



Fit to Fly User Guide

This guide supports the use of MedAire's web-based tool to assess a passenger's medical fitness for air travel.

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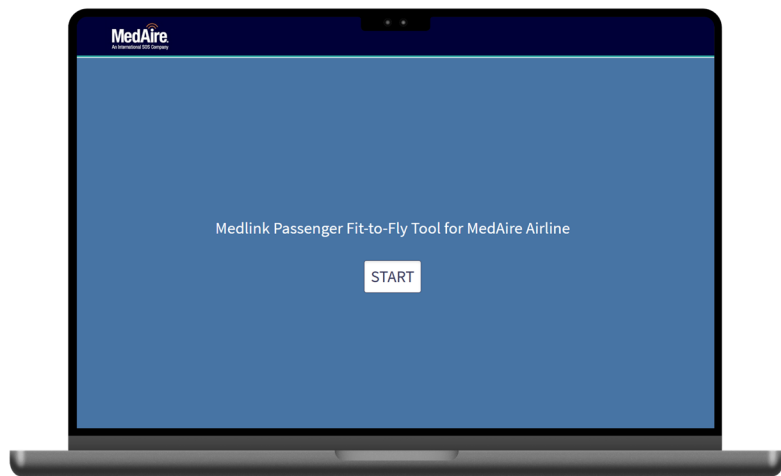
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Introduction

▲ Purpose

The Fit to Fly Web Portal by MedAire is a digital decision-support tool designed to help determine whether a passenger is medically fit to travel by air. The portal guides users through a structured assessment of common symptoms and medical conditions that may impact flight

safety or comfort. Based on the input provided, the portal evaluates the passenger's health status against aviation medical standards. If the algorithm identifies any concerns or potential risks, a MedAire medical professional will be required for further evaluation and diagnosis. This ensures timely, expert guidance and helps airlines and passengers make informed decisions about travel readiness.

Note: **This service is intended for use during a single leg of a passenger's journey.** If symptoms persist or worsen after the flight, please complete the screening tool again to ensure continued support and an accurate assessment.

▲ System Requirements

Device Compatibility:

Desktop & Laptop

Computers: Compatible with current Windows and macOS systems

Tablets & Mobile Phones:

Compatible with current iOS and Android devices

Web Browser Support:

Google Chrome (latest version)

Microsoft Edge (latest version)

Mozilla Firefox (latest version)

Safari (latest version on macOS and iOS)

Network Requirements:

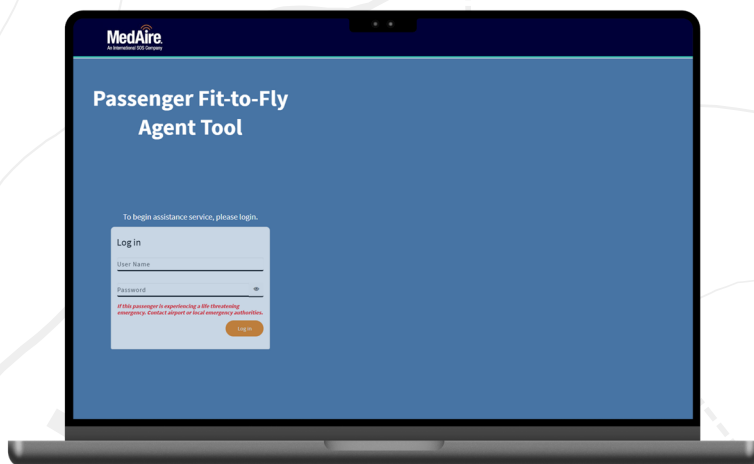
Stable internet connection

(minimum 3 Mbps recommended)

