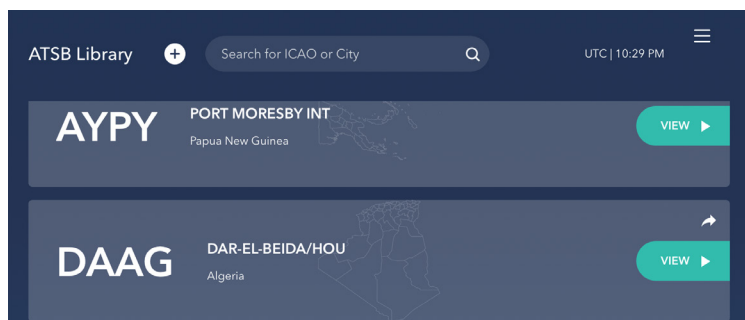
MedAire's Aviation App goes beyond making you trip ready. Our next generation app assists in travel planning, walks first-responders through an in-flight medical events, integrates with your onboard medical kits, connects you with MedLink, and allows you to be treated by a doctor without leaving your hotel room.

### ► DASHBOARD & COUNTRY GUIDES

Create a dashboard of your frequent or upcoming destinations by ICAO code. The Country Guide shows: Risk Ratings; Country Alerts; NOTAMs; Aviation Travel Security Briefs (ATSBs); Weather; Medical, Security and Travel Guides; Entry and Exit Requirements; Nearby Embassies/Consulates; and more.

### ► FULL-ACCESS TO AVIATION SECURITY LIBRARY

Search for ATSBs and Airspace Assessments without adding the destination to your dashboard. Easily download and share briefs with others within the app.



### ► REAL-TIME ALERT VIA PUSH NOTIFICATIONS

Stay informed of health and safety risks impacting your itinerary. The App will automatically send notifications relevant to the destinations on the dashboard.

Alerts will inform on risks such as: disease outbreaks, pandemic updates, civil unrest, and natural disasters. All alerts provide actionable advice to help mitigate.

### ► MEDICAL KIT INTEGRATION

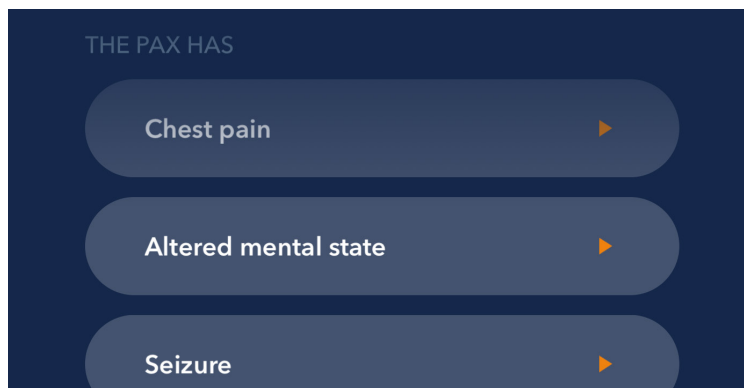
Use the app to scan and register onboard medical kits. MedLink doctors will know your exact kit configuration without needing to ask for the ID. Additionally, MedAire will send reminders when your kit is ready to expire, allowing you to utilise express exchange or refurbishment and avoid being caught AOG.

### ► IN-FLIGHT ASSESSMENT TOOL

This scenario-based tool assists with patient assessment and streamlines communication with MedLink resulting in expedited patient care.

First responders are guided through an in-flight event with prompts to enter a patient's vital information. When the assessment is complete the summary can be saved or transmitted to MedLink over the onboard Wi-Fi.

Once saved or sent the responder can call MedLink from the app, where doctors will be standing by to assist.





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