

## Information Sheet for Medical Escorts

This information will be relevant for when you escort your patient on an Emirates flight.

- Patients that are unable to take care of their own needs must have a Medical escort. Due to international health regulations, Cabin crew are not able to assist with transfer, feeding or toileting.

### Your Responsibilities:

- Ensure that any medical equipment required for on board use has been previously checked for compatibility by the local Emirates engineering department.
- Ensure that any medical equipment, the patient and you arrive **at least 2 hours** prior to departure to allow sufficient time for boarding.
- Carry any medical equipment or medications along with any doctors' letters required for your patient, in hand luggage. Please check that you comply with cabin baggage restrictions for EU/US routes.
- Nursing and medical care of your patient including toileting and feeding if required.
- Provide and fit any connections for oxygen delivery such as paediatric size masks or connector for tracheostomy etc. if required.
- Control the oxygen delivery to your patient as medically appropriate.

### The Stretcher

- The stretcher kit provided includes bedding, pillows, intra-venous stand and curtains to provide privacy.
- The stretcher has been tested for an average occupant weight of 77kg and the maximum weight limit for occupant is 150kg.

### The Oxygen System

- The oxygen delivery will be at a constant flow at a rate of 2L/min or 4L/min.
- Only an adult size mask is provided for delivery.

### The Incubator

- Only the following incubators have been approved and are compatible for use on Emirates flights:
  - a. Drager Standard Transport incubator model ST15400
  - b. Ohmeda Ohio Airvac Transport incubator

- The Bio-Medical Engineer of the hospital must be present along with the EK Engineer during in installation on the day of departure.

#### Return of Medical Equipment

All special equipment such as incubators / life support equipment required for a medical case will be carried back to the originating station (free of charge) under the following conditions:-

1. The escort must travel with the equipment.
2. The escort is responsible for advising Emirates or the handling agent on safe acceptable packaging of the incubator, as a precaution against any damage for which Emirates cannot be held responsible.
3. If the escort or hospital representative is not available to advise on packaging - Emirates will not accept these items until they have appropriate onsite packaging and shipping advice. Any subsequent charges for storage, packing, transportation etc. will be charged to the hospital concerned.
4. On arrival at destination, the escort is responsible for collecting and transporting the incubator and any other equipment to the hospital.
5. The equipment will be accepted as part of the checked baggage of the returning medical escort and will be in addition to his / her normal free baggage allowance. The weight and the type of equipment must be endorsed on the flight coupon prefixed with the code 'RME' (return of medical equipment).
6. In the event of damage or loss Emirates liability will be based on the weight and not the value. It is the owner's responsibility to ensure that such equipment is suitably packed and that it is insured.