

**MEDICAL INFORMATION FOR PASSENGERS REQUIRING MEDICAL CLEARANCE TO BE COMPLETED BY TREATING PHYSICIAN (Please read all pages)**

<b>MEDIF 1</b>			
Information Sheet for Passengers Requiring Special Assistance			
<b>1. PATIENT DETAILS:</b>			
Name:	Date of Birth:	Age:	Sex: Male: <input type="checkbox"/> Female: <input type="checkbox"/>
Tel/Cel №:	Height:	Weight:	
<b>2. TRAVEL DETAILS:</b>			
Passenger PNR:	Airline:	Flight №:	Class:
Proposed Itinerary:			
Sector:	Departure date:	Return Date:	
<b>3. TREATING PHYSICIAN DETAILS AND DIAGNOSIS INFORMATION:</b>			
Name:	Med Qualifications:	Specialty:	PR №:
Tel/Cel №:	Email address:	Fax No:	
Diagnosis:			
Date of Diagnosis:	Contagious: YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Communicable Disease: YES:     NO: <input type="checkbox"/>	
Anaemia:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	If Yes, HB:	
Oxygen Saturation: Room Air:	%	With Supplementation:	%
Cardiopulmonary Status:			
Psychiatric Status:			
Current Symptoms and Severity:			
Current Medication:			
Nature and date of any recent surgery:			
Prognosis for the trip:			
Signature:			Date:

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<u>MEDIF 2</u>	
1. MOBILITY REQUIREMENTS	2. MEDICAL ASSISTANCE INFORMATION
Wheelchair required: YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Is passenger fit to travel alone? YES: <input type="checkbox"/> NO: <input type="checkbox"/>
Can climb stairs, can walk in cabin? WCHR YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Will Meet and Assist be Sufficient? YES: <input type="checkbox"/> NO: <input type="checkbox"/>
Unable to climb stairs, can walk in cabin? WCHS YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Intended Escorts Name: _____
Unable to climb stairs or walk in cabin? WCHC YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Title: _____ Age: _____
Other Comments:	Medical Escort Qualification: _____
<b>Own Wheelchair</b>	PNR No: _____ Language: _____
<p><b>NOTE:</b> Wheelchairs and mobility aids with non spillable wet batteries. Batteries must not exceed 300wH, if there are two batteries, each battery must not exceed 160wH. Spare batteries must not exceed 300wH or two spares each 160wH. Batteries removed from mobility aid must be carried in the passenger cabin.</p> <p><b>Type of Wheelchair:</b> Please cross type</p> <p>Collapsible: <input type="checkbox"/></p> <p>Power Driven: <input type="checkbox"/></p> <p>Battery Type: <input type="checkbox"/></p>	<p><b>Is a Ambulance Required?</b> YES: <input type="checkbox"/> NO: <input type="checkbox"/></p> <p><b>Where is the Wheelchair Required:</b></p> <p>At Departure Airport? YES: <input type="checkbox"/> NO: <input type="checkbox"/></p> <p>At Transit Airport? YES: <input type="checkbox"/> NO: <input type="checkbox"/></p> <p>At Arrival Airport? YES: <input type="checkbox"/> NO: <input type="checkbox"/></p>

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<b>MEDIF 3</b>		
<b>1. Are Other Ground Arrangements Needed?</b>	YES: <input type="checkbox"/>	NO: <input type="checkbox"/> (If "Yes" please book 72 hours prior to departure)
If "Yes" please specify requirements:		
<b>2. Are Other Inflight Arrangements Needed?</b> (e.g. special meal, extra seat Leg rest, special seating)	YES: <input type="checkbox"/>	NO: <input type="checkbox"/> (If "Yes" please book 72 hours prior to departure)
If "Yes" please specify requirements:		
<b>3. Is Medical Equipment Needed On board?</b>	YES: <input type="checkbox"/>	NO: <input type="checkbox"/> <b>NOTE:</b> Passengers supplied Medical Portable Electronic Devices must be battery powered for duration of flight. No power supply is available for charging batteries.
<b>Information:</b>		
<ul style="list-style-type: none"> <li>• SAA is temporarily not able to provide a Portable Oxygen Concentrator (POC), the passenger can bring their own that supplies oxygen on demand at flow rate of 1 - 5LPM. The POC may only be used after take-off and shall be stowed in preparation for the landing. <b>(NOTE: Service for SAA provision is temporarily unavailable)</b></li> <li>• Indications for portable oxygen concentrators               <ul style="list-style-type: none"> <li>○ Infants aged 6 weeks to 24 months and individuals with critical medical conditions e.g., Tracheostomy can use a continuous-flow portable oxygen concentrator.</li> </ul> </li> <li>• A Passenger need to provide a US Federal Aviation Administration (FAA) approved battery powered portable oxygen concentrator. This device may be used to supply continuous oxygen. The POC may not be used with a mask, the passenger must provide a nasal cannula. There is no additional cost for a passenger to provide their FAA approved battery powered POC. <b>(Refer MEDIF 6)</b></li> <li>• A Passenger owned Continuous Positive Airway Pressure (CPAP) Machine is permitted. <b>(Note: This CPAP machine must be battery operated)</b></li> <li>• The Passenger must supply the extra batteries. The spare batteries must be carried in passenger hand baggage and declared to cabin crew. The spare batteries must be fully charged.</li> <li>• The spare batteries must be individually protected so as to prevent short circuits by placement in the original retail packaging or by otherwise insulating the terminals (e.g. taping over the exposed terminals or placing each battery in a separate bag or pouch).</li> <li>• The Inogen One G2 24 Cell Battery Packs consist of two 12 Cell Battery Packs built together with a Watt-hour rating of 195.4. This exceeds the permissible Watt-hour rating of 160. As such, this battery pack is not permissible on board.</li> <li>• Aircraft power is different to normal electrical power therefore, equipment plugged into aircraft electrical power outlet could cause damage to both aircraft and equipment.</li> <li>• Safety of the aircraft may be compromised due to Electro-magnetic Interference (EMI) – especially during the critical phase of the aircraft – take- off and landing and on the ground during alignment of the instrumentation and software loading</li> </ul>		
<b>Is a "SAA" Portable Oxygen Concentrator required?</b>	YES: <input type="checkbox"/>	NO: <input type="checkbox"/> <b>(NOTE: This device cannot be used in infants and other critical medical conditions.)</b>
<b>Is a Stretcher needed on board?</b>	YES: <input type="checkbox"/>	NO: <input type="checkbox"/> <b>(NOTE: The passenger must be escorted by medical professional)</b>

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**NOTE: Please Book at least 72 Hours in advance if a stretcher is required on board.**

**Fees, if any, relevant to the provision of the above information and for carrier-provided special equipment are to be paid by the passenger concerned.**

Can the patient go without oxygen for short periods of time? e.g. toileting	YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
Does the patient have a (FREMEC) – Frequent Traveler Medical Card? (Refer to MEDIF 4)	YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
Issued By:	EXP Date:	

**MEDIF 4**

**Special Travel Needs information.**

SAA offers a limited range of services for travelers who require special medical assistance. Please read the information below and contact us if you need help with any of the services outlined here.

**Frequent Travelers Medical Card**

In order to make travelling easier for passengers with a disability or stable medical condition, we offer the [Frequent Travellers Medical Card](#) (FREMEC). This card's validity is dependent on passenger condition; it varies from one to three years. The card helps you to avoid the hassle of obtaining medical clearance for each journey, and automatically determines your special requirements. Such cards are usually honored by other airlines. For card renewal, your doctor needs to complete the application on your behalf. You can download this card from SAA website: <https://www.flysaa.com/manage-fly/before-flying/special-assistance>

Email a completed form to SAA Special bookings: [specialhandling@flysaa.com](mailto:specialhandling@flysaa.com) or contact your local SAA Reservations Office

