# Perspectiva de una compañía de asistencia médica remota

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

#### Declaración de conflicto de interés

- Paulo M. Alves es un empleado de MedAire, empresa proveedora de servicios de apoyo médico en suelo
- Opiniones expresadas son personales y no necesariamente reflejan la opinión de MedAire o International SOS

# La Situación

TET2

FTT

## Introduction – A changing scenario

- On-line booking and on-line check-in
- Increased access to air transportation
- Many passengers with medical conditions would present directly at the airport without being pre-approved by the airlines

#### **Opportunities for Intervention**

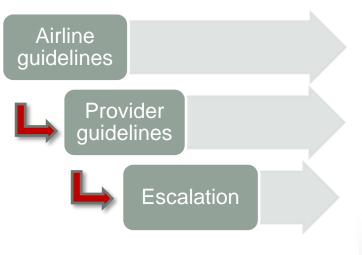
- Pre-boarding
- Post-boarding



Destination

#### Pax FTF process





RecommendationOk to flyAgainst flying

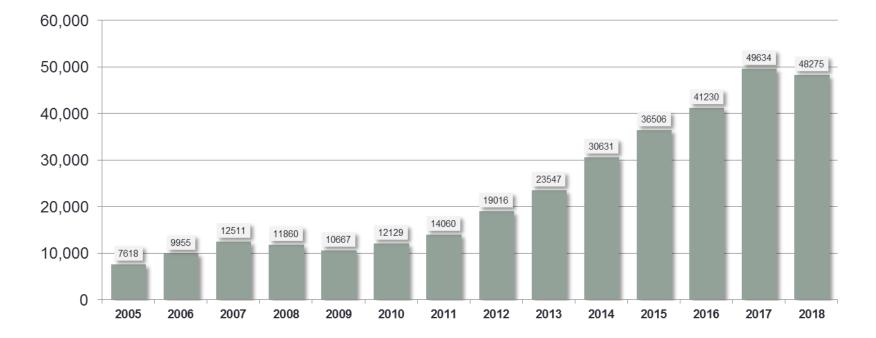




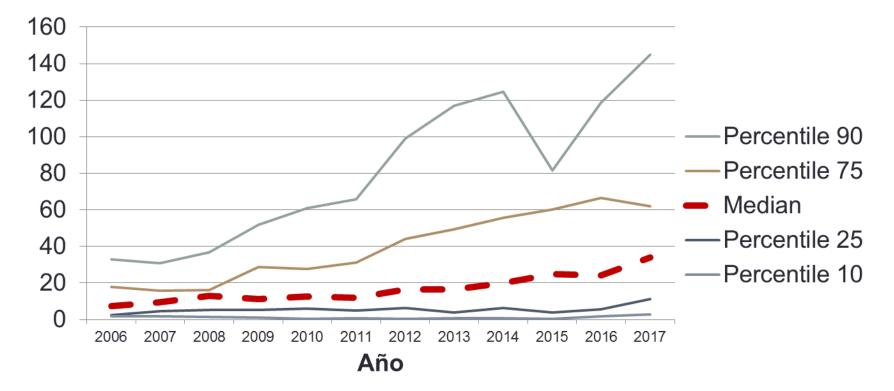
# The "index" Ebola case in Nigeria Would you allow that person to fly?

- The Ebola virus entered Lagos on 20 July via an infected Liberian air traveler, who died 5 days later.
- At the departure airport, he was visibly very ill, lying on the floor of the waiting room while awaiting the flight.
- At the hospital, he told staff that he had malaria and denied any contact with an Ebola patient.
- As was learned later, his sister was a confirmed case who had died from the disease in Liberia.

