

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

Approval notice:

Prepared by:	Name	Function	Date
Julia Banaszek	Junior Safety and Procedures Specialist	28.10.2024	
Bernadetta Podskrobko	Ground Ops Safety and Procedures Manager	31.10.2024	
Sebastian Jadczak	Ground Operations Nominated Person	31.10.2024	

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.).

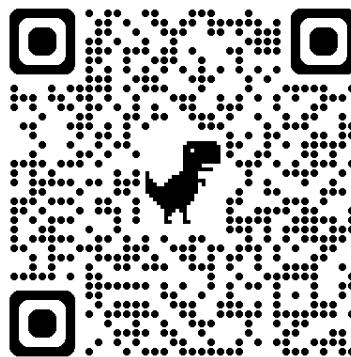
**Medical assistance may be requested in two ways:**

- 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.

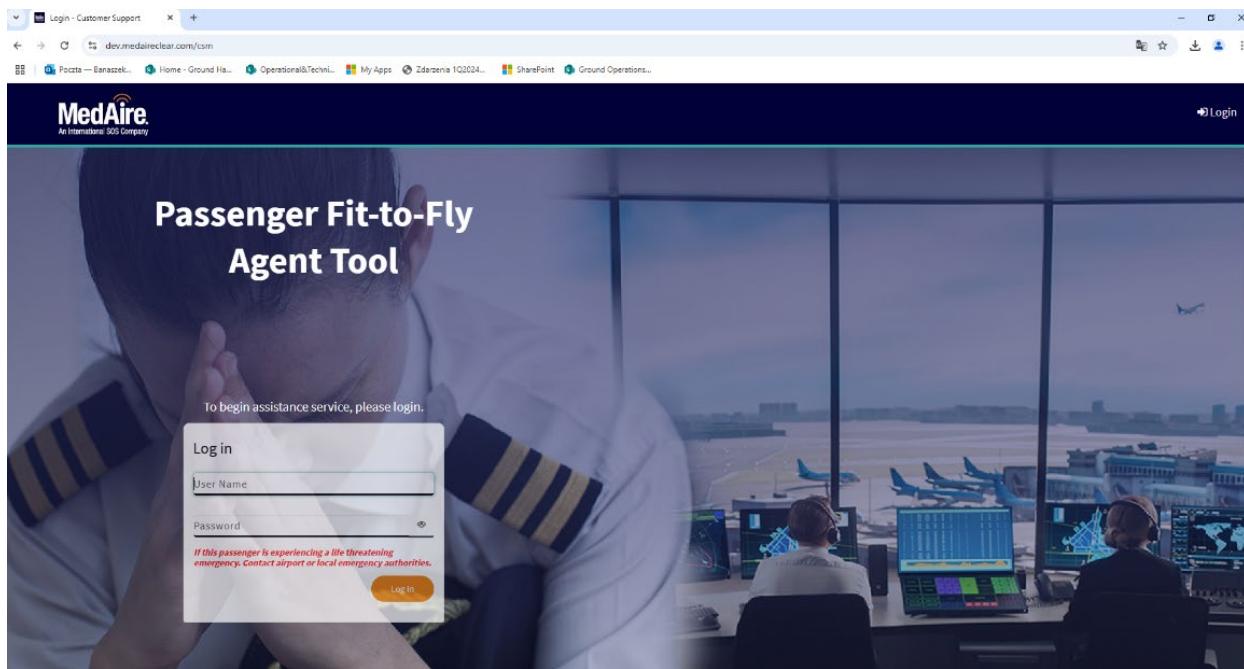
**I. Procedure for Ground Personnel Using the Fit-to-Fly Medical Clearance Tool**

- 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:  

