



Understanding MedAire's Medical Provider Network

About the Medical Provider Network

Since 1986, MedAire has identified reputable medical providers across the globe to which we refer our clients. This expansive network of physicians, hospitals, and clinics represents nearly 15,000 contacts located in 5,000 cities in more than 200 countries. Our Medical Provider Network Specialists ensure that each provider is capable of providing the highest quality of medical care and can meet clients' expectations for service and communication. The team also continuously researches and updates our proprietary database with the medical facilities available in the vicinity of all operating airports. They manage information for airports, medical professionals and facilities, emergency service providers and medical evacuation companies located in all reaches of the world.

The Provider Network includes (but is not limited to):

- Physicians (primary care and specialists)
- Dentists
- House-to-hotel physician services
- Hospitals
- Clinics
- Air Ambulance Service
- Medical escort services
- Emergency Medical Services (ground ambulance)
- Oxygen vendors
- Local correspondents
- Airport entities
- Port resources

MedAire's capabilities are further enhanced through our affiliation with International SOS, the world's leading provider of medical assistance services, international healthcare, security services and outsourced customer care. Remote medical expertise is also available through International SOS' network of more than 48,000 medical professionals worldwide.

Because this proprietary information is what sets MedAire apart from any competitor, the data is never published or distributed among our client base.

How the Medical Provider Network is utilized

When an aircraft diversion is necessary, MedAire will provide the best match based on the passenger's medical condition and location. Prior to landing, a Communication Specialist working in MedAire's 24/7 MedLink Global Response Center in Phoenix, Arizona, USA may assist the pilot by notifying the airport and requesting a local emergency medical response team to meet the aircraft.

When an emergency does arise, the medical team or Communication Specialist will monitor the patient's medical condition throughout the flight, making medical arrangements upon landing, if necessary. If a pilot determines that a medical diversion is necessary, communication specialists rely upon MedAire's Medical Provider Network to determine appropriate diversion sites closest to available medical facilities.

Selecting Medical Providers

Though MedAire will use referrals and endorsements as a starting point in the selection process, we generally obtain provider information from U.S., Canadian, British and Australian embassies, the Internet and other public directories, U.S. board-certified physicians practicing overseas and client referrals.

Providers meet MedAire's strict credentialing requirements such as:

- Ability to speak multiple languages
- Experience with expatriate travelers
- Western care standards and capabilities
- Affiliations with appropriate medical facilities
- Certification and licenses

Western care medical standards

MedAire's Medical Provider Network evaluations are based upon whether the physician and the facility meet Western care medical standards – those comparable to any large medical facility found in the United States, Europe, Canada or Australia. Such facilities have complete diagnostics, all major medical specialties, a 24/7 emergency room, and English-speaking medical teams with reputable training and extensive additional services.

While there is no international entity that officially provides a definition of western care standards – nor would the 'non-western' countries accept our description – the above is the closest to our client's expectations and requirements.

In situations where the local system can not offer the required Western care medical resources (diagnostic equipment, treatment, specialty or qualified physician), MedAire may arrange for evacuation to the closest, most suitable facility, capital or country.

Medical Provider Network monitoring

MedAire continuously monitors the care rendered by providers, and proactively solicits feedback from patients regarding quality of care and overall experience. In cases where the providers are not frequently utilized, the Provider Network Development team proactively re-verifies information at scheduled intervals every twelve months.

Negotiated rates and payment terms

MedAire will negotiate preferred rates in major capital cities in which there have previously been – or are expected to be – a substantial volume of cases over an extended period of time. However, it should be noted that MedAire is not an insurance provider and does not provide any type of medical insurance coverage. We offer assistance in obtaining medical services, which, in some cases includes paying medical expenses of clients up-front, monitoring the patient's care, and in other cases, simply means providing medical referrals. For business aviation and luxury yacht clients, the patient is responsible for paying medical costs out-of-pocket. Payment is subject to the terms of the client agreement.