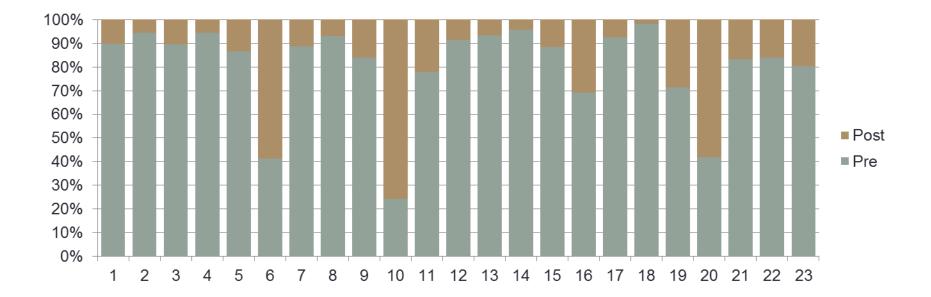
#### **Case Volume Evolution**



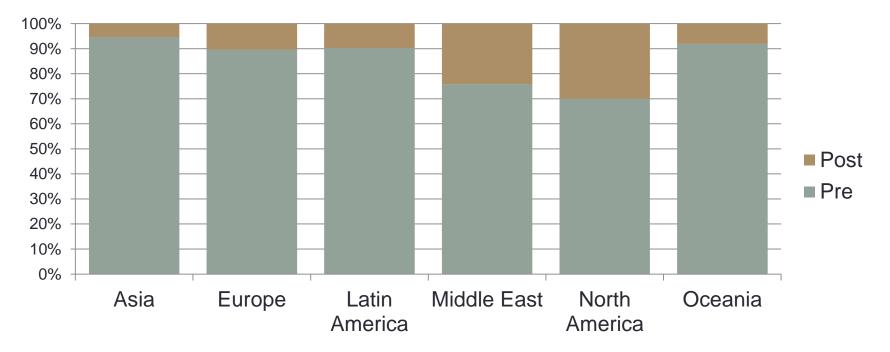
#### **Evaluaciones Pre-vuelo Normalizadas por Pax**



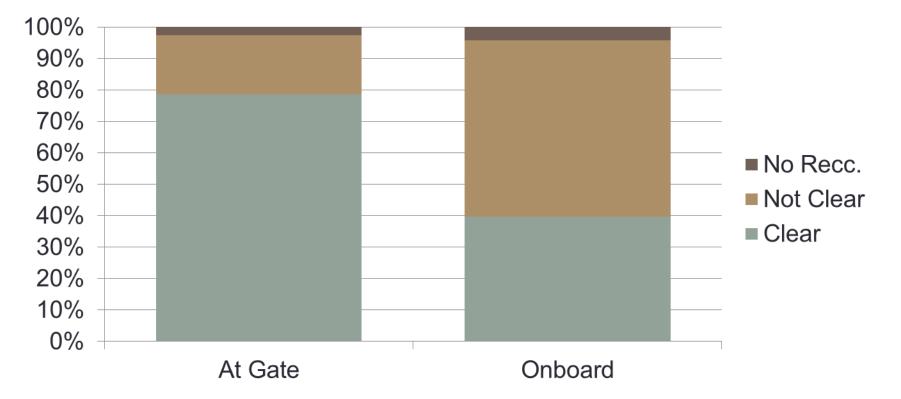
#### Pre versus Post-boarding by airlines



