



THE AFRICA CONNECTION

ANNUAL REPORT 2016



Vision

To be the leading Africa-based aero-medical and health assistance service provider.

Mission

To deliver internationally accredited aero-medical and health assistance services in the best and fastest way possible. We invest in our people and are committed to leveraging the latest aviation and medical technology to ensure our patients receive the finest care. Our commercial purpose is to support the work of Africa's largest health development organisation, Amref Health Africa, and offer our services free of charge where there is humanitarian need.

Values

Integrity

We put honesty and integrity at the heart of all we do, ensuring ethical and moral stands are upheld at all times.

Patient care

We are committed to providing a world-class service, ensuring our patients receive the best possible treatment, care and compassion.

Responsiveness

With decades of experience, we are positioned to provide a fast and efficient response, even in difficult and challenging circumstances.

Safety

Safety is inherent to all we do.
Whether we are in the air or on the ground, the well being of our patients, passengers and staff is our utmost priority.

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AMREF Flying Doctors' Editorial:

Dr Bettina Vadera, Dr. Joseph Lelo, Catherine Ochola, Stephen Ombuya, Mike Black, Stephen Gitau, Jane Muthoni and Nicky Blundell-Brown,



Board Meeting, Nairobi, 9th November 2016:

Standing left to right:

Jonathan Dutton, Group Finance Officer Amref Health Africa; Dr Terry Martin, AMREF Flying Doctors Director; Dr Amit Thakker, AMREF Flying Doctors Director ; Stephen Gitau, Chief Finance & Administration Officer AMREF Flying Doctors; Mike Black, Chief Operating Officer AMREF Flying Doctors.

Seated left to right: *Angela Namwakira, Company Secretary; Dr Bettina Vadera, Chief Executive Officer & Medical Director AMREF Flying Doctors; Dr. Githinji Gitahi, Group Chief Executive Officer Amref Health Africa; Clyde Thomson, AMREF Flying Doctors Director; Kellen Kariuki, AMREF Flying Doctors Director; Diana Barasa, Legal officer Amref Health Africa; Tony Durrant, Board Chair AMREF Flying Doctors (Virtual).*

Other Board members not present

Honorary Director: Hon Cabinet Secretary for Defence, Raychelle Omamo; Amar Kantaria AMREF Flying Doctors Director; Christopher Getonga AMREF Flying Doctors Director; Muthoni Kuria, AMREF Flying Doctors Director.

From the Chairman

Anthony Durrant



What makes AMREF Flying Doctors so special is its achievement of worldwide success that is recognised by the international travel and health insurance industry, whilst remaining committed to the vision of our inspirational founders. Once a programme of Amref Health Africa, the leading African Health Development Organisation, we have successfully transitioned AMREF Flying Doctors into a prosperous not-for-profit company that annually provides the parent organisation with crucial funding. Through commercial revenue generation, aeromedical Outreach work and a Charity Evacuation Program, AMREF Flying Doctors works hand in hand with Amref Health Africa towards lasting health change in Africa. 2016 has been a busy and productive year for the Board. We continued to optimize our aircraft fleet by adding a Pilatus 12 aircraft and rolled out a new scratch card system that will boost the sales of our Maisha Air Ambulance Scheme, which currently stands at over 300,000 members. We consolidated our relationship with the

National Hospital Insurance Fund on the importance of medical air evacuation services in the country, with particular concern in remote areas where medical facilities are scarce and we can proudly report that by end of 2016, close to 100,000 Civil Servants were part of the Maisha cover. This year we welcome Kellen Kariuki to the AMREF Flying Doctors Board but had to say good bye to Irene Kitinya who had been with us for over three years. We thank Irene for her commitment and support! I would like to take this opportunity to thank my other Board members, as well as AMREF Flying Doctors' Management team and staff for their time and expertise in helping to produce the results reflected in the 2016 report. As we share our achievements for 2016 with you, we are looking forward to 2017, which is the 60th anniversary of the founding of the Flying Doctor Service by Sir Michael Wood, Sir Archie McIndoe and Dr. Tom Rees. It is our privilege to be part of their vision, and follow their inspirational path of providing efficient medical services and improving health care for African Communities.