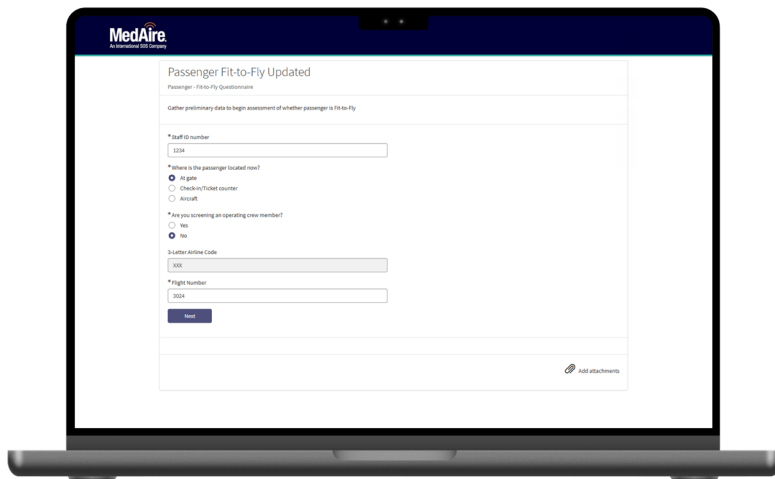
Secure HTTPS access

▲ How to Access

1. **Go to** <https://www.medaireclear.com/csm>
2. **Enter** your company's login information.
3. **Click 'Log in'** to continue.
4. **Click 'Start'** to begin the assessment.



Preliminary Data



The screenshot shows a laptop displaying the MedAire 'Passenger Fit-to-Fly Updated' form. The form includes fields for Staff ID number (1234), location (At gate selected), screening status (No selected), and Flight Number (3024). A 'Next' button is at the bottom.

*Staff ID number

*Where is the passenger located now?

☒ At gate

☐ Check-in/Ticket counter

☐ Aircraft

*Are you screening an operating crew member?

☐ Yes

☒ No

*Flight Number

Purpose

Before initiating a Fit to Fly assessment, users must enter the following key information to ensure accurate screening and appropriate medical evaluation:

Note: This data is essential for maintaining accurate records and enabling efficient case management.

1. Enter your 'Staff ID Number'

2. Please select the appropriate location where the passenger is currently situated.

3. Indicate whether the individual being screened is an operating crew member.

Note: This system is for passenger clearance only. If screening a crew member please direct them to contact their crew support provider

4. Enter the flight number for the individual undergoing assessment.

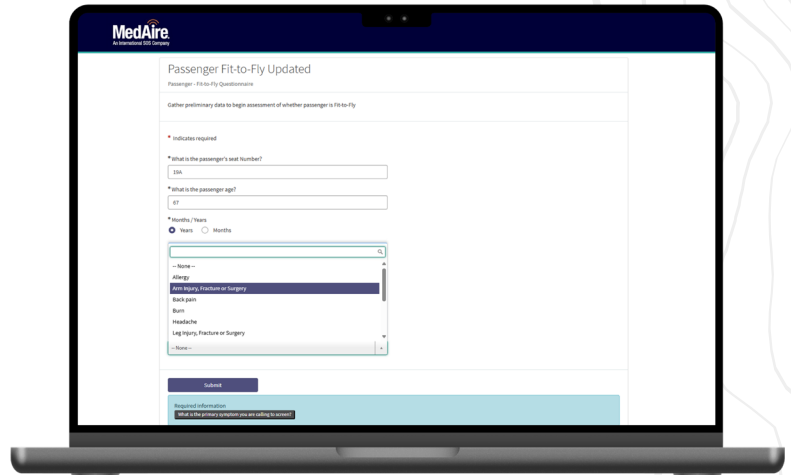
5. Press 'next' to proceed

Passenger Questionnaire

Purpose

The Passenger Questionnaire is a critical component of the Fit to Fly assessment process.

This section gathers detailed information about the individual undergoing evaluation to support accurate medical screening and decision-making.



*What is the passenger's seat Number?

19A

1. Enter the passenger's seat number.

*What is the passenger age?

67

*Months / Years

☒ Years ☐ Months

2. Enter the passenger's age and please select 'Years' or 'Months' (Use Months for infants under 2 years old).

*What is the passenger gender

☒ Female
☐ Male
☐ Other
☐ Not disclosed

3. Select the passenger's gender

*What brought this passenger to your attention?

-- None --

-- None --

The pax doesn't look well
The pax has an arm/leg immobilization/cast
The pax had a medical event on a recent previous flight
The pax Self-disclosed a Medical Situation
The pax has vomited
The pax is on a Wheelchair or Carrying a Medical Device

4. Select the the reason that brought this passenger to your attention from the dropdown menu.

Note: If no option is applicable please select 'Other medical complaint' and enter in a response.

5. **Select** the primary symptom observed from the dropdown menu.

