

Medical Evacuation File: Checklist

What to gather to organize a medical evacuation or repatriation quickly. A working tool for assistance teams, insurers, employers and families.

At the first call, have at hand

- ☐ Policy or contract number, and the assistance case number
- ☐ Patient's identity and exact location (country, city, hospital)
- ☐ What happened, and when
- ☐ Direct number of the treating physician, and a family contact reachable at any hour

1. Identity and administration

- ☐ Identity, date of birth, nationality, passport details
- ☐ Policy reference, case number, person in charge of the case
- ☐ Guarantee: what the insurer agrees to organize and finance, or the identity of the payer

2. Medical summary

- ☐ Diagnosis, circumstances, date of onset
- ☐ Treatments given and operations performed
- ☐ Current condition: consciousness, breathing, stability, pain, mobility
- ☐ Current treatments with doses, allergies, medical history, chronic conditions
- ☐ Infection status: any contagious disease or resistant germ (isolation)

3. Imaging and tests

- ☐ Scans, X-rays, ultrasounds, with the reports
- ☐ Blood tests and cultures
- ☐ Files on disc or by secure transfer, in a format the receiving team can open

4. Opinion on fitness to travel

- ☐ Opinion of the treating physician: whether, when and under which conditions
- ☐ Conditions: position, monitoring, oxygen, ventilation

5. Needs on board

- ☐ Stretcher or seat; must the patient stay lying down?
- ☐ Oxygen, ventilation, monitoring, infusion pumps, incubator, isolation, ECMO
- ☐ Specialist team required: intensive care, pediatric, neonatal
- ☐ Weight and height of the patient
- ☐ Medical escort, or a relative who will travel

6. Receiving end

- ☐ Receiving hospital, unit and physician who accepts the patient, with a direct number
- ☐ Bed and specialty or intensive-care capacity confirmed
- ☐ Ground transfer needed at the arrival airport

7. Contacts and constraints

- ☐ Treating physician abroad: name and direct number
- ☐ Family contact; language spoken, interpreter if needed
- ☐ Time constraints: patient's condition, visa, airport opening hours

8. Consent and confidentiality

- ☐ Consent of the patient, or of the person entitled to decide, to share medical data
- ☐ Medical data handled in confidence, in line with the applicable data protection rules

Good to know

An incomplete file should not delay the first call. We start with what is available and complete the file as the case progresses. Our coordinating physician reads the file, tells you what is missing and contacts the treating hospital directly.

General information. It does not replace the opinion of the treating physician or of the coordinating physician. Ambulance Flight coordinates the transfer; flights are operated by partner operators.