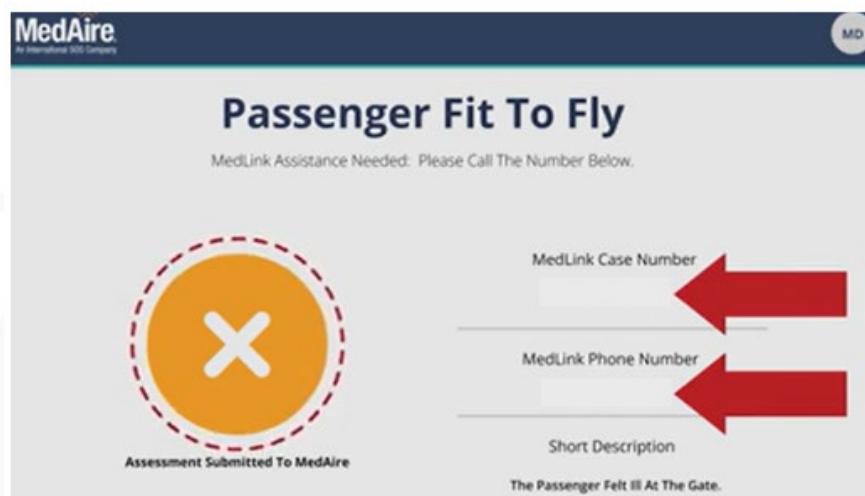
*"In order to ensure safety of flight it is necessary for me to contact our medical team to ensure that you can complete this flight safely. Do I have your consent to contact our medical team?"*
- If the passenger does not give consent, follow the internal procedure to escalate to a Station Manager.
- 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.

- 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.



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



- 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.

- If the passenger was given clearance to fly by Medlink, the Ground Personnel must complete **the Medical Assessment Checklist** (Appendix 1). It is not necessary to fill in all fields. As a minimum, complete the fields highlighted in yellow. The remaining sections of the checklist are mainly for the Crew.
- Do not forget to record the medical case reference number 'CASE ID' **on the Medical Assessment Checklist** (Appendix 1).

LOT POLISH AIRLINES		Medical Assessment Checklist Lista Kontrolna Oceny Medycznej			CONFIDENTIAL IF FILLED POUFNE PO WYPEŁNIENIU																																										
<b>MedLink INITIAL CALL</b> <b>CASE ID:</b> <input type="text"/>		<b>Vital signs / Parametry życiowe</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Time / Godzina pomiaru</th> <th> </th> <th> </th> <th> </th> </tr> </thead> <tbody> <tr> <td>NIBP mmHg</td> <td>Blood pressure/ Ciśnienie krwi</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>PR /min</td> <td>Pulse Rate/ Tętno</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>RR /min</td> <td>Respiratory rate/ Oddych</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>SpO2 %</td> <td>Oxygenation/ Saturowanie</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td></td> <td>Oxygen/Tlen</td> <td><input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l</td> <td><input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l</td> <td><input type="checkbox"/> No <input type="checkbox"/> 2l <input type="checkbox"/> 4l</td> </tr> <tr> <td>GLU g/dl</td> <td>Blood sugar / Cukier we krwi</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>TEMP C</td> <td>Temperature/ Temperatura</td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>							Time / Godzina pomiaru				NIBP mmHg	Blood pressure/ Ciśnienie krwi				PR /min	Pulse Rate/ Tętno				RR /min	Respiratory rate/ Oddych				SpO2 %	Oxygenation/ Saturowanie					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			
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<b>This is LOT Polish Airlines flight</b> • From: <input type="text"/> • To: <input type="text"/> • ETA (Estimated Time of Arrival): <input type="text"/> ZULU • Translator/Interpreter needed? <input type="checkbox"/> YES <input type="checkbox"/> NO																																															
<b>PATIENT INFORMATION:</b> • Age: <input type="text"/> • Gender: <input type="text"/> • 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/Pielęgniarka • <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 Assessment Checklist with mandatory fields filled in 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 MedLink and provide the same case number.
- If MedAire Medical Team **recommends against travel**, the passenger will not be boarded. Then the Ground Personnel shall follow LOT internal procedures.