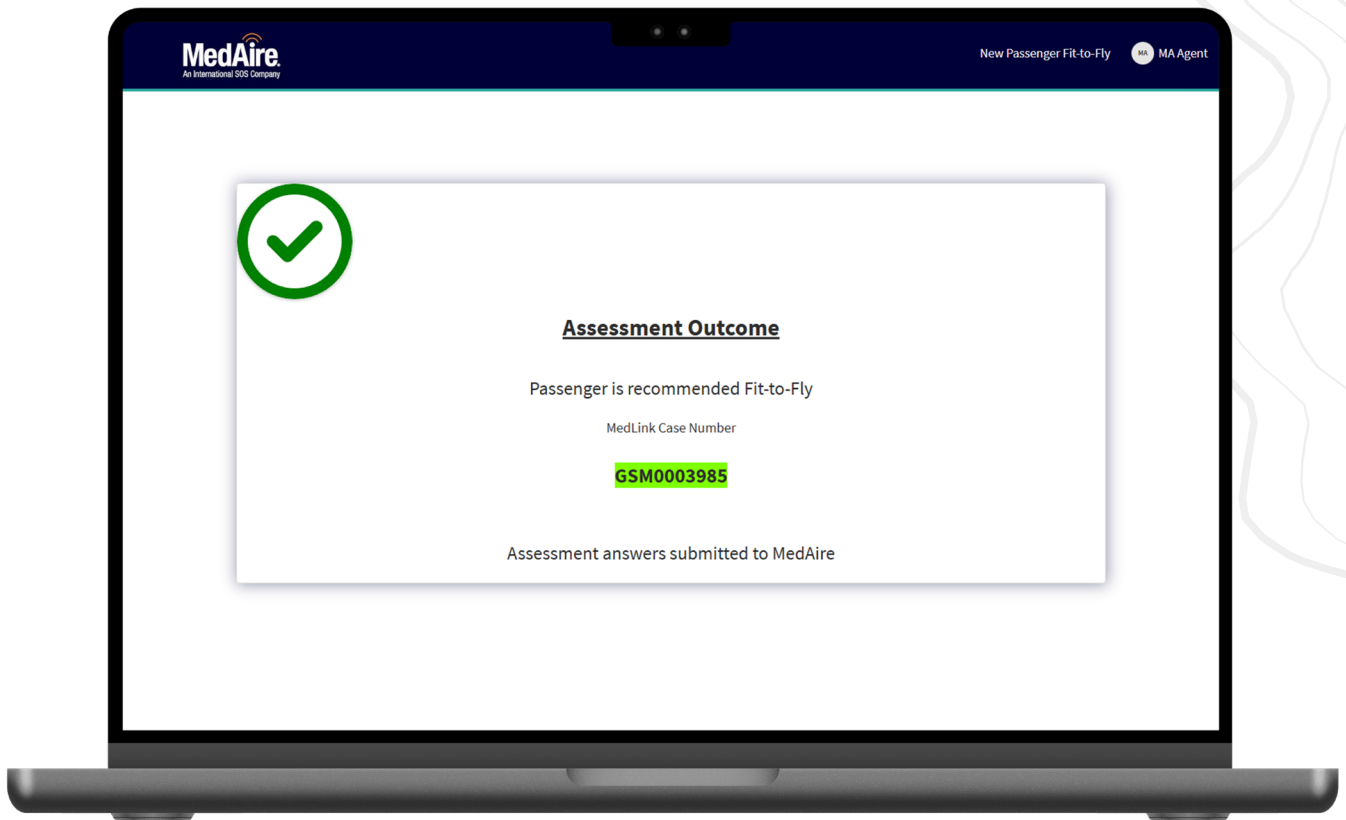
Note: If no option is applicable please select 'Other medical complaint' and enter in a response.

6. There will be a series of questions depending on the selected category. Please **answer as accurately as possible** using your observations and any information collected from the customer to help ensure the best possible care.

