

CHANGES TO PROCEDURES FOR MEDICAL TRAVEL ON AIR MAURITIUS

1. Following internal discussions, please note that henceforth with immediate effect, medical procedures as applicable for travel on MK flights will not apply for the following:
 - a. Paraplegics and Tetraplegics.
 - b. Eye treatment abroad

2. Paraplegics/Tetraplegics

Any request for WCHC must be followed by a remark advising if the passenger is autonomous or non-autonomous on board.

Autonomous

The WCHC will be confirmed by MK.

Non-Autonomous

A passenger who is non-autonomous on board should be accompanied by an able-bodied person. When booking has been made, the PNR including his/her escort shall be inserted to be listed on Passenger Name list (PNL) for maximum assistance.

The following details should be inserted in PNR booking with OSI/SSR remarks if the passenger is non-autonomous:

- a. Name of accompanying person
- b. Pax to be pre-seated near toilet.
- c. Request for WCHC (as per normal procedure in place)

Final decision as to whether Paraplegics and Tetraplegics are considered as autonomous or non-autonomous will be decided upon by our staff at Airport prior to check-in after an assessment of the physical condition of the patient. If considered as non-autonomous onboard pax will be accepted only if accompanied by an able bodied person. If declared autonomous onboard then our check-in staff will accept pax without any accompanied person.

3. Eye Treatment

All travel for eye treatment abroad will not be subject to current medical procedures as applicable for travel on Air Mauritius flights.

For all cases of eye treatment abroad, the Certificate of Fitness for travel form has to be filled in by the treating Doctor and submitted at time of reservation. All the items on the Certificate of Fitness for travel form should have a written answer and not just a tick. The form has to be signed by both the Doctor and the patient.

The Certificate of Fitness for travel will **not** be sent to the MK Medical Doctor for counter signature. The form duly completed will be kept on file and a note inserted in the PNR to advise pax traveling abroad for eye treatment and accompanied by escort, if applicable.

The usual reservation procedure for medical travel will not be completed for all such cases of travel for eye treatment abroad. Hence, counter staff will not send the reservation file to Resa Control for latter to process as a medical case as per procedure.

In case of medical discounts being granted for all such cases, then the discounts will have to be implemented on agreed fare basis and the Certificate of Fitness for travel form duly completed will be used as supporting document.

4. Other Medical Cases

Apart from travel abroad for eye treatment and Paraplegics and Tetraplegics who are autonomous/non-autonomous, all other cases will continue to be treated as per current procedures for medical travel as follows:

- a. Hence, Certificate of Fitness for travel form will have to be duly completed by the treating Doctor and signed by both the latter and the patient.
- b. The form will then be processed in the usual way as per current procedure via Resa Control. The latter will ensure countersignature by MK Medical Doctor and do all the arrangements to advise all concerned (including Cabin Operations Team Leaders).

For cardiac cases, especially in infants and children, the attending Cardiologist should specify on the certificate of fitness for travel form the need or not of oxygen and its rate of flow, duration. Since we have two types of oxygen bottles, whenever oxygen is required it has to be specified whether the debit of the flow needs to be continuous or intermittent.

In all cases, when the Medical Certificate of fitness for travel form is filled in, travel details (flight number, date, etc) will have to be specified on the form.