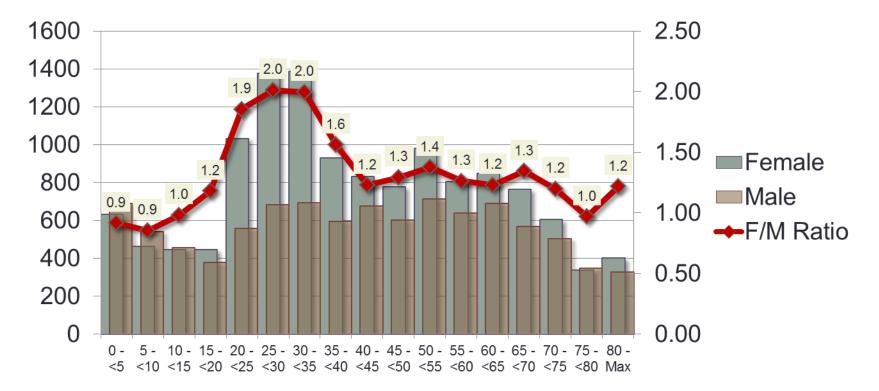
#### **Pre versus Post-boarding**



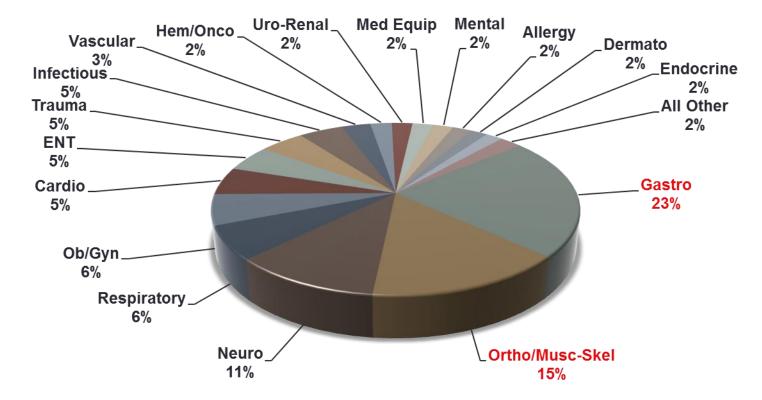
### **Disposition**



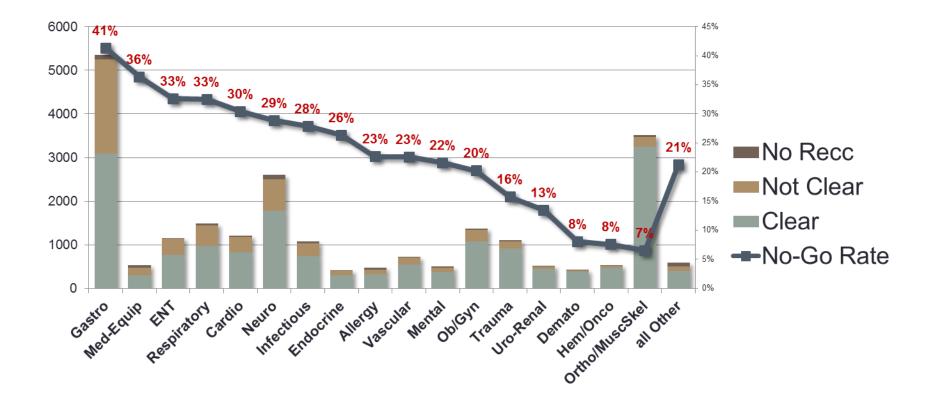
## Age / gender distribution



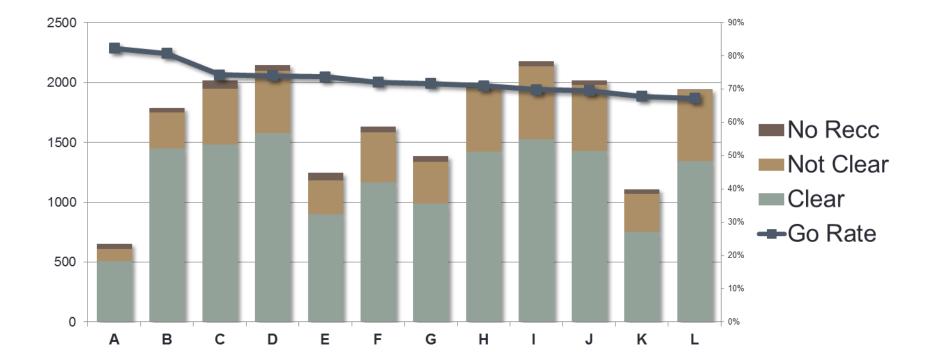
#### **Diagnostic categories**



#### No-go rate per diagnostic category

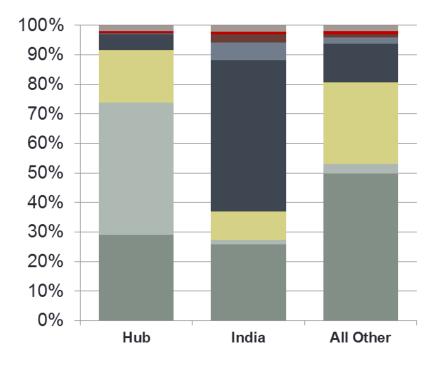


#### Volume per Nurse (taking more than 500 cases)



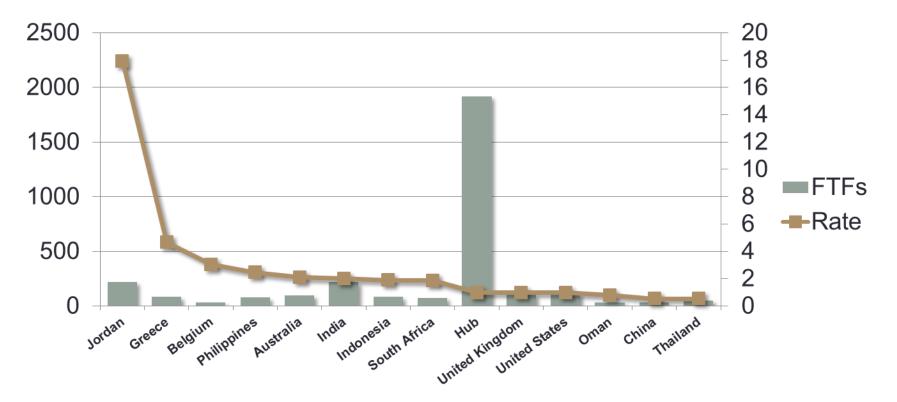
#### FTF Triggers – 2018

#### One Airline ME Experience



- Other
- Incomplete MEDIF
- Requested medication
- Medical device
- Recent hospitalization
- Medical certificate
- Appears unwell
- ■III on previous flight
- Self-disclosed

