

About MedLink, a Service of MedAire

MedAire's 24/7 MedLink Global Response Center is the world's busiest remote medical advisory service managing in-flight medical events around the globe. Air-to-ground calls are handled by doctors practicing in the Emergency Department of Banner Good Samaritan Medical Center, a Level I Trauma Center in Phoenix, Ariz., USA.



Because MedLink doctors are practicing emergency care in a hospital environment, they are able to apply the most current emergency medical knowledge to in-flight cases. Their extensive experience in managing in-flight issues—combined with training in altitude physiology and airline operational concerns—means they bring unique expertise to the management of in-flight emergencies.

Annually, MedLink doctors handle more than 19,000 calls for help from the air. In addition to helping crew and employees manage in-flight emergencies, the MedLink doctors work with the crew when making critical medical recommendations, such as whether to divert or continue to destination.

MedLink in-flight cases are routinely subject to peer review in a process of continuous quality improvement education for the doctors. Led by the most senior MedLink medical professionals (“meet” the team below), this quality control system allows for a continuous transfer of knowledge from those most experienced in remote aviation advisory to all of the doctors.

Meet MedLink's Senior Medical Team

A critical step in making the most of MedLink services is getting to know the four doctors who have key roles in shaping MedAire's services: Drs. David Streitwieser, Robb Leigh, Paulo Alves and Neil Nerwich.

David Streitwieser, MD, FACEP

Medical Director, MedLink Global Response Center

Dr. Streitwieser has been directing MedLink since the Center's first in-flight call in November 1987. A Life Fellow of the American College of Emergency Physicians (FACEP) with more than 30 years' experience in emergency medicine, Dr. Streitwieser directs a group of 42 emergency care doctors who manage MedLink calls while on duty.

Having managed hundreds of thousands of in-flight medical situations since 1987, Dr. Streitwieser and his team continuously hone their expertise in remote medical advice for the aviation industry.



Robb Leigh, MD

Chief Medical Officer, MedAire

With his years of experience in emergency medicine in varied settings, and expertise in travel medicine, Dr. Leigh oversees the medical coordination of all MedAire medical services, including MedLink and Crew Support. He is also responsible for leading the medical team's annual review of MedAire's regulatory-compliant Emergency Medical Kits and other life-saving medical equipment. These kit reviews ensure products remain up to date with important new pharmaceutical developments and are equipped to effectively deal with the most frequent medical situations on board.

Additionally, Dr. Leigh conducts revisions of MedAire guidelines in close alliance with other doctors on the team, while providing ongoing support to MedAire staff members around the world, and closely overseeing the medical operations for maritime clients.

Having undergone Airline Medical Examiner training at the U.S. Federal Aviation Administration's Civil Aero Medical Institute (CAMI-FAA), Dr. Leigh, along with Dr. Streitwieser, trains MedLink doctors in the fundamentals of aviation medicine adding this capacity to their emergency medicine background.

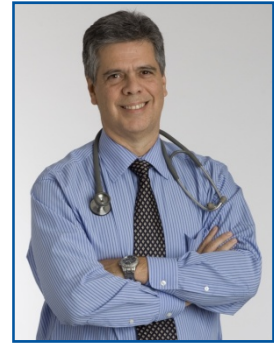
Paulo Alves, MD, MSc, FAsMA

Vice President, Aviation and Maritime Health, MedAire

Having worked as an airline medical director prior to joining MedAire, Dr. Alves is an expert in aviation medicine. He continuously works to refine MedAire's practices with the aim of minimizing the possibility of negative impact on airline and flight department operations.

Dr. Alves is responsible for analyzing MedLink's vast database of in-flight events. From these analyses important information is generated to provide internal and external feedback and possible solutions on best practices. In cooperation with MedAire's operational medical team, he uses MedLink data for internal quality control and product development.

A former member of the International Airline Transportation Association's Medical Advisory Group, Dr. Alves stays active in various industry associations, including the Airlines Medical Directors Association, which honored him in May 2010 with the *George J. Kidera Award for Outstanding Achievement in the Field of Aviation Medicine*.



Neil Nerwich, MD

Group Medical Director, International SOS (parent company of MedAire)

As the most senior medical professional at MedAire and its parent company, International SOS, Dr. Nerwich serves as an important link between the two medical teams.

Dr. Nerwich's background is in emergency medicine, and he has extensive experience with international health matters as well as aeromedical transportation. His academic qualifications include: Bachelor of Medicine, Bachelor of Surgery, Honours, Diploma of Tropical Medicine, Fellowship of the Royal Australasian College of General Practitioners and Certificate of Civil Aviation Medicine.