From the CEO

Dr Bettina Vadera



Africa is the world's least developed continent. 70 to 80% of the population live in rural areas where medical facilities are often far away and limited. Emergency Medical Services are a luxury and depend entirely on the private sector. As a leading and accredited Air Ambulance Provider based in Kenya, AMREF Flying Doctors provides its crucial services in a region of five million square kilometers, roughly the size of Western Europe. We are the trusted name and brand for air ambulance evacuations in and out of Africa.

Reflecting upon the year 2016, I am proud of the fact that in spite of the pace of change which seems to increase each year, we were able to adhere to our values of Integrity, efficient and compassionate patient care, responsiveness and safety, without compromise. While this annual report documents our achievements in words, pictures and numbers, I am pleased to share some of the highlights with you.

Air Ambulance Operations

We flew a 1,002,484 miles on medical evacuation missions locally, regionally and internationally, with a total of 851 patients being evacuated, 29 of them free of charge on a charity basis.

Business Growth and Expansion

Strong financial performance was demonstrated during the 12 month period, with a 3% growth on profit after tax, despite sluggish revenues underlined by a 14%

reduction in flying hours over last year. We expanded our regional presence, through opening an AMREF Flying Doctors office in Arusha, Tanzania.

New Aircraft Acquisition

A Pilatus 12 (PC XII) was acquired by AMREF Flying Doctors in July 2016, reducing the dependence on leased aircraft and allowing us to take better control over our aeromedical patient transports, while financially improving our bottom line.

Growing Membership

Extensive marketing and the introduction of a scratch card subscription system together with our new mobile app "AMREF Flydoc" saw 2016 close with a total of 334,214 annual and 79,016 Tourist members on our database.

It is my privilege to work with the most excellent team! Working together, where every member of the staff matters, is core to our accomplishments. At this point, I particularly want to acknowledge the Executive and the Senior Management teams, whose responsible and far-sighted performance is the basis of our success.

Last but not least, I want to express my gratitude to the Directors of AMREF Flying Doctors for their support and guidance during the year and to thank all of our operational partners for their continued commitment and loyalty, which have been invaluable in getting us to where we are today.

Amref Health Africa

West Africa hub



Fundraising for Amref Health Africa comes from all sources but the backbone of donor income is generated by the Amref Health Africa National Offices. Money donated to AMREF Flying Doctors is spent on aircraft, medical equipment or health services. We acknowledge with grateful thanks the tremendous support received from overseas and especially from the Amref health Africa National Offices.



Dr Sylla Thiam

Regional Director for West Africa Hub

Amref Health Africa (AHA) is one of Africa's leading health development organisations and sole owner of AMREF Flying Doctors.

With over five decades of experience delivering quality health programmes and building the health workforce throughout Africa, Amref Health Africa opened an office in Senegal to serve as its hub for the West African Region in 2011. With the aim of providing sustainable African-based solutions to address health issues for women and children in hard to reach areas, the organization implements programmes that cover various pressing global health issues including sexual reproductive, maternal, neonatal and child health; water, hygiene and sanitation; infectious diseases, and non-communicable diseases.

Surgical Outreach

Through the Surgical Outreach project, Amref Health Africa has delivered quality clinical, medical and surgical services to under-served communities in Africa. The organisation provides fistula repairs, cleft lip, cataract and pediatric surgery among others. In-situ training sessions are held for health workers including doctors, nurses, midwives and other health personnel during surgery camps.

Improving Child Health in Guinea and Senegal

The project to improve the health of children in Senegal and Guinea through the implementation of a range of promotional, preventive, curative and surgical interventions for children under 5 years and of school age (5 -12 years). Through this project 10,239 children received consultations and over 200 of them received surgical treatment.