**NOTE:**

1. 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.
2. 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.

## 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

<b>MedLink INITIAL CALL</b>		Vital signs / Parametry życiowe		
CASE ID: <input type="text"/>		Time / Godzina pomiaru	:	:
NIBP mmHg	Blood pressure/ Ciśnienie krwi	:	:	:
PR /min	Puls Rate/ Tętno	:	:	:
RR /min	Respiratory rate/ Oddech	:	:	:
SaO2 %	Oxygenation/ Saturacja	:	:	:
GLU g/dl	Oxygen/Tlen	□ No □ 21 □ 41	□ No □ 21 □ 41	□ No □ 21 □ 41
TEMP C	Blood sugar / Cukier we krwi	:	:	:
TEMP C	Temperature/ Temperatura	:	:	:

- If the passenger was given clearance to fly by Medlink, the medical case reference number **MedLink INITIAL CALL**  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.

MEMO

Subject: 24/7 Passenger Fit to Fly medical assessment

REG No: 25/ONPS/2024

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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

## Appendix 1

Medical Assessment Checklist  
Lista Kontrolna Oceny MedycznejCONFIDENTIAL IF FILLED  
POUFNE PO WYPEŁNIENIU**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	Pulse Rate/ Tętno			
RR /min	Respiratory rate/ Oddech			
SpO2 %	Oxygenation/ Saturacja			
	Oxygen/Tlen	<input type="checkbox"/> No <input type="checkbox"/> 21 <input type="checkbox"/> 41	<input type="checkbox"/> No <input type="checkbox"/> 21 <input type="checkbox"/> 41	<input type="checkbox"/> No <input type="checkbox"/> 21 <input type="checkbox"/> 41
GLU g/dl	Blood sugar / Cukier we krwi			
TEMP C	Temperature/ Temperatura			

**S**ymptoms/Objawy

- Bleeding/Krwawienie ➡ STOP BLEEDING



- Awake / Przytomny
- Verbal / Reaguje na głos
- Pain / Reaguje na ból
- Unconscious/ Nieprzytomny ➡ AIRWAYS ➡ CHECK BREATHING



- not breathing normally ➡ 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
- Skin/Skóra: >>  sweat/ spocona ➡ GLUCOSE? ➡ OXYGEN ➡ Nausea/Nudności
- gray, blue/ szara, sina ➡ OXYGEN ➡ redness/ zaczernieniona
- Fear/Lęk

Other symptoms/Inne objawy: \_\_\_\_\_

**A**llergies/Uczulenia

- No, unknown/Nie, nieznane
- Yes/Tak, Items/Czynniki: \_\_\_\_\_

**M**edicines/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: \_\_\_\_\_

**P**ast medical history/Historia medyczna

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

**L**ast meal, beverages/Ostatnio przyjmowane pokarmy, płyny

When & what/Kiedy i co? \_\_\_\_\_  Alcohol/Alkohol \_\_\_\_\_

**E**vents/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/Opatrunk  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

Ambulans/Karetka  Airport physician's consultation/Konsultacja lekarza lotniskowego  PRM

MEDICAL PROFESSIONAL VOLUNTEER / WOLONTARIUSZ - PERSONEL MEDYCZNY NA POKŁADZIE

**MEDICAL PROFESSIONAL VOICE**  
Name & surname/Imię i nazwisko:

Name & surname/imię i nazwisko:  Physician/Lekarz  Nurse/Pielęgniarka  Paramedic/Ratownik medyczny  Medical student  First responder (non-medic rescuer)/Ratownik KPP  
License number/PWZ nr.  Tel./Mail:  Signature/Podpis:

Describe more details below, if necessary. / Wyszczególnij poniżej, jeśli konieczne:

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

Signature/Podpis:

MEMO  
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## Appendix 2

