

Survivor Management

MedAire will do whatever it takes to maintain high standards and reputation for service, care and compassion in the time of greatest need for customers, families, employees, communities and the company itself.



MedAire has a fully integrated emergency management system that offers the best solution for managing the care and needs of accident survivors.

Medical Response Resources – MedAire maintains an exclusive, worldwide database of emergency medical and evacuation/repatriation service providers. Within minutes, all medical response resources with the ability to reach a given geographic location, as well as appropriate medical facilities, can be identified and put on alert. This database is the only source in the world for identifying highly qualified and reputable private sources for additional evacuation aircraft – if they are ever needed.

Medical Response Team – MedAire’s Medical Response Team goes to accident sites and surrounding areas where rescuers are caring for survivors. They assess the patients’ conditions as well as the ability of local facilities (if there are any) to handle their care. The team prioritizes further evacuation, if required, and coordinates the transfer of patients to evacuation aircraft and/or vehicles. The Team has full access to the medical resources of MedLink, which includes board-certified emergency physicians and specialists in more than 45 fields of medicine.

Patient Monitoring – Whether survivors remain at local care facilities or are evacuated to medical care centers in neighboring regions, or even to the survivors’ hometown, MedAire monitors their care until discharged.

Communications – The key is clear communications -- making sure that the right medical resources are in the right place at the right time. And just as important, clear, ongoing communications with the appropriate people within the airline. MedAire ensures lines of communications are always open – providing expert care, everywhere.