



<div><div>POLISH AIRLINES</div><div></div><div>A STAR ALLIANCE MEMBER </div></div>	MEMO Subject: 24/7 Passenger Fit to Fly medical assessment	REG No: 25/ONPS/2024 Rev: 1.0
		EFFECTIVE DATE: 21.11.2024

TO: Ground Service Providers & Station Managers
FROM: Ground Operations Bureau
ISSUE DATE: 28.10.2024
REG: 25/ONPS/2024
REVISION: 1.0
SUBJECT: 24/7 Passenger Fit to Fly medical assessment

Revision list:


Rev. No.	Effectivity	Reason
1.0	21.11.2024	New document

Risk acceptance:

CURRENT RISK INDEX <small>before change</small>		PROJECTED RISK INDEX <small>after change</small>		ACCEPTANCE AUTHORITY <small>(includes acceptance of Risk)</small>	
CRITICAL		CRITICAL		Name	Sebastian Jadczyk
SERIOUS		SERIOUS		Position	Ground Operation Nominated Person
MODERATE	X	MODERATE		Signature	e-mail approval
LOW		LOW	X	Date	31.10.2024

Approval notice:

	Name	Function	Date
Prepared by:	Julia Banaszek	Junior Safety and Procedures Specialist	28.10. 2024
Checked by:	Bernadetta Podskrobko	Ground Ops Safety and Procedures Manager	31.10.2024
Approved by:	Sebastian Jadczyk	Ground Operations Nominated Person	31.10.2024

	<p style="text-align: center;">MEMO</p> <p style="text-align: center;">Subject: 24/7 Passenger Fit to Fly medical assessment</p>	<p>REG No: 25/ONPS/2024</p> <p>Rev: 1.0</p> <p>EFFECTIVE DATE: 21.11.2024</p>
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Dear Ground Service Providers,

The purpose of this memo is to inform Ground Personnel about the availability of MedAire's Medlink services across the entire LOT network.

The MedAire MedLink is a medical advisory service providing emergency medical assistance for all LOT-operated flights, offering real-time medical support.

LOT Polish Airlines Station Managers and Handling Agents have access to this 24/7 telemedicine service which provides direct and immediate consultations with physicians whenever there is uncertainty regarding a passenger's **medical fitness for travel**.

The Ground Personnel shall actively assess passengers' fitness to fly before boarding and ensure that those clearly unfit to fly are not allowed on board (regardless of medical status – MEDIF, FREMEC, etc.).

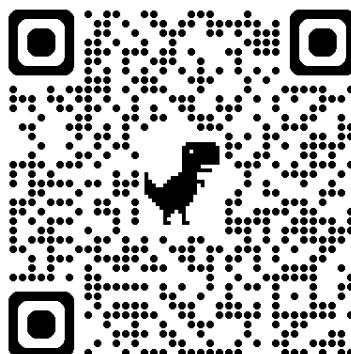
Medical assistance may be requested in two ways:

- If the Ground Personnel have the necessary devices (such as a smartphone, laptop or computer etc.) with internet access, they can use **the online MedAire Fit to Fly Medical Clearance Tool**.
- If the Ground Personnel do not have devices with internet access, they must **contact MedLink directly** for a medical assessment.