Integrated School Health Programme for Child Survival

This programme aims to improve the health and nutrition of children in two regions of Senegal enough to regularly attend school. Amref Health Africa equips the schools in the region with improved drinking water and sanitation facilities that include separate toilets for boys and girls. Over 6,000 students across 13 schools now have access to clean water and sanitation facilities. That includes separation for boys and girls on school premises.

Youth Access, Services and Knowledge

This programme is a global initiative of the

Youth Empowerment Alliance (consisting of the International Planned Parenthood Federation, Simavi and Stop AIDS NOW!) with the specific aim of increasing the uptake of and access to sexual and reproductive health (SRH) services. Amref Health Africa targets 637,810 youth in Senegal alone with this project.

Telemedicine: Use of Information and Communication Technologies for health services improvement in four rural hospitals in Senegal

Between 2012 and 2013, Amref Health Africa conducted telemedicine interventions in four peripheral public health facilities. Funding received from the five collaborating organizations, including USAID, the Bill & Melinda Gates Foundation, Grand Challenges Canada, the Government of Norway, and the Department for International Development (DFID) in the United Kingdom, aim to reduce maternal and neonatal mortality in the most remote regions of Senegal.

eLearning: Building capacity of nurses and midwives

Since 2013, Amref Health Africa has implemented a pilot eLearning programme in Senegal to upgrade 200 midwives and nurses in collaboration with the Ministry of Health and Social Affairs and West Africa Health Organisation (WAHO). Currently the project covers the entire country through 10 eLearning centers and the support of 51 tutors, mentors and teachers.

Decentralization of Cervical Cancer screening and treatment at early stages in rural areas of Senegal

The project has strengthened the capacity of 170 midwives and nurses on screening methodology using visual inspection and has reached 17,000 women of childbearing age through community awareness and sensitization; screened 1,680 women, identifying and referring 109 positive cases; and installed 3 cryotherapy devices for management of the early stages of cervical cancer.

United Nations Commission on Life Saving Commodities for Women and Children project

Amref Health Africa oversees activities to improve accountability then disseminate it in the West Africa region.



Social Mobilization against Ebola in Guinea

To support the global response to the largest Ebola epidemic in history, Amref Health Africa designed and implemented a community-based programme in two districts in Western Guinea. As of now, 257 trained volunteers conducted home visits and community talks to reach 72,532 people. As a result, 43 new suspected Ebola cases were identified and referred by community volunteers and 1,000 hygiene kits were distributed to affected families. The project is being expanded to reach at total population of 1,495,000 inhabitants.

Partners and Donors

In West Africa, Amref Health Africa operates with generous support from the Ministries of Foreign Affairs of the Netherlands, France and Spain, the City of Madrid, UNFPA, Club Santé Afrique, Sanofi, Paul Allen and Princess Grace of Monaco, and collaborates with Ministries of Health and Education, as well as partner NGOs.

Budget

The west Africa hub operates with an annual budget of US\$2.5 million.

Staff

Currently the organization employs 29 full time staff in Senegal and Guinea.



Africa Classic

Left: Amref Health Africa Group CEO Dr. Githinji Gitahi with cyclists. This incredible 6-day event took place at the foot of Mount Kilimanjaro between the 7th and 14th of October, 2016 and is limited to a maximum of 100 participants. Africa Classic benefits Amref Health Africa, whose mission it is to break the cycle of poor health and poverty in Africa



Our Commitments



HONOUR OUR HISTORY

Memorabilia and other artefacts together with descriptive posters of the early years, capture the AFD's 59-year history in the Visitors' Centre at the AFD base, Wilson Airport, Nairobi.



WE GO THE EXTRA MILE

Complex medical problems and logistical constraints all pose challenges for our staff. To resolve these issues we leverage our collective skills and expertise.



