



# VOLATO SAFETY DAY

Enhancing Safety and Security  
for Light Jet Operators

**Diann Weaverling** | Strategic Client Liaison - MedAire

# EXPERT CARE, EVERYWHERE.

Leading provider of medical & security solutions for the aviation industry since 1985



## MEDICAL & SECURITY ASSISTANCE

Pre-flight intelligence, in-flight medical response, as well as health & security support for crew & guests while travelling



## AVIATION MEDICAL KITS & EQUIPMENT

The best tools to properly assess an unwell passenger, the medications and equipment to triage and resolve medical events onboard.



## CREWMEMBER TRAINING

Medical & security training for crewmembers and guests adapted for the aviation environment

# OVER 35 YEARS PROVIDING INTELLIGENCE & ASSISTANCE



**PRIVATE AVIATION**  
4500+ AIRCRAFT



**COMMERCIAL AVIATION**  
180+ AIRLINES



**114,651** CALLS

**310+** CALLS PER DAY



# IN-FLIGHT EMERGENCIES ON LIGHT JETS

How we support Pilots with  
small cabined aircraft

# SUPPORT SO YOU CAN LAND THE PLANE

In a medical emergency time to care is critical

Advise on closest airport  
to receive expedient  
medical support



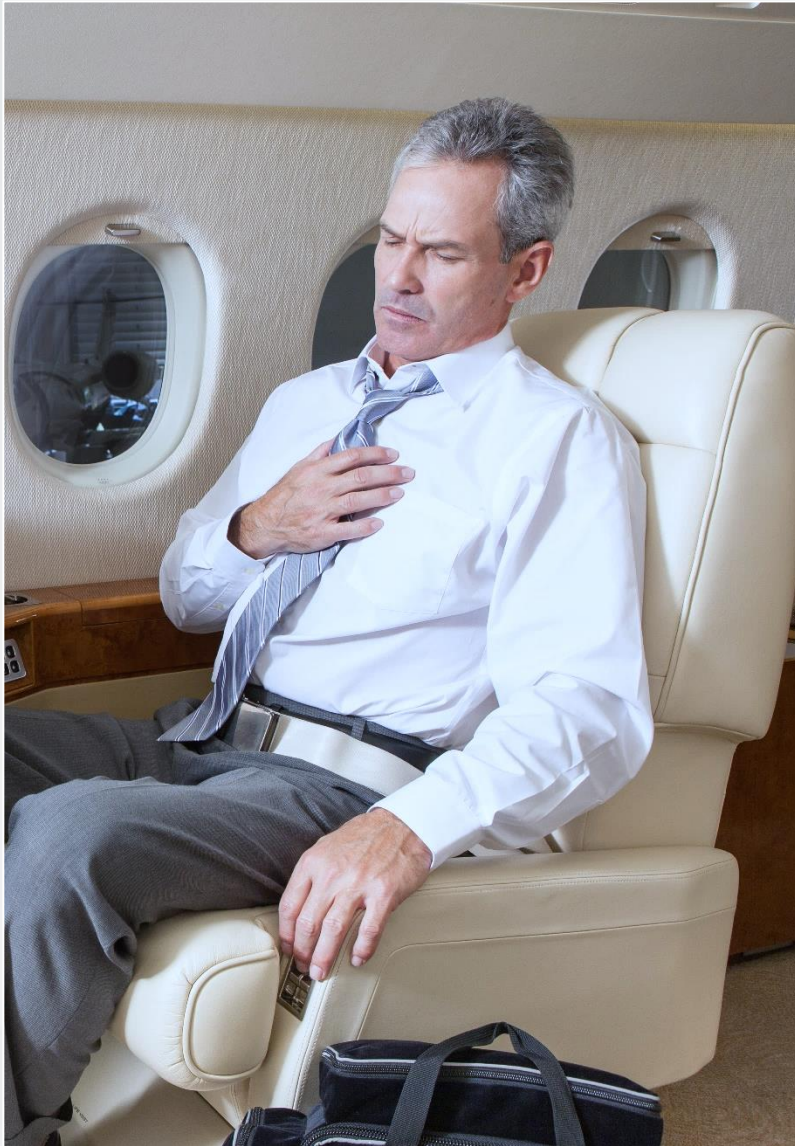
Medical Emergency  
Response Coordination  
at the airport



Manage comms  
between Dispatch,  
Ground Control and  
Flight Deck







# KHPN TO KLAS IN-FLIGHT CHEST PAIN

**68-year-old principle with history of atrial fibrillation**

CEO began experiencing severe chest pain with pain radiating down his left arm. Recognizing the severity of the situation, the CEO managed to inform the pilot about his symptoms.

MedAire identified the nearest suitable diversion point with appropriate cardiac facilities. The decision was made to divert the flight to Denver, Colorado.

While the plane was still in the air, MedAire coordinated with EMS and when the plane landed, the principle was transported to hospital within 10 minutes.



# MEDICAL EQUIPMENT & PASSENGER TRAINING

How we support Pilots with  
small cabined aircraft

# PASSENGER PREPAREDNESS

Medical Equipment, Training & Resources for In-flight Emergencies



## Onboard Medical Equipment

Passengers should be familiar with their locations and basic usage. This includes items such as Automated External Defibrillators (AEDs), oxygen, first aid kits, and any specific medications that might be needed in an emergency.



## Adapted First Aid Training

Specialized training for aircraft cabins is crucial due to space limitations and unique challenges. Training should cover the most common and critical situations that may occur during flight.



## Working with MedLink Doctors

MedLink provides immediate access to emergency physicians and can guide passengers through the process of managing the situation. They can advise on immediate care and coordinate with pilots for possible diversion.



# VP WITH HEART DISEASE PASSES OUT

**Headed to San Diego from San Francisco executive loses consciousness**



The small private aircraft was carrying four passengers, including a male VP in his 60s, and two pilots. There were no cabin attendants on board. Mid-flight, the VP suddenly lost consciousness.

His colleagues, who had received advanced first aid training for aircraft emergencies, were unable to move the VP out of his seat, so they retrieved a serving tray and placed it behind him and took turns performing CPR.

The VP received continuous CPR throughout the flight. Upon landing, he was immediately transported to the hospital where he received further treatment. After a few days in the hospital, he was released in stable condition.

# CONCIERGE MEDICAL PROFESSIONALS

Additional expertise  
onboard the aircraft or  
while travelling at  
destination



# ADVANCED SUPPORT FOR YOUR OPERATION

The crucial role of concierge medical professionals travelling on your mission

## ONBOARD MEDICAL ASSISTANCE

- Immediate medical response during in-flight emergencies.
- Adds critical assistance in the cabin when you are flying the plane
- Coordination with ground-based medical support.

- Immediate support for medical events as they arise
- Management of medication schedules and dosages.
- Guidance on maintaining healthy habits while travelling.
- Assistance with daily self-care routines to promote wellness.

## TRAVEL COMPANION

## SPECIAL CASES

- Personalized care for travelers with complex health histories.
- Mitigation of health risks associated with travel.
- Liaison with personal physicians and MedAire's global network

# 6 WEEK COSTA RICAN ADVENTURE

**Diverse group ranging from young children to elderly adults.**



MedAire provides a dedicated concierge nurse for the journey. The nurse assists with daily medical and self-care routines and provides immediate care for minor injuries and illnesses.

A child in the group falls severely ill. The nurse liaises with MedAire's global network to provide immediate care and coordinate further treatment.

The nurse's presence provides peace of mind for the family. The family includes the nurse in all future trips and even attends her wedding.





MedAire<sup>®</sup>  
An International SOS Company

AMBULANCE ENTRANCE ONLY

# MEDICAL ASSISTANCE WHILE TRAVELLING

The best care and support  
for crewmembers and  
guests

# PROTECT CREWMEMBERS & GUESTS

Medical assistance services create resilient operations



## 24/7 MEDICAL ASSISTANCE

Immediate medical advice, triage, and arrangements for passengers and guests



## MENTAL HEALTH SUPPORT

Help manage stress, anxiety, or other mental health issues confidentially



## TELECONSULTATION

Many case types qualify to see a doctor and receive prescription delivery



## CASE MANAGEMENT

Oversees and coordinates cases with medical provider, operator and patient



## FIT TO FLY ASSESSMENT

Advises whether a passenger or crewmember is well enough to travel



## DIGITAL LEARNING

Access to a library of online medical and travel safety courses



## AVIATION APP

Puts the MedAire Medical and Security portal in the palm of your hand



## GUARANTEED PAYMENT

Ensuring payment for services ensure necessary care is not delayed





# MOTOR VEHICLE ACCIDENT IN MEXICO

**On a layover in Mazatlán, a co-pilot rents a car to go zip lining**

Co-pilot involved in a motor vehicle accident. Local emergency response teams quickly transported her to a nearby hospital. The chief pilot immediately contacted MedAire for advice and assistance.

MedAire swiftly took control of the situation, validating the on-the-ground situation at the local hospital. The hospital was confirmed the vetted medical facility and sent a doctor to verify treatment plan.

Once the co-pilot was stabilized, she was able to fly home on a commercial flight. Based on MedAire's recommendation and approval from the client, a medical escort was provided for the journey home.

# ASSET & PERSONAL SECURITY

Protecting your aircraft,  
crewmembers and guests  
while travelling

SECURITY



# A VOLATILE WORLD PUTS YOU IN THE CROSSHAIRS

Socio-Economic and Environmental Concerns make Private Aviation a Target



AIRCRAFT  
VANDALISM TO  
PROTEST CLIMATE  
CHANGE



CEO & PRIVATE  
AIRCRAFT  
PUBLISHED  
TRACKING



INCREASE IN PETTY  
CRIME AND CIVIL  
UNREST GLOBALLY

# TAKEN FOR A RIDE BY MEXICO CITY TAXI

Principle assaulted by taxi driver while visiting Mexico City with family



She had hailed a taxi to return to her hotel after an evening event. However, the taxi driver began to make inappropriate comments and advances towards her.

She discreetly opened the MedAire Aviation App and initiated a chat with the Bond Command Center, explaining that she was in a dangerous situation.

The agent provided the police with real-time situational awareness, including information about the traveler, the location of the moving car, and details about the driver. After several miles, the police were able to intercept and stop the vehicle.

# YOUR OPERATIONAL SMS & ERP

Enhance your operational  
safety profile with  
appropriate solutions





# SERVICES THAT SUPPORT YOUR SAFETY PLANNING



## Medical & Security Assistance

24/7 support complements your SMS by taking immediate control for medical and security incidents.

## Comprehensive Training

Training programs enhance your ERP by equipping crew and passengers with the skills to respond effectively to emergencies.

## Provider Network

Global network of vetted providers ensures access to quality care and support, enhancing your SMS's effectiveness.

## Case Management

Case management services provide comprehensive support during medical emergencies, complementing your ERP.

# ANY QUESTIONS?



**Medical Assistance:** how it works or how it can be integrated into your current operations?



**Global Network:** Do you have any questions about our network's domestic providers and how we vet them?



**Personal Security:** More ways MedAire's App can enhance your safety?



**Training Programs:** what is included in the digital learning platform or training for guests?



**Case Management:** How does the case management for a medical emergency differ from non-emergency?



**SMS and ERP:** Do you want to know more about complement your SMS and ERP?