

Satellite Symposium MedAire/International SOS:

In-flight and on the ground assistance to passengers and crewmembers. Past, present and future.

Paulo Alves MD, Arnaud De Rossi MD

MedAire, International SOS

In-flight medical events (IFMEs) are the most common disruptive event in commercial flights under normal operational conditions. Their incidence follows closely the overall activity in passenger traffic and therefore is expected to grow as air traffic resumes and increases in the post-Covid years.

It is also estimated that in around 5% of all IFMEs the affected individual is an operating crewmember.

Adequately managing IFMEs require a multi-professional approach from different angles, such as: training of air crew, onboard emergency medical kits, education of the general medical community, and expert medical advice from the ground (GBMS – Ground-based Medical Support).

GBMS became a best practice adopted by around 47% of major international airlines.

Data systematically collected by GBMS services became essential in providing evidence basis about IFMEs to support decisions on medical kit regulations, training needs, ultimately continuously enhancing standards and operational procedures adopted by airlines and business aviation.

The in-flight management of those medical events is just the first step in a chain of necessary actions.

Post-flight assistance coordination is necessary, particularly when the affected person is a crewmember.

International SOS being as the global leading provider of medical and security assistance, becomes the perfect complement to the services offered by its subsidiary. With 27 assistance centers strategically located on all continents and a network of 100.000 accredited medical providers, it allows a 24/7 answer to any situation calling for immediate support while on the ground.

This can be utilized occasionally for a passenger disembarked following an inflight medical incident or for an airline technical or cabin crew faced with a medical problem while on an overnight stop and is the perfect demonstration how best the expertise of both companies can be leveraged.

This paper discusses the historical timeline of the world's largest GBMS provider showing the results obtained, current limitations and perspectives for the near future.

Dr. Paulo M. Alves, MD, MSc, FAsMA

Global Medical Director Aviation Health

MedAire, an International SOS company

4722 N. 24th Street, Ste. 450, Phoenix, AZ 85016

paulo.alves@medaire.com

www.medaire.com

EXPERT CARE, EVERYWHERE.