WE GO WHERE NO ONE ELSE DOES

Despite the challenges of Africa's geography, regional conflicts, cross-border operations, and bureaucracy, resourcefulness and determination is needed in order to reach those who need us.



WE PARTNER WITH OTHERS

We work with Kenyan County Governments and regional hospitals as well as community and other relevant partners such as National Hospital Insurance Fund.



CLEAR COMMUNICATION

We use the most updated satellite systems to follow our aircraft in-flight. This ensures everyone is kept up to date as much as possible.



CARING FOR THE UNCARED

Our charity flight programme flies patients, free of charge, from the most remote regions in Kenya, to medical facilities where they can receive the necessary medical care.



MAINTAIN FIRST-CLASS INNOVATION

We operate in a fast-paced and rapidly changing environment and need continued investment in world-class equipment and training to keep us at the forefront of medical care.

Our Business

AMREF Flying Doctors kick off regional expansion drive

Internationally accredited

We are the only Air Ambulance provider in the region that is internationally accredited by the European Aero-Medical Institute (EURAMI) and twice a winner of the ITIJ Air Ambulance Provider of the Year Award, the most prestigious award in the global travel and health insurance industry.



Above:

AMREF Flying Doctors CEO Dr. Bettina Vadera giving a speech during the Arusha office launch

In 2016 AMREF Flying Doctors' vision to spread its coverage throughout the East African region took some big steps. In spite of working in Tanzania for many years, the opening of a new Maisha sales support office in Arusha on 18th August is expected to increase the volume of business in the country to a new high. The office was formally launched at a ceremony held at The Arusha Hotel in the presence of representatives from the Arusha Regional Commissioner office, key partners in Tourism, Amref Health Africa International Board Chair, Mr. Omari Issa, Amref Health Africa Country Director for Tanzania, Dr Florence Temu, together with members from the corporate sector as well as the Regional Medical Officer for Arusha. Other organisations present during the launch included: JW Seagon Insurance Brokers, Legendary Expeditions, Tandala Expedition, Britac Insurance, Zanzibar Insurance, Nelson Mandela Foundation, Tanzania Revenue Authority (TRA), East African Court Of Justice, CRB Bank, Leopard Tours and Legendary Expeditions. AMREF Flying Doctors CEO & Medical Director Dr Bettina Vadera, expressed optimism that the new Arusha office will support and help grow the uptake of AMREF Flying Doctors services in the region. "We have provided air ambulance service in Tanzania for some time and AMREF Flying Doctors' operations in Tanzania account for a significant portion of our revenue. The vibrant tourism industry, coupled with the positive economic environment in the country, means that the demand for AMREF Flying Doctors services is set to rise."

Amref Health Africa International Board Chair, Mr Omari Issa reaffirmed the commitment to grow the partnership with the people of Tanzania. "As you can see, the launch we are celebrating today is yet another giant step for Amref Health Africa and AMREF Flying Doctors to strengthen its ties with Tanzania", said Mr Issa, "We are confident that with the support from the government of the United Republic of Tanzania and its various agencies, this partnership will grow for the benefit of the large population of the people of Tanzania. With the opening of the new office, AMREF Flying Doctors plans to solidify its presence in Tanzania with having an aircraft based in the country rather than the current system where all evacuations return to Nairobi. Secondly, as well as stationing an aircraft in Tanzania, to operate a local control centre and the use of hospitals in Tanzania. The steadily increasing numbers of both annual and short-term Maisha subscriptions could shortly necessitate this. Currently, there are at least 150 partners in the tourism industry. These numbers are set to grow. Eventually, AMREF Flying Doctors plan to set up an office in Dar es Salaam and focus on the more prolific corporate and public sector there. The new office is now fully operational:

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West Wing Block A,
Sokoine Road
Tel: + 255 719881887, +255745716581,
+255684818071
Email: marketing.arusha@flydoc.org

