

Guidance for doctors

When assessing a patient's fitness for air travel the main factors that need to be taken into consideration are:

- *Reduction in atmospheric pressure.* Cabin air pressure changes greatly after takeoff and before landing and gas expansion and contraction can cause pain and pressure effects, especially important for gas in the brain, eyes, sinuses, gastrointestinal tract and lungs).
- *Reduction in oxygen partial pressure.* The cabin is pressurized to an altitude equivalent of 6000 to 8000 feet and oxygen partial pressure is approximately 20-25% less than on the ground. Patients with cardiorespiratory disease or anemia may be at risk.

Medical clearance is required if the guest:

- suffers from any disease which is believed to be actively contagious and communicable
- is likely to be a hazard or cause discomfort to other passengers because of the physical or behavioral condition
- is considered to be a potential hazard to the safety or punctuality of the flight including the possibility of diversion of the flight or an unscheduled landing
- is incapable of caring for himself and requires special assistance
- has a medical condition which may be adversely affected by the flight environment
- has recently had a major medical incident
- requires a stretcher
- travels for medical reasons or treatment
- travels with premature babies and babies to be carried in incubator
- travels with arms and/or legs in casts or splints
- requires in-flight oxygen or is using his/her own portable oxygen concentrator (POC) or ventilator
- requires the use of battery-powered medical equipment in-flight or needs to undertake any medical procedure during the flight (e.g. requires injections to be administered).

Oxygen onboard. Air Serbia provides company oxygen for use onboard its aircraft upon request. Guests requiring oxygen during the flight are kindly requested to order the supplement oxygen and provide medical details at least 48 hours before departure as their fitness to fly must be assessed before the flight. Air Serbia oxygen cylinder maintains a continuous standard flow of 2 or 4 liters per minute.

Medical Assistive Devices. Federal Aviation Administration (FAA) approved personal electronic respiratory assistive devices such as ventilators, respirators, continuous positive airway pressure machines (CPAPs) and portable oxygen concentrators (POCs) may be approved to be carried and used on all our aircraft. Guests shall ensure that the assistive devices have sufficient battery supply to last for 1.5 times the flight duration. Prior medical clearance is required.

Processing MEDIF and other requested documentation. The MEDIF and the medical report must be received at the Ticketing Office at the latest 48 hours before the travel is due to commence. Further investigation reports may be required by the Air Serbia Medical Centre. The MEDIF should be completed based on the guest's condition within 10 days from the date of commencement of air travel. Air Serbia must be notified immediately of any change in the guest's condition prior to travel. In the event of a sudden change in the guest's condition during the trip, we shall ask the guest to obtain another medical report and MEDIF to confirm their fitness to continue further air travel.

Medical certificate. Guests may be requested to show the certificate at any time during their trip and so are requested to keep this easily available. Separate clearance may be required for the return journey, as advised by the Air Serbia Medical Centre.

Contacts. For further details and information we kindly invite you to contact our Special Assistance Team by writing an e-mail to special.assistance@airserbia.com or by dialing Air Serbia Contact Centre on +381 11 311 2 123.