#### FTFs per Million Seats / Country of origin



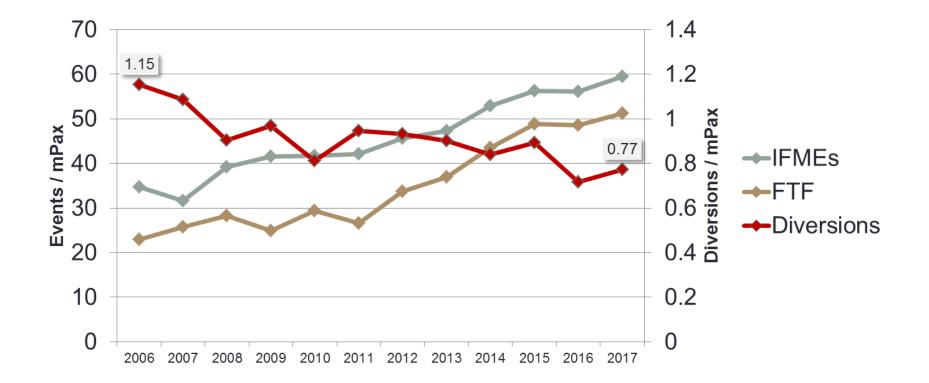
### Bariatric surgery in Jordan



#### Gastrio Sleeve Jordan

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#### Correlation between IFMEs, FTFs and Diversions



#### Conclusions

- Pre-flight airport passenger FTF assessment became a common practice by many airlines
- Pax-normalized figures have increased for many airlines
- Certain airlines/regions appear to be affected by medical tourism
- Properly trained medical personnel applying well-structured guidelines can achieve consistent recommendations
- Consistent data capture and follow-up would provide evidence to support medical guidelines

# Gracias!!!!

