

# WHAT TO EXPECT GUIDE

## FOR AIR MEDICAL TRANSPORTS



### Call us at 1-800-550-0674

Call our team of Professional Transport Specialists, 24 hours a day, 7 days a week. It would be helpful to be prepared to provide the following to the Air Critical Care Transport Specialist:

**Caller's Info** – your contact information (to include local contact information).

#### **Please provide the following patient information:**

- Name and Date of Birth.
- Facility where patient is currently and where patient is to be transported to.
- Physical Condition: Weight, Height and ability to move or sit.
- Medical Condition: Feeding tubes, Special Diets, etc.
- Does patient require special equipment, i.e., Oxygen, Ventilator, IV, etc.
- Reason for transfer.
- Passengers accompanying patient: Need names and estimated weights.  
Please note that the patient's condition and aircraft selected may limit the number of passengers that can travel with the patient.

The Transport Specialist will be happy to assist with anything you may require – please just ask! After the review of information the Transport Specialist will provide a proposal of services.



### Medical Team Reviews Patient Information

The medical team will make recommendations for services to be offered, i.e., Medical Escort (patient must be able to sit), International Commercial Stretcher Service or air ambulance service and aircraft to be utilized. All of our services are bedside-to-bedside, offering the highest level of continuity of care.

Other Information to consider:

- Financial considerations, does the patient have health insurance?
- Contact information for financial arrangements

The above information will assist us to provide you with the available options and quotes for the level of services that are best suited for the patient.

Upon acceptance of the proposed service, the Transport Specialist will e-mail or fax an agreement. This will detail the services to be offered, along with additional forms, i.e., Air Critical Care's HIPAA privacy policy. Air Critical Care's medical team will obtain a detailed medical report from the patient's current medical care givers and confirm the receiving facility information to include receiving doctor, receiving facility address and bed placement.

The Transport Specialist will select an aircraft that's strategically located and notify the medical team. All flights are under the supervision of the Medical Director for Air Critical Care.



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### Patients with Medical Health Insurance

If we are billing your insurance provider, be prepared to provide the following to expedite service: Insurance authorization numbers, copy of patient's insurance cards, H&P from from discharging facility, and any physician transfer orders. Your Transport Specialist will be happy to assist you with this process.



### Before The Flight

**Luggage:** Each passenger is allowed one carry-on size (21" roller bag maximum) suit case. Any baggage in excess of this must be communicated to the Transport Specialist in advance to ensure that the selected aircraft will have room to accommodate additional luggage. Patient care is our primary responsibility.

**Passengers:** All passengers over the age of 18 flying with the patient should have a government issued photo identification such as a passport, state driver's license or state identification card.

**Health Conditions:** Please provide us with any medical conditions that passengers may have, so we can assist with any special needs that they may have before or during the flight.

**International Flights:** Please be prepared to provide for each passenger, legible copies of a current passport, visas and travel documents. Best will be an electronic copy such as e-mail. If you don't have a copy of the passport, please be prepared to provide the following: Full Legal Name, Date of Birth, Place of Birth, Passport Number, Passport Expiration Date, Home Address and how long each person has been out of the United States.



### During The Flight

**In Flight Services:** All flights will offer light snacks, soda and bottled water. Please inform us of anything that would make this flight more comfortable.

**Passenger Medications:** Please insure that any medications the passengers may require for the next hours are packed in a purse or small carry-on. In some cases you won't have access to luggage during flight.

**Medical Conditions:** Please advise your medical team of any medical condition that the passengers may have. The Medical Team is there for the health and safety of all. In some cases, due to the aircraft cabin pressure, some passengers with compromised health may require oxygen during the flight. Please inform your medical team of any health concerns.



**First Class Air Medical Transportation  
with a Personal Touch**

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