BATUK

AMREF Flying Doctors to provide ground ambulance to British Army Training Unit

AMREF Flying Doctors is proud to announce a contract awarded by the UK Ministry of Defence to provide ground ambulance services to British Army Training Unit in Kenya (BATUK). BATUK require a capability to Ground MEDEVAC injured or ill entitled personnel, from an identified aircraft landing site to an appropriate medical treatment



facility. This service requires a dedicated AMREF Flying Doctors ambulance and staff to provide 24 hour coverage. AMREF Flying Doctors will provide two ambulances on standby for this cover, together with its highly trained emergency nurses and drivers to BATUK, to guarantee safe and rapid movement of sick or injured individuals to the accident and emergency department in the required hospital in Nairobi.

Our Staff

Our medical staff are required to undertake regular training to ensure they are able to provide the best possible care in the air and on the ground. This training includes Aero Medical Physiology, Basic Life Support, Advanced Life Support, Advanced Cardiac Life Support, Paediatric Advanced Life Support, and critical care for the severely ill or injured. Three of our trainers were sent to the UN to train on Pre-Hospital Trauma management in September. Two other trainers underwent

a Generic Instructor Course in Aga Khan University Hospital, Nairobi, and are in the process of being certified as trainers in the Emergency Pediatric Advanced Life Support Course.

Two newly employed emergency flight nurses will be attending a course on Clinical Considerations in Aero Medical Transport in Farnborough, UK. All other new admin staff that have joined AMREF Flying Doctors have been taken through Basic Life Support and First Aid.

In October, the emergency flight nurses and locum doctors underwent a one day EDE course (Emergency Department Echo) conducted by one of the Visiting Volunteer Physicians, Dr. Deirdre Duffy.

For all the pilots, training on different aircraft is provided at Flight Safety International, a globally accredited flight simulator training organisation in the US. In addition, every six months pilots undergo regulatory aircraft flight tests including bush landings & take offs at night.

The following ground school aviation courses were undertaken in 2016 for the pilots:

- Aviation Security Crew resource Management
- Dangerous goods
- Emergency Evacuation



James Kimuri – Director of Maintenance

“Knowing that your hard work makes a difference in someone’s life fuels my pride of being a part of the AMREF Flying Doctors’ team.”



Capt. Johana Wainaina

“Flying for AMREF Flying Doctors is not just employment for me. It’s flying for a purpose. Nothing is more satisfying than know that I change lives flying for AMREF Flying Doctors.”



AMREF Flying Doctors prides itself on its ability to provide the highest quality service for all our clients and ensure our staff are equipped to deal with any situation that arises.

Interns and new staff

Each year we receive a growing number of enquiries from young professionals interested in furthering their career experience with us. In 2016 we were fortunate to host volunteers in IT, marketing, operations, aviation and medical teams.

Our objective is to help graduates individually define the area of study they wish to enter and prepare them to pursue that goal.

"As Intern First officer on the Cessna Caravan I am grateful that AMREF Flying Doctors took me in and gave me work experience that will enable me to be competitive in the aviation industry."

Ruth Muthoni – Pilot intern



Lillian Muriuki



Ruth Muthoni

"For six months it gave me a huge sense of pleasure to be part of this great, professional and effective team which strives to reach patients in almost impossible places."

Lillian Muriuki – Operations Intern

"It has been the best experience working here and most of all getting exposed to the various systems used by the different departments. This has made me gain more knowledge in my path of career."

Tracy Wambui – ICT Intern



Tracy Wambui

Newly employed Emergency Flight Nurses



Margaret Muthoni



Robert Odanga

"Being the newest nurse at AMREF Flying Doctors, I just realized that this is the best venture to practice and fulfill my critical care education and skills. Professionalism is what makes us unique from the rest. I am happy to be a member of this team"

Margaret Muthoni

"The overwhelming happiness that our clients show when our planes touch down to rescue them is unmatched. Picking them up from some of the most remote parts of the world and handing them over to Centres of Excellence in health care for treatment is such a fulfilling venture for me. I will forever be thankful for the great teamwork at AMREF Flying Doctors."