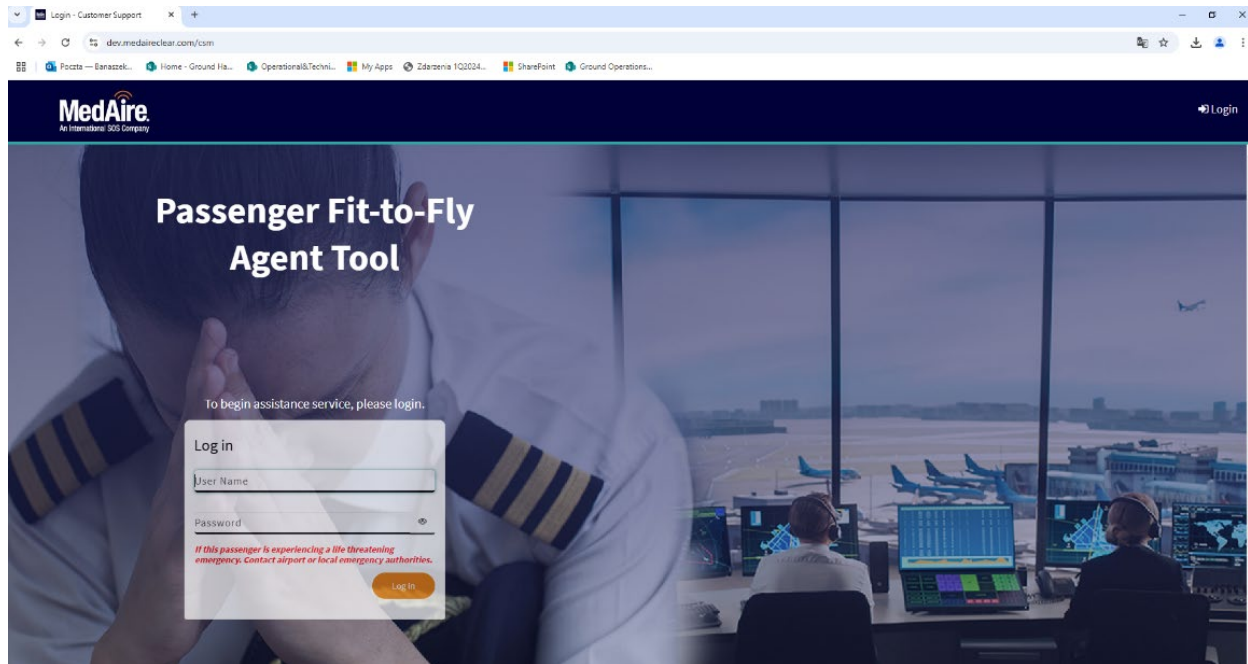
I. Procedure for Ground Personnel Using the Fit-to-Fly Medical Clearance Tool

- The Ground Personnel with necessary devices and internet access, **when in doubts** about a passenger's fitness for travel shall use the **MedAire Fit to Fly Medical Clearance Tool**.
- Ground Personnel must:
 - Open the following link in your browser or scan the QR code:

<https://dev.medaireclear.com>



Use any browser, such as Google Chrome or Microsoft Edge.




Note:

The Fit to Fly tool can also be used on a mobile device as an application.

- Log into the system with an ID and password. The assigned login and password **are the same for every station** in the LOT Polish Airlines flight network. All ground handling staff will sign in into the system using these credentials:

User Name: LOAgent
Password: LotPolishAirlines1*

- Gain verbal consent from the passenger to begin the process of medical screening. An example of a consent question:
"In order to ensure safety of flight it is necessary for me to contact our medical team to ensure that you can complete this flight safely. Do I have your consent to contact our medical team?"
- If the passenger does not give consent, follow the internal procedure to escalate to a Station Manager.
- Once consent is received, begin to complete the online questionnaire.
- After the medical questionnaire is completed and submitted, it will be immediately processed, and the results will be displayed on the screen.

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➤ There are two possible results:

- I. "The Passenger is cleared as Fit To Fly" along with a **green indicator**, the **Ground Staff shall document this in the passenger record and the passenger must be permitted to travel.**



MedAire
An International SOS Company

Passenger Fit To Fly

The Passenger Is Cleared As Fit To Fly.

Assessment Submitted To MedAire

MedLink Case Number

MedLink Phone Number

Short Description

The Passenger Felt Ill At The Gate.

- II. "MedLink Assistance Needed" with an **orange indicator**, the **Ground Staff shall contact MedAire Medical Team using the phone number displayed on the screen.**



MedAire
An International SOS Company

Passenger Fit To Fly

MedLink Assistance Needed: Please Call The Number Below.

