

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

MEDIF 1			
Information Sheet for Passengers Requiring Special Assistance			
1. PATIENT DETAILS:			
Name:	Date of Birth:	Age:	Sex: Male: <input type="checkbox"/>
Tel/Cel №:	Height:	Weight:	Female: <input type="checkbox"/>
2. TRAVEL DETAILS:			
Passenger PNR:	Airline:	Flight №:	Class:
Proposed Itinerary:			
Sector:	Departure date:	Return Date:	
3. TREATING PHYSICIAN DETAILS AND DIAGNOSIS INFORMATION:			
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: <input type="checkbox"/> 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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MEDIF 2	
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: _____
Own Wheelchair	PNR №: _____ Language: _____
<p>NOTE: 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>Type of Wheelchair: 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>Is a Ambulance Required? YES: <input type="checkbox"/> NO: <input type="checkbox"/></p> <p>Where is the Wheelchair Required:</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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MEDIF 3	
1. Are Other Ground Arrangements Needed?	YES: <input type="checkbox"/> NO: <input type="checkbox"/> (If "Yes" please book 72 hours prior to departure)
If "Yes" please specify requirements:	
2. Are Other Inflight Arrangements Needed? (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:	
3. Is Medical Equipment Needed On board?	YES: <input type="checkbox"/> NO: <input type="checkbox"/> NOTE: Passenger supplied Medical Portable Electronic Devices must be battery powered for duration of flight. No power supply is available for charging batteries.
Information:	
<ul style="list-style-type: none"> • SAA is able to provide portable oxygen cylinders for regional flights and domestic flights that supplies oxygen at a flow rate of 2LPM and 4LPM. (NOTE: The Cost to the passenger for this service is \$150) • SAA is able to provide a Portable Oxygen Concentrator (POC) 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. (NOTE: The Cost to the passenger for this service is \$150) • Indications for oxygen cylinder <ul style="list-style-type: none"> ○ Infants one month and two years, who may not be able to receive oxygen on demand from a portable oxygen concentrator, ○ Medical conditions where passengers require free flowing oxygen e.g Tracheostomy • A Passenger may elect to provide an 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 No additional cost for a passenger provided FAA approved battery powered POC will apply. (Refer Medif 6) • A Passenger owned Continuous Positive Airway Pressure (CPAP) Machine is permitted. (Note: This CPAP machine must be battery operated) 	
Is a "SAA" Portable Oxygen Concentrator required?	YES: <input type="checkbox"/> NO: <input type="checkbox"/> (NOTE: This device cannot be used in infants and other critical medical conditions.)
Is "SAA" Portable Oxygen Cylinder required?	YES: <input type="checkbox"/> NO: <input type="checkbox"/> (NOTE: This service is available only for regional and domestic flights subject to operational requirements)
Is a Stretcher needed on board?	YES: <input type="checkbox"/> NO: <input type="checkbox"/> (NOTE: The passenger must be escorted by medical professional)
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 Traveller Medical Card? (Refer to Medif 4)	YES: <input type="checkbox"/> NO: <input type="checkbox"/>
Issued By:	EXP Date:

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

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MEDIF 4

Special Travel Needs information

South African Airways (SAA) offers a limited range of services for travellers 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 Travellers Card

In order to make travelling easier for passengers with a disability, stable medical condition or special needs, we offer the [Frequent Travellers Medical Card](#) (FREMEC). This card's validity is dependent on passenger condition; it varies from one to two 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 honoured 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>

Fax the completed form to SAA Special bookings: 27 11 978 2764 or your local SAA Reservations Office

For more information, please contact SAA Special Bookings on:

Email address: specialhandling@flysaa.com

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 (e.g emotional support dogs). For conditions pertaining to the transportation of such animals please visit <https://www.gov.za/services/import/import-animals-and-animal-products>
- Elderly care
- Onboard facilities for the use of medical equipment, e.g battery operated C-Pap machine
- An adjacent seat for your carer.

On the day of departure:

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

- Domestic flights: arrive at latest 60 minutes before flight departure.
- International flights: arrive at least 2 - 3 hours before departure time.
- Earlier arrivals are highly encouraged

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 or airline provided)
- 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 faxed to SAA Special bookings within 10 days of your proposed flight.

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

SAA Special bookings: Fax: 27 11 978 2764. Email: specialhandling@flysaa.com

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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 Bookings before flying:

Passengers who require us to provide inflight oxygen.

- Oxygen equipment used will be subject to aircraft type and medical condition? Please visit www.faa.gov for approved POC list.
- SAA is able to provide a Portable Oxygen Concentrator (POC) 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. **(NOTE: The Cost to the passenger for this service is \$150)**
- SAA is able to provide portable oxygen cylinders for regional flights and domestic flights that supplies continuous oxygen at a flow rate of **2LPM and 4LPM**. **(NOTE: The Cost to the passenger for this service is \$150)**
- A passenger may elect to provide an US Federal Aviation Administration (FAA) approved battery powered POC. 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. No additional cost for passenger provided FAA approved battery powered POC will apply.
- 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.
- 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).
- The spare batteries must be carried in passenger cabin hand baggage.
- Only three batteries allowed on-board. One is inside the machine and two are spares and the power of each battery must not exceed 160wh.
- 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. The Inogen One G2 must be powered with an alternate acceptable battery pack
- Passenger who requires continuous flow oxygen must book oxygen cylinder (for regional and domestic flights only) and not a concentrator, subject to operational requirements. A passenger owned battery operated continuous flow oxygen concentrator is accepted.
- **Some oxygen concentrators work on demand therefore passengers are advised that they will receive oxygen flow only on inhalation**
- Passengers provided Medical Portable Electronic Devices must be battery operated.
- Aircraft power is different to normal electrical power therefore; equipment plugged into aircraft electrical power outlet could cause damage to both aircraft and equipment.
- 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.

The following passengers are required to book via Special Bookings:

- Travellers who require a medical escort or in-flight medical treatment.
- Travellers 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.
- Travellers 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.
- Travellers suffering from an acute or chronic medical condition for which they might need to take medication during the flight.
- Travellers who suffer from any acute or severe symptoms, such as difficulty in breathing, high fever, severe pain, etc.
- Travellers who suffered from a recent major medical incident (heart attack, heart failure, stroke and respiratory failure or recent pneumothorax)
- Travellers who suffered from thrombophlebitis

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- Travellers who might develop any symptoms or behaviour that could have an adverse effect on the welfare of other passengers.
- Travellers whose medical condition might be aggravated during or because of the flight.
- Traveller who is travelling with a premature infant or an infant with medical condition
- Traveller who is an unaccompanied minor with medical condition
- Unstable mental illness/impairment

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 arrivals 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.

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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 Bookings process must be followed.

Colostomy bags

Travellers 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 them, in a responsible manner, upon arrival at 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 1-9.

Passenger Full Name and Surname:

Passenger ID № / Passport №:

Passenger Signature:

Date:

For Office Use: Medical Department

Medif Approved:

Recommended By:

Signature:

Approved By:

Signature:

Medical Requirements:

Date: