

Our team of emergency room-trained physicians, who have extensive experience in aviation-related emergency triage, are on hand to provide advice to pilots. We ensure that two doctors are available 24/7 for clients dealing with in-flight emergencies.

A flight may need to be diverted if the unwell passenger's symptoms cannot be stabilised in-flight. Severe neurological or cardiac events are typically the most common reasons for a diversion. Our clients are equipped with various medications and medical equipment to assess and tackle the most common and severe in-flight medical emergencies. Additionally, flight crew members receive extensive training on managing medical emergencies and leveraging MedLink doctors' expertise to provide the best support in a remote setting.

MedAire's MedLink doctors offer medical recommendations to the pilot in all in-flight emergency situations, evaluating the nearest airport with an appropriate medical facility to assist the unwell passenger. MedLink also collaborates closely with the arrival airport to coordinate emergency care, ensuring continuity of care until the passenger has been cleared at the local medical facility.

MedAire's clients represent approximately 80% of all global air travel, with over 60,000 in-flight emergencies handled annually. Of those 60,000 cases, less than 2% (fewer than 1,200) result in a diversion. Ultimately, the pilot has the final say and can choose to divert or not, depending on what they feel is appropriate. The pilot must prioritise the safety of every passenger and consider this when making their decision.

MedAire caters to clients with diverse capabilities, ranging from those with no internal medical staff to those boasting a well-developed medical infrastructure. Our innovation in ground-based emergency medical support for aircraft began with MedLink in 1985, and since then, we have successfully addressed over 500,000 in-flight emergencies. At our peak pre-pandemic levels, we managed over 600 calls daily, and we currently maintain an average of 400 calls daily. Airlines and Business Aviation clients rely on a third-party service like MedAire for our wealth of experience and our capacity to handle emergencies, taking advantage of our expertise and proven track record.

In addition to these practical benefits, aviation operators can provide enhanced support to their passengers by granting crew members direct access to experienced doctors during medical emergencies. This assistance helps the crew remain calm and in control of the situation, ensuring the highest level of care and professionalism for all passengers on board. Partnering with an organisation like MedAire offers peace of mind, not only to the aviation operators but also to the passengers and crew members who know they have expert support on hand when needed.

Chris Potter
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