Assessment Submitted To MedAire

MedLink Case Number

MedLink Phone Number

Short Description

The Passenger Felt Ill At The Gate.

- If needed, the Ground Personnel can choose language option at the beginning of the call.
- The Ground Personnel must provide the medical team with **the case number** that is indicated on the results page.
- The MedAire Medical Team will then continue the clearance process with the Ground Personnel over the phone.
- Information provided to MedAire Medlink must be accurate based on signs and symptoms.
- The MedAire Medical Team will provide the recommendation for/against travel.

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II. Procedure for Ground Personnel **Not** Using the online Fit-to-Fly Medical Clearance Tool

- Ground Personnel, when in doubts about a passenger's fitness to travel (regardless of medical status - MEDIF, FREMEC, etc.) shall contact directly MedAire's Medlink or contact LOT Station Manager.



The Ground Personnel/Station Manager must contact MedAire's Medlink for medical assessment:

- Approach the passenger to perform the passenger fit-to-fly assessment (according to MedAire's form - Appendix 2).
- Fill in the Medical Assessment Checklist- "Medlink Initial Call" (Appendix 1). You do not have to fill in all fields. As a minimum please fill in these highlighted in yellow. The rest of the checklist is mainly for the Crew.

the CASE ID will be provided by
MedLink, please write it down

MedLink INITIAL CALL		Vital signs / Parametry życiowe			
CASE ID: 		Time / Godzina pomiaru	:	:	:
This is LOT Polish Airlines flight		NIBP mmHg	Blood pressure/ Ciśnienie krwi		
• From: 		PR /min	Puls Rate/ Tętno		
• To: 		RR /min	Respiratory rate/ Oddechy		
• ETA (Estimated Time of Arrival): ZULU		SaO2 %	Oxygenation/ Saturacja		
• Translator/Interpreter needed? <input type="checkbox"/> YES <input type="checkbox"/> NO		Oxygen/Tlen <input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l <input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l <input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l			
PATIENT INFORMATION:		GLU g/dl	Blood sugar / Cukier we krwi		
• Age: 		TEMP C	Temperature/ Temperatura		
• Gender: 					
• Patient is a: <input type="checkbox"/> PASSENGER <input type="checkbox"/> CREW MEMBER					
• Medical professional on board? <input type="checkbox"/> YES <input type="checkbox"/> NO					
• <input type="checkbox"/> Physician/Lekarz <input type="checkbox"/> Nurse/Pielegniarka					
• <input type="checkbox"/> Paramedic/Ratownik medyczny <input type="checkbox"/> Medical student					
• Telemedicine device on board? - NO					
• Transmitting medical data? - NO					
• Medical Alert Tag on passenger? <input type="checkbox"/> YES <input type="checkbox"/> NO					

- If the passenger was given clearance to fly by Medlink, the medical case reference number **MedLink INITIAL CALL** **CASE ID:** shall be recorded by Ground Personnel on the Medical Assessment Checklist (Appendix 1) and the checklist must be handed over to the Crew (original or copy).
- Should the passenger's condition or illness reoccur or worsen onboard the aircraft, Crew have to contact MedAire's Medlink and provide the same medical case reference number.
- If MedAire Medical Team **recommends against travel**, the passenger will not be boarded. Then the Ground Personnel shall follow LOT internal procedures.

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NOTE:

- 1. In case of **a medical emergency first aid** must be administered immediately. Call for local medical response, contact MedLink and inform LOT Operation Control Centre (OCC) and Crew.
- 2. In case there is not possible to establish the contact with MedLink after 3 unsuccessful attempts the ground staff shall continue with first aid administration, however attempts to reach the service shall continue. Once the MedLink will receive information about unsuccessful calls, will establish the connection as soon as possible.

Thank you for your cooperation and attention to this matter.