For more information, please contact SAA Special Bookings on: [specialhandling@flysaa.com](mailto:specialhandling@flysaa.com) or contact your local SAA Reservations Office

**Reservation requirements**

Please let us know:

- The type of mobility aids you are travelling with,
- Whether your mobility aids are collapsible, electric, or non-electric.
- The dimensions, in adjusted or disassembled state and weight.
- If you require access to a wheelchair in the airport and/or on the aircraft,
- Transfer from wheelchair to aircraft seat and vice versa.
- Service dog amenities (emotional support dogs - **for customers booked on SAA flight and connecting to the US**). For conditions pertaining to the transportation of such animals please visit <https://www.gov.za/services/import/import-animals-and-animal-products>
- Elderly passengers that require assistance.
- Onboard facilities for the use of medical equipment, e.g., battery operated CPAP machine
- An adjacent seat for your care giver/ medical escort.

**On the day of departure:**

We request that you check in early for ground handling/security purposes:

- Domestic flights: arrive at latest 90 minutes before flight departure.
- International flights: arrive at least 2 - 3 hours before departure time.

Earlier arrivals are highly encouraged

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**MEDIF 5**

**Medical clearance**

Medical clearance is required to assess your fitness to fly; especially if you need special attention or use of any medical equipment on-board. A [Medical Information Form](#) (MEDIF) should be completed by you and your doctor, if you have complicated chronic illness, recent illness, injury, surgery or hospitalization. The form may be required of passengers who need special services such as:

- Oxygen supply (passenger)
- Stretcher
- Medical escort or in-flight medical treatment
- Carriage of medical equipment or instruments

All medical information is strictly confidential. Once completed, the form must be emailed to SAA Special bookings within 48hr of your proposed flight.

**Please note: We must be notified immediately of any change in your condition prior to travel.**

Special Handling Email: [specialhandling@flysaa.com](mailto:specialhandling@flysaa.com)

**MEDIF 6**

**Guidance for Physicians and passengers to complete MEDIF:**

- SAA reserves the right to accept or decline your application.

**Sick passengers may be affected by the following:**

- Reduced atmospheric pressure (cabin air pressure changes greatly 15-30 minutes after take-off and before landing, and gas expansion and contraction can cause pain and pressure).
- Reduced oxygen tension (The cabin is at a pressure equivalent to an altitude of 6000 – 8000 feet and oxygen partial pressure is approximately 20% less than on the ground).

The following conditions require South African Airways medical clearance. This list is not exhaustive and if you are in any doubt as to whether your condition may require clearance, we urge you to contact SAA Special Handling before flying:

**The following passengers are required to book via Special Bookings:**

- Travelers require a medical escort or in-flight medical treatment.
- Travelers who have a communicable disease or infection.
  - Your doctor must state whether the condition poses a direct threat to the safety or health of others and any precautions necessary to prevent transmission.
- Travelers who have been operated on or admitted to hospital within the previous two weeks.
  - Your doctor must state whether you have recovered completely, and if your condition has stabilized sufficiently enough to travel by commercial air transport.
- Travelers suffering from an acute or chronic medical condition for which they might need to take medication during the flight.
- Travelers who suffer from any acute or severe symptoms, such as difficulty in breathing, high fever, severe pain, etc.
- Travelers who might develop any symptoms or behavior that could have an adverse effect on the welfare of other passengers.
- Travelers whose medical condition might be aggravated during or because of the flight.
- Traveler who is an unaccompanied minor with medical condition
- Unstable mental illness/impairment
- Travelers who suffered from thrombophlebitis
- Travelers who suffered from a recent major medical incident (heart attack, heart failure, stroke and respiratory failure or recent pneumothorax)

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**MEDIF 7**

**Specific cases:**

**Wheelchairs & Mobility Aids**

For travellers with limited mobility, we offer the following assistance:

- Wheelchairs at the airport: We can arrange for wheelchair transport from check-in to the boarding gate, and from the aircraft to the arrival hall at your destination.
- Travelling with your own wheelchair: You are welcome to check in one wheelchair as baggage, free of charge.
- On flights to & from European Union destinations (London, Frankfurt & Munich) one further mobility device may be carried free of charge, (two in total)
- Each traveler is entitled to one mobility aid e.g wheelchair, crane, crutches, etc free of charge in addition to their standard baggage allowance. These items must be small enough to be stowed without obstruction and must meet SAA baggage policy requirements.
- Travellers requiring the use of wheelchairs or mobility aids are advised to make their travel plans in advance.