Robert Odanga

2016 Volunteer Physicians Programme (VPP)

In 2016 volunteer physicians covered 315,593 miles in our aircraft

The Volunteer Physicians Programme was launched in 1997 and represents a real commitment by doctors from different countries donating their time and expertise. During their placement, the VPs are required to provide at least one training session with the AMREF Flying Doctors' medical staff

to share experiences regarding current emergency care practices. The VPs' experience brings AMREF Flying Doctors new skills and insights, whilst they have a unique opportunity to work with Africa's most well-recognised air ambulance services.



Dr. Amanda Kirrage



Dr. Kirsty Wright



Dr. Andreas Luetgen



Dr. Kate Stoddard



Dr. Kang Hui Min



Dr. Richard Croswaithe



Dr. Jill Selfridge



Dr. Deirdre Duffy



Dr. Angela Harper

Dr Andrew Skinner, AMREF Flying Doctors' Volunteer Physician

My time working with AMREF Flying Doctors has been a highlight of my professional career. I was a volunteer physician for 5 weeks and covered nearly 26,000 miles within Africa, more than flying around the world! I travelled as far west as Mali and as far south as South Africa, caring for patients with a variety of different medical conditions. Cases varied from severe trauma such as gunshot wounds to infectious diseases such as malaria and encephalitis. One of my most memorable medevacs was a charity case, which consisted of retrieving 2 children from Mandera, north east Kenya to Nairobi. The first child was a 16-year-old girl with intra-abdominal septic shock and the second

was a 7-year-old boy who had sustained a head injury following a motorcycle accident. Both children required resuscitating while



Dr. Andrew Skinner

flying in darkness in the Cessna Caravan. They were both delivered to the Kenyatta National Hospital, Nairobi and made a good recovery.

An important responsibility of any volunteer physician working with AMREF Flying Doctors is to deliver a teaching session to help the medical staff stay up to date. I had recently finished an MSc in trauma sciences, which allowed me to teach about a relatively new trauma resuscitation strategy, damage controlled resuscitation.

I feel privileged to have been part of such a professional team which provides excellent patient care in often difficult circumstances, both medically and operationally.

Newly Acquired Aircraft Pilatus – PC 12

AMREF Flying Doctors recently acquired a Pilatus PC 12 aircraft which complements their existing aircraft, fleet and further improves their air ambulance capability.

The PC-12 is a turbine-engined, high performance, pressurized aircraft, able to cruise at 30,000 feet at 240 knots (440 km/hr) whilst being able to land on short rural rough strips. It has the longest range in the current turbo-prop fleet; being able to remain airborne for up to 5 hours without a fuel stop. This makes it a perfect plane for covering the East African region and beyond.

The aircraft cabin is spacious and comfortable, accommodating up to nine passengers in seating configuration.

In a medevac, the aircraft has a double Lifeport stretcher system

that can accommodate 2 stretcher patients comfortably with one sitting accompanying passenger/patient and two medical personnel. The cargo door at the rear of the cabin makes loading and unloading stretcher patients easier, faster and more comfortable for the patient.

The PC-12 can fly at higher altitudes, avoiding unfavourable weather at lower flight levels. The Pilatus also has the speed for reduced flight times, and a quieter cabin, which contribute to improved response times, patient care and comfort.

This newly acquired plane has a unique combination of short-field capability, long range, and good cruise speed with a pressurized cabin enabling high altitude flight, all of which gives AMREF Flying Doctors a capability they did not have before.

“This unique service will cement your position as a premier provider in air evacuation and emergency medical services in East Africa... for us to be able to have this service availed to as many Kenyans as possible, the need of partnership with National Government as well as county Government becomes necessary.”