7. Once all questions are completed, **click 'Submit'** to proceed.

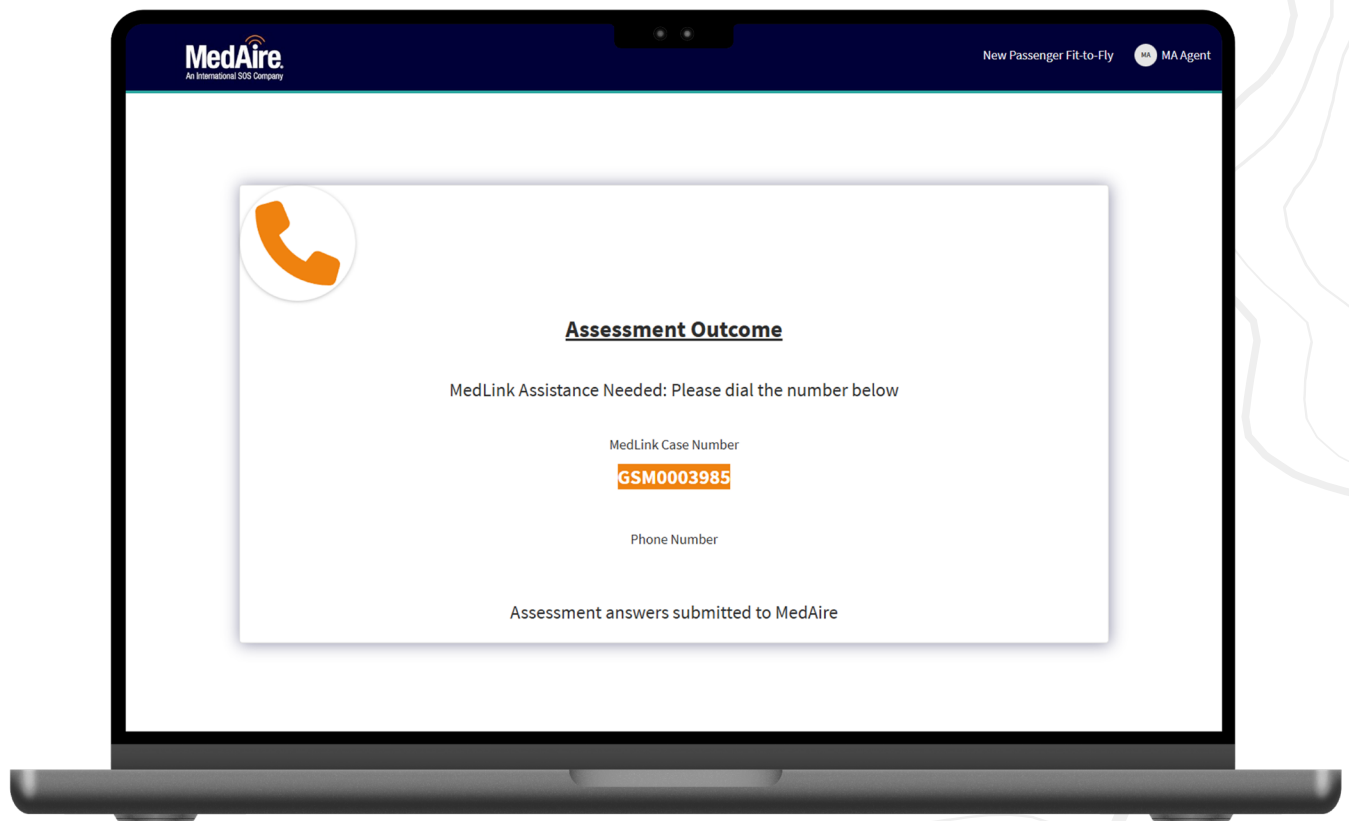
The system will then provide an Assessment Outcome indicating whether the passenger is fit to fly or if further evaluation is required.

Assessment Outcome: Positive



Upon successful completion of the Fit to Fly assessment, the system has determined that the individual is medically cleared for air travel. All submitted information has been reviewed through MedAire's algorithm, and no disqualifying symptoms or conditions were identified.

Assessment Outcome: Additional Medical Assistance Needed



The Fit to Fly assessment has identified symptoms or conditions that may require additional medical evaluation before the individual can be cleared for air travel. Please contact MedAire Medical Assistance immediately using the provided contact information.

Frequently Asked Questions (FAQs)

1. Can I access the tool through a mobile phone?

Answer: Yes the tool can be used on mobile devices.

2. Can I access the tool directly through the URL?

Answer: Yes, this tool can be accessed using this URL: <https://www.medaireclear.com/csm>

3. Does this clear the passenger for their entire journey?

Answer: No, this service is intended for use during a single leg of the journey. If symptoms persist or worsen after the flight, please complete the screening tool again to ensure continued support and an accurate assessment.

4. Can I use this tool on operating crew members?

Answer: No, this tool is for passenger clearance only. If screening a crew member please direct them to contact their crew support provider.

5. Can I change my answer to previous questions?

Answer: No, please start from the beginning by selecting the MedAire logo at the top left corner.