**Travelling with medication**

Please ensure that you keep your medication in your hand luggage and have a medical letter on hand outlining your condition and medication, in case you encounter difficulties while travelling.

- Medicines required on board must be carried in cabin baggage and passenger must carry a letter from treating Doctor. All excess medicines and liquids are to be carried in checked baggage. When taking liquids through security control, please ensure you comply with the airport's restrictions.
- All prescription medicine, syringes and needles used by diabetics must be sealed and properly labelled.
- The quantity of syringes and needles is limited to the amount required for the flight.
- They must be disposed safely as per doctor's instruction.
- For medication requiring refrigeration make sure that you bring your cooler box with ice packs. This medication must be kept with passenger throughout duration of the flight.

**Note:**

Cabin Crew are not authorized to give special assistance (e.g. lifting, feeding, help with use of toilets) to passengers, they are trained only in first aid and are not permitted to administer any injection, or medication.

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**MEDIF 8**

**Expectant mothers**

- Medical clearance is only necessary if you are having complications with your pregnancy.
- Domestic travel is permitted up to 36 weeks for a routine pregnancy.
- International travel is permitted up to 35 weeks for a routine pregnancy.

All pregnant women beyond 28 weeks of gestation must provide a letter from their Obstetrician/General Practitioner or Midwife stating the following:

- Term of pregnancy
- Fitness to travel.
- Whether it's a single, multiple or high-risk pregnancy.
- Any possible complications, including hypertensive passengers, history of premature labour, etc.
- Infants are allowed to travel from 7 days of age.
- Major abdominal surgery accepted for flying after 10 days – The Special Handling process must be followed.

**Colostomy bags**

Travelers dependent on colostomy bags must ensure that they use an empty one at the start of the journey. You are responsible for carrying a sufficient number of bags for the duration of the flight, and disposing of them, in a responsible manner, upon arrival at your destination.

**Nut and other allergies:** If you have any allergies, please bring it to the attention of our Reservations Department. In the event that you suffer from a severe allergy, you are required to bring your own emergency medication, e.g., EpiPen.

SAA does not take responsibility for any allergens that may arise from food, medications, pets, rodents, dust mites or nut and other allergens.

**MEDIF 9**

**Stowage of carry-on items**

- Our cabin crew will provide assistance with loading and retrieval of carry-on items and small assistive devices stowed on-board the aircraft, these items must be small enough to be stowed without obstruction and must meet SAA baggage policy requirements.

**On-board wheelchair**

All our aircrafts are equipped with an on-board wheelchair, allowing passengers to be escorted to and from the toilets. We also have seats with movable armrests that facilitate the transfer of a passenger from the on-board wheelchair to the seat and vice versa.

**Passenger Declaration:**

I take note that if accepted for the carriage, my journey will be subject to the general conditions of carriage/tariffs of the carrier(s) and that the carrier(s) do not assume any special liability exceeding those conditions/tariffs. I am prepared at my own risk to bear any consequences which carriage by air may have for my state of health and I release the carrier, its employees, servants and agents from liability for such consequences. I have read and understood MEDIF **Part 1-8**.

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Passenger Full Name and Surname:	
Passenger ID № / Passport №:	
Passenger Signature:	
Date:	

<b>For Office Use: Medical Department</b>			
MEDIF Approved:		Signature:	
Recommended By:		Signature:	
Approved By:		Signature:	
Medical Requirements:			
Date:			