Sicily Kariuki

Cabinet Secretary, Ministry of Public Service, Youth and Gender Affairs

Below: AMREF Flying Doctors CEO Dr Bettina Vadera with Sicily Kariuki, Cabinet Secretary, Ministry of Public Service, Youth and Gender Affairs at the launch of the Pilatus and the Maisha Scratchcard.



Aircraft Available

With the acquisition of the Pilatus PC12 (5Y - FDP) in 2016, AMREF Flying Doctors now owns 4 aircraft but operates an additional 9 aircraft on exclusive lease from Phoenix Aviation. The entire fleet used for medical evacuations

ranges from Caravan 208s to Citation jets including 3 Citation Bravos, 1 Excel, 1 Sovereign and 1 Pilatus PC12. All aircraft can be configured into medical units at intensive care level, with one or two stretchers depending on the aircraft type.



Pilatus PC-12

Capacity: 9 passengers or 2 stretchers
Max range: 4,167 Km / Speed: 446 Km/H



Cessna 560 Citation Excel

Capacity: 8 passengers or 2 stretchers
Max range: 3,750 Km / Speed: 750Km/H



Cessna 208 B Caravan

Capacity: 13 passengers or 4 stretchers
Max range: 1,700 Km / Speed: 260Km/H



Beechcraft Super King Air B350

Capacity: 10 passengers or 2 stretchers
Max range: 2,400 Km / Speed: 475Km/H



Beechcraft Super King Air B200

Capacity: 10 passengers or 2 stretchers
Max range: 3,095 Km / Speed: 535Km/H



Eurocopter Ecureuil AS 350 B3

Capacity: 4 passengers or 1 stretchers
Max range: 600 Km / Speed: 185Km/H



Cessna 550 Citation Bravo

Capacity: 7 passengers or 2 stretchers
Max range: 3,750 Km / Speed: 690Km/H



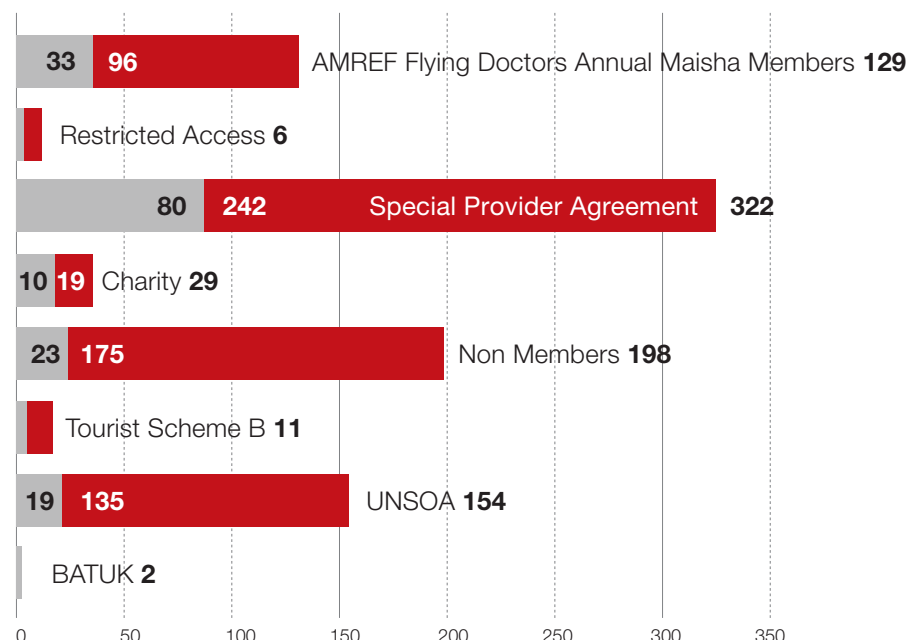
Cessna Citation Sovereign

Capacity: 12 passengers or 3 stretchers
Max range: 4,300 Km / Speed: 770Km/H

Our Services

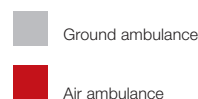
Ground & Air ambulance

Patients evacuated