Best regards,
Ground Operations Bureau



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Appendix 1



MedLink INITIAL CALL

CASE ID:

This is LOT Polish Airlines flight

- From:
- To:
- ETA (Estimated Time of Arrival): ZULU
- Translator/Interpreter needed? ☐ YES ☐ NO

PATIENT INFORMATION:

- Age:
- Gender:
- Patient is a: ☐ PASSENGER ☐ CREW MEMBER
- Medical professional on board? ☐ YES ☐ NO
 - ☐ Physician/Lekarz ☐ Nurse/Pielęgniarka
 - ☐ Paramedic/Ratownik medyczny ☐ Medical student
- Telemedicine device on board? ☐ NO
- Transmitting medical data? ☐ NO
- Medical Alert Tag on passenger? ☐ YES ☐ NO

Vital signs / Parametry życiowe

	Time / Godzina pomiaru	:	:	:
NIBP mmHg	Blood pressure/ Ciśnienie krwi			
PR /min	Puls Rate/ Tętno			
RR /min	Respiratory rate/ Oddechy			
SpO2 %	Oxygenation/ Saturacja			
	Oxygen/Tlen	<input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l	<input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l	<input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l
GLU g/dl	Blood sugar / Cukier we krwi			
TEMP C	Temperature/ Temperatura			

Symptoms/Objawy

- ☐ Bleeding/Krwawienie → STOP BLEEDING
 - ☐ Awake / Przytomny
 - ☐ Verbal / Reaguje na głos
 - ☐ Pain / Reaguje na ból
 - ☐ Unconscious/ Nieprzytomny → AIRWAYS → CHECK BREATHING
 - ☐ not breathing normally / nie oddycha normalnie → CPR AED
 - ☐ normally / normalnie → RECOVERY POSITION
 - ☐ dyspnea / duszność → OXYGEN
- FAST:**
- ☐ Face/ asymetria twarzy
 - ☐ Arms/Niedowład
 - ☐ Speech/ Zaburzenia mowy
 - ☐ T - Time! /Czas! STROKE
 - ☐ Headache/Ból głowy
 - ☐ Seizures/Drgawki
 - ☐ Disoriented/Zdezorientowany(a)
 - ☐ Agitated/Pobudzony(a)
 - ☐ Chest pain/Ból w klatce piersiowej
 - ☐ Wymioty/Vomits
 - ☐ Nausea/Nudności
 - ☐ Skin/Skóra: >> ☐ sweat/ spocona → GLUCOSE? >> ☐ gray, blue/ szara, sinia → OXYGEN >> ☐ redness/ zaczerwieniona
 - ☐ Fear/Lęk
- Other symptoms/Inne objawy:

Allergies/Uczulenia

☐ No, unknown/Nie, nieznane

☐ Yes/Tak, Items/Czynniki:

Medicines/Leki:

Name/Nazwa leku: Last taken/ Godzina przyjęcia ostatniej dawki:

Name/Nazwa leku: Last taken/ Godzina przyjęcia ostatniej dawki:

Name/Nazwa leku: Last taken/ Godzina przyjęcia ostatniej dawki:

Past medical story/Historia medyczna

- ☐ Heart failure/Choroby serca
- ☐ Hypertension/Nadciśnienie
- ☐ Diabetes/Cukrzyca
- ☐ Asthma/Astma
- ☐ COPD/POChP
- ☐ Epilepsy/Padaczka
- ☐ Stroke/Udar mózgu
- ☐ Pregnancy, week/Ciąża, tydz. Inne/Other

Last meal, beverages/Ostatnio przyjmowane pokarmy, płyny

When & what/Kiedy i co? ☐ Alcohol/Alkohol

Events/Okoliczności zdarzenia

- ☐ Trauma/Uraz
- ☐ Sudden illness/ Nagłe zachorowanie
- ☐ Chronic disease exacerbation/Zaostrzenie choroby przewlekłej

Other/Inne:

BRIEF MEDICAL CONCERN / KRÓTKI OPIS PROBLEMU MEDYCZNEGO

CARE INITIATED BY CREW / DZIAŁANIA PODJĘTE PRZEZ ZAŁOGĘ:

- ☐ CPT informed/Powiadomienie CPT
- ☐ CPR + AED
- ☐ Cooling/Chłodzenie
- ☐ Water proposed/Woda
- ☐ Medic paged/Wezwanie medyka
- ☐ Oxygen/Tlen
- ☐ Dressing/Opatrunek
- ☐ Sugar/cukier
- ☐ MedLink / Hotline LOT SAT
- ☐ Position/Ułożenie
- ☐ Immobilization/Unieruchomienie
- ☐ Other/Inne:

MedLink: ON GROUND (all fleet) +1 602 282 66 52 via company mobile phone. IN FLIGHT (only B787) SATCOM +1 602 282 49 03, ACARS PHXMACR

CASE SUMMARY / PODSUMOWANIE

PATIENT DETAILS / DANE PACJENTA:

Name and surname/Imię i nazwisko: _____ Seat/Miejsce _____

MedLink RECOMMENDATIONS / REKOMENDACJE MedLink:

At the Airport: ☐ patient not fit to fly ☐ patient fit to fly

In flight: ☐ continue flight ☐ diversion >> Airport/Lotnisko _____

Other recommendations: _____

RE-ASSESSMENT / PONOWNA OCENA

☐ Recovery/Poprawa ☐ No improvement/Brak poprawy ☐ Deterioration/Pogorszenie ☐ Death/Zgon

RESOURCE USED / ZUŻYCIE ZASOBÓW:

☐ Tlen/Oxygen ☐ AED ☐ FAK Nr _____ ☐ AME Nr _____ ☐ EMK Nr _____

GROUND SERVICE / POMOC NAZIEMNA

☐ Ambulance/Karetka ☐ Airport physician's consultation/Konsultacja lekarza lotniskowego ☐ PRM

MEDICAL PROFESSIONAL VOLUNTEER / WOLONTARIUSZ - PERSONEL MEDYCZNY NA POKŁADZIE

Name & surname/Imię i nazwisko: _____


☐ Physician/Lekarz ☐ Nurse/Pielęgniarka ☐ Paramedic/Ratownik medyczny ☐ Medical student ☐ First responder (non-medical rescuer)/Ratownik KPP

License number/PWZ nr _____ Tel./Mail: _____ Signature/Podpis: _____

Describe more details below, if necessary. / Więcej informacji - wpisz poniżej, jeśli konieczne:

CABIN CREW / ZAŁOGA POKŁADOWA (drawing up/sporządzająca/y):

Name and surname/Imię i nazwisko: _____ Signature/Podpis: _____

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Appendix 2



Appendix No.1 to OB 01/06/2022 Passenger Fit-to-Fly Assessment



An International SOS Company

Passenger Fit-to-Fly Assessment

For MedAir Passenger Fit-to-Fly, call: +1 602 282 6652
If an interpreter is needed, please make the request at the beginning of the call.

A traveler may not be fit-to-fly when exhibiting one or more of the following signs or symptoms:

- | | |
|------------------------------|--|
| • Appearing obviously unwell | • Skin rash |
| • Persistent coughing | • Bruising or bleeding without previous injury |
| • Impaired breathing | • Confusion of recent onset |
| • Persistent diarrhea | • Fever (38°C/100°F or greater) |
| • Persistent vomiting | • Appears unconscious or lethargic |

Also watch and listen for:

- Statements made by passenger or family members concerning terminal illness, use of oxygen, complaining of chest pain or pressure, has "Do Not Resuscitate" paperwork, requesting any upgrade due to "medical reasons."
- Anyone who reported a medical problem on previous flight today and now making connections
- Anyone who was evaluated by emergency medical personnel at the airport
- Anyone who arrived by stretcher or ambulance who is not prescheduled through normal clearance channels
- Anyone who requires assistance of companions to walk because they appear to be too ill to walk themselves.

Passenger Fit-to-Fly Process Flow



▶ EXPERT CARE, EVERYWHERE.™



An International SOS Company

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