



SETTING THE STANDARD IN FIXED-WING
AIR AMBULANCE PATIENT CARE



24-HOUR DISPATCH 1.800.356.2161

 **AirMed**
A Global Medical Response Solution

WHO WE ARE

AirMed International, a Global Medical Response Solution, provides care to the world at a moment's notice with the highest level of service and patient care available.

We pioneered the air ambulance and air medical transport industry, setting a standard that is unmatched through patient care and rivals some of the finest hospitals in the country. Since 2003, we have completed more than 25,000 missions in all 50 states, and more than 150 countries on six continents, making us the leader in the industry.



FAST FACTS



Headquarters
Birmingham, AL



Established
1987



Maintains Bases in
Birmingham, AL
San Antonio, TX



Operates a **point to point model**, allowing them greater flexibility to meet diverse transportation needs



Has Conducted Missions in
50 states
150 countries
6 continents



WHAT WE DO

We provide fixed-wing air ambulance transportation for individuals, families, insurance companies, travel-assistance companies and providers of medical care throughout the world. AirMed provides all-inclusive bedside-to-bedside service with specialized medical care during the entire transport. Our highly skilled nurses, paramedics, physicians and respiratory therapists have extensive critical care experience and are BLS, ACLS, PALS, NRP and ITLS or TNCC certified. Our flight crews are rigorously trained on simulators as well as perform in hospital clinical rotations every year, surpassing the industry standard, and are committed to maintaining our impeccable safety record.

CERTIFIED EXCELLENCE

AirMed is CAMTS and EURAMI accredited and an approved carrier for the U.S. Department of Defense (DoD). In 2020, we became a member of the International Assistance Group (IAG), a network that specializes in worldwide roadside, medical, travel, corporate and home assistance for business and leisure travelers, expatriate workers and corporate clients. IAG currently supports more than 118 million end users worldwide.

We are also members of and support the trade organizations AAMS, IAMTCS, THiA and UStiA. CAMTS is the only agency to offer worldwide standards and accreditation for ground, helicopter and fixed-wing transport systems. This is a voluntary review process that covers every aspect of the Air Medical operation from aircraft safety to patient medical care.

OUR SERVICES

When you need us most, we're there, across the country or around the globe. AirMed specializes in the critical-care transport of all patient populations with the following specialty teams providing committed, compassionate care:

- Neonatal
- Pediatric
- High Risk OB
- Intra-Aortic Balloon Pump (IABP)
- Ventricular Assist Device (VAD)
- Extracorporeal Membrane Oxygen (ECMO)
- Ventilator-Dependent Patients
- Evacuation and Repatriation Service

ADDITIONAL SERVICES

- AirMed 360 - Worldwide Commercial Airline Medical Escorts (including oxygen support when necessary)
- Organ Procurement Transportation
- Coordination of Mortal Remains Transport
- Medical Parole and Insurance Pre-Authorization
- Customs and Immigration Arrangement (for International flights)
- Wholesale & Retail Membership Programs
- Utilization Resource Coordination to assist with Insurance Pre-Authorization for Non-Emergent Transports

OUR EQUIPMENT

Our aircraft are medically configured and equipped for every critical-care scenario as well as patient safety and comfort, and are licensed as mobile intensive care units.



JET AIRCRAFT

- For medium- and long-range trips
- Extra space for patient comfort
- Easy access for patient ingress and egress
- Room for family members
- Restroom on board
- Cruising speed of 500 MPH



TURBO-PROP AIRCRAFT

- For short- and mid-range trips
- Easy access for patient ingress and egress
- Room for family members
- Jet powered and cruise in excess of 250 MPH



MEDICAL EQUIPMENT

- Cardiac Monitor/Defibrillator: Zoll X-Series
- Invasive Pressure Monitor: Zoll X-Series
- Ventilator: Revel & Hamilton
- IV Pump: Sapphire IV Pumps (minimum of 6 channels per aircraft)
- Suction: Laerdal Suction Unit & Built-In Suction Units
- Patient Transport Systems: LifePort & Spectrum

GLOBAL OPERATION & COMMUNICATION

We have a 24/7 Global Operations Center (GOC) and one phone call sets our team in motion for both domestic and international transports. Our GOC and flight coordinators manage all aspects of the transport, including:

- Insurance coordination, if necessary
- Communications with the receiving facility and physician during the entire transport
- Liaise with patient family members through the transportation process assisting with their needs
- Coordination of all ground ambulance transports bedside-to-bedside
- Assistance with the arrangement of receiving facility and physician for patients in need of immediate repatriation to the United States from anywhere in the world

DISPATCH

We have FAA Part 135 licensed flight dispatchers that handle all international permitting, immigration, customs and handling as well as all flight plans and evacuations that set the industry standard. Our dispatch teams cover:

- Logistics
- Patient, passengers, ambulances, passports
- **Medical:** Medical report, assign med team, briefing, supplies
- **Flight:** Schedule, assign crew, confirm itinerary
- **Dispatch:** Itinerary, flight plans, weather, permits

MAINTENANCE

Our maintenance professionals are required to clear and release long-range aircraft for each air ambulance flight and accept the aircraft upon return. This ensures that we stay on top of all routine, scheduled maintenance and that the planes we release meet our stringent safety standards. Our fleet is serviced by full-time crews at our four bases across the country. We also have access to mechanics in cities and countries around the world. Our crews all have A&P licenses and have received manufacturer or equivalent training on the aircraft specific to their base.

SAFETY & QUALITY ASSURANCE

Our commitment to safety extends from AirMed personnel to our fleet and equipment and throughout our entire operations. Our entire staff is trained in the use of our Emergency Response Plan (ERP). AirMed conducts routine drills of the ERP as part of our FAA Approved Safety Management System. These drills involve all departments, are reviewed by leadership, and are debriefed in conjunction with our Director of Safety.

As stated previously, AirMed is fully accredited by the Commission on Accreditation of Medical Transport Systems (CAMTS), the European Aero-Medical Institute (EURAMI) and the U.S. Department of Defense. These strict accreditations ensure the utmost safety and quality, covering every part of the AirMed operation from patient medical care to aircraft certification.



MEMBERSHIP

A corporate AirMed membership saves money by bringing your team back to their healthcare network and is a seamless component of your emergency response plan. Membership is funded annually or monthly, and in return, employees gain the peace of mind knowing that a fleet of private medical jets is on call for them 24/7/365 should they ever need it. If employees are ever hospitalized more than 150 miles from home, one call into our 24/7 Communications and logistics center triggers a seamlessly coordinated process to dispatch our aircraft and medical crew to wherever they're needed around the world. At home or abroad, the entire suite of AirMed benefits are available:

- Worldwide Medical Evacuation to the hospital of the patient's choice
- Commercial Medical Escorts
- Transportation of Mortal Remains
- Medical Services Hotline

HOW TO ENGAGE AIRMED

- Contact our 24/7 Global Operations Center (GOC) at **1.800.356.2161**
- Our Flight Coordinators will immediately begin processing an all-inclusive, "bedside-to-bedside" transfer. This process will include:
 - ▷ Consultation with the sending medical team
 - ▷ Contacting the insurance provider, if applicable
 - ▷ Arrangement of ground transportation at the sending and receiving facilities
 - ▷ All customs and international arrival requirements (when necessary)
 - ▷ Constant communication throughout the process until the transport is complete

PAYMENT OPTIONS

AirMed is in-network for most major U.S. health insurance companies, although there may be some benefit restrictions. We also work with most travel insurance and assistance companies to help streamline the medical transportation process. AirMed accepts all major credit cards as well as wire transfers as forms of payment.

TESTIMONIALS

"AirMed has been a valued partner of Methodist Healthcare – San Antonio for many years. We rely on AirMed to fly the sickest patients – adults and children – from across Texas, other parts of the United States and Latin America to our hospitals. AirMed understands this is much more than flying a plane – it is usually a life-and-death situation, and AirMed's flight and clinical understanding is second to none."

Geoffrey W. Crabtree
Senior Vice President
Methodist Healthcare System



"The relationship with AirMed allows us to provide timely, state-of-the-art care throughout our domestic and international ministries, ensuring that all patients, regardless of location, receive consistent, quality-driven care. Fostering this partnership with AirMed is just another example of the far reaches CHRISTUS Health will go for the benefit of all of our patients."

Cris Daskevich
FACHE, CEO
The Children's Hospital of San Antonio /
SVP-Maternal Services, CHRISTUS Health





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PROVIDING CARE TO THE WORLD AT A MOMENT'S NOTICE

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