

# Customer Medical Support Request



## Flying with Medical Disability Problems

Skywest Airlines aims to provide non-intrusive, safe and comfortable travel for passengers with medical disabilities.

### What Skywest Airlines CAN DO

- ◆ Provide wheelchair assisted boarding
- ◆ Accept certified oxygen cylinders
- ◆ Provide leg supports

**MEDICAL PASSENGERS REQUIRING ASSISTANCE MUST BE CHECKED-IN 1 HOUR PRIOR TO DEPARTURE.**

**CHECK IN AFTER THIS TIME MAY RESULT IN DENIED BOARDING**

PLEASE RETURN BY FAX TO: 9477 8383

### What Skywest Airlines CANNOT DO

- ◆ Provide special assistance to particular passengers to the detriment of cabin service in general
- ◆ Provide assistance with toileting
- ◆ Provide assistance with medications or medical procedures
- ◆ Refrigerate medications
- ◆ Carry communicable diseases in an infectious stage
- ◆ Provide oxygen for prescribed needs
- ◆ Provide an electrical power source (AC or DC)
- ◆ Allow the operation of any electrical equipment that has not been authorised by Skywest Airlines Engineering Department
- ◆ Accept ventilators
- ◆ Accept battery-powered nebuliser pumps
- ◆ Accept humidicribs

Should you have any medical condition or disability requiring special arrangements, please have your medical practitioner complete the form overleaf and return to your reservations agent at least 48 hours before your proposed flight(s).

Your physician is responsible for certifying your fitness for air travel to ensure both your safety and comfort, together with the safety of all passengers in flight.

### **Escorts**

You will need to provide an escort when requiring:

- ◆ Toilet assistance
- ◆ Medical procedures
- ◆ Assistance with meals
- ◆ Other continuing assistance or support

# Customer Medical Support Request



**Customer Details: (please print)**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Weight: \_\_\_\_\_

**Booking reference/confirmation:** \_\_\_\_\_

**Proposed flights forward journey:**

From: \_\_\_\_\_ To: \_\_\_\_\_ Date: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Date: \_\_\_\_\_

**Proposed flights return journey:**

From: \_\_\_\_\_ To: \_\_\_\_\_ Date: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Date: \_\_\_\_\_

Diagnosis or disability is not essential but a generic 'diagnosis' eg 'heart complaint' or 'spinal injury'; will ensure optimum service and assistance.

Diagnosis \_\_\_\_\_

Travel Arrangements

Seated unaccompanied

Seated accompanied

Hospital patient

Ambulance patient

Wheelchair Hoist required

Is Oxygen required inflight

Your attending physician must make all the ambulance arrangements for both departure and destination ports.

Can you use the toilet unaided? Yes  No

If help is required to use the aircraft toilet, what arrangements have been made? \_\_\_\_\_

REMARKS: For SPL Request

**MEDICAL CERTIFICATE FOR AIR TRAVEL** (to be completed by Physician)

I certify that having read the information on this form \_\_\_\_\_ is fit to undertake the proposed flights, and is not suffering from any condition including infectious disease that may compromise the safe conduct of flight, or the wellbeing of other passengers.

Print or Stamp:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Tel: (W) \_\_\_\_\_

(AH) \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**OXYGEN**

Where it is envisaged that oxygen is required during travel by air, it is the responsibility of the customer or his/her medical practitioner to order an oxygen cylinder and approved BOC travel pack. These may be ordered from BOC Gases/Oxycare on telephone number 1800 050 999.

**NOTE:**

- Customers must still advise Skywest Reservations that they will be travelling with an oxygen cylinder.
- Customers will require a statement from their medical practitioner advising that oxygen is prescribed. This will take the form of a Skywest Medical Certificate for Air Travel. This must be submitted and accepted before travel will be approved.
- BOC Gases/Oxycare will deliver cylinders given 48 hours notice. They cannot be delivered/collected at the airport.
- BOC Gases/Oxycare charges may be obtained by telephoning 1800 050 999.

The passenger's medical practitioner is responsible for prescribing the rate and duration of oxygen required, and the passenger, or their escort, is responsible for monitoring this during their journey.

**Physicians Guide:**

Cabin pressure is controlled to 6,000 to 8,000ft altitude

	Sea Level	8,000ft
Inspired oxygen tension in mm/HG	148	108
Alveolar tension	103	64
Arterial oxygen tension	95	56
HB, Saturation	97%	93%
Trapped gas expansion		35%

**Powered Wheelchairs:**

If spillable batteries power these then certain precautions are required. Contact Skywest Reservations.

**Non Ambulatory Passengers:**

Such passengers may be accepted for carriage without escort on the understanding that Cabin Crew Members cannot provide special attention. If help is required to use the toilet, an escort must accompany the passenger.

**Psychiatric Cases:**

Stable conditions do not require special handling procedures. If the passenger is likely to interfere with the safe operation of flight, a medical practitioner must certify the safety of flight and provide a professional escort. The passenger must be under adequate in-flight sedation for the duration of the flight.

**Mentally Handicapped Passengers:**

Adult passengers and children will require an escort if more than routine attention is required.

**Special Consideration**

Serious consideration needs to be given to:

- Otitis Media & Eustachian block
- Uncompensated heart disease, recent M1
- Anaemias
- Post operative cases
- Air in the body cavity
- Fractured mandibles with wiring
- Penetrating eye injuries
- Contagious disease
- Pregnancy beyond 35 weeks

**MEDICAL PASSENGERS REQUIRING ASSISTANCE MUST BE CHECKED-IN 1 HOUR PRIOR TO DEPARTURE. CHECK-IN AFTER THIS TIME MAY RESULT IN DENIED BOARDING.**

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## Incapacitated Customers - Physician's Guide

The following notes are provided for the guidance of the patient's Medical Practitioner.

- 1) The principal factors to be considered in assessing a patient's fitness for air travel are the effects of REDUCED ATMOSPHERIC PRESSURE and consequent REDUCTION IN OXYGEN TENSION together with GAS EXPANSION EFFECT. Even in modern pressurised aircraft, the cabin altitude will be at an equivalent altitude of 5,000 to 8,000 feet (1500-2400 metres).

*Normally*

*: at sea level: inspired oxygen tension = 148mm Hg: Alveolar oxygen tension = 103 mm HG: Arterial oxygen tension = 95mm Hg: Hb Saturation = 97%*

*: at 8,000 ft: Inspired oxygen tension = 108mm Hg: Alveolar oxygen tension = 64mm Hg: Arterial oxygen tension = 56mm Hg: Hb Saturation = 93%*

*: at 8,000 ft: Sea level equivalent may be restored by as little as 10% added oxygen by mask (2 litres per minute)*

*: at 5,000 ft: Trapped gas expansion is approximately 20%; at 8,000 ft: Trapped gas expansion is approximately 35%*

- 2) In unforeseen circumstances only, Skywest can provide oxygen via re-breather masks at a rate of either 2 litres or 4 litres per minute. These 310 litre cylinders will last either 2 hours or 1 hour depending upon the rate of supply.

Where it is envisaged that oxygen is required during travel by air, it is the responsibility of the customer or his/her medical practitioner to order an oxygen cylinder and associated travel pack. These may be ordered from BOC Gases on telephone number 1800 050 999.

### NOTE:

- i) Customers must still advise Skywest Reservations that they will be travelling with an oxygen cylinder.
- ii) Customers will require a statement from their medical practitioner advising that oxygen prescribed. This will take the form of a Skywest Medical Certificate for Air Travel. This must be submitted and accepted before travel will be approved.
- iii) BOC Gases will deliver cylinders given 48 hours notice. They cannot be delivered/collected at the airport.
- iv) BOC Gas charges may be obtained by telephoning 1800 050 999.

Flow rates and volume calculations will be entirely the responsibility of the customer's medical practitioner.

- 3) Cabin Crew are NOT authorised to give special assistance to particular customers to the detriment of general cabin service. They are trained, but not certificated in First Aid and cannot perform any medical procedures.

An escort must accompany any customer requiring more than routine attention. The escort will be responsible for all medication and treatment including toilet use. Any equipment needed during the flight must be supplied by the patient or escort.

- 4) Non-ambulatory customers may be accepted without escort, provided it is understood that Cabin Crew cannot provide special attention. If help is needed to use the toilet in flight, an escort must accompany the customer.
- 5) Powered wheelchairs with spillable batteries can only be carried if certain precautions are taken. Details are available from Skywest.
- 6) Any customer whose medical condition Skywest considers may jeopardise the safety or operation of the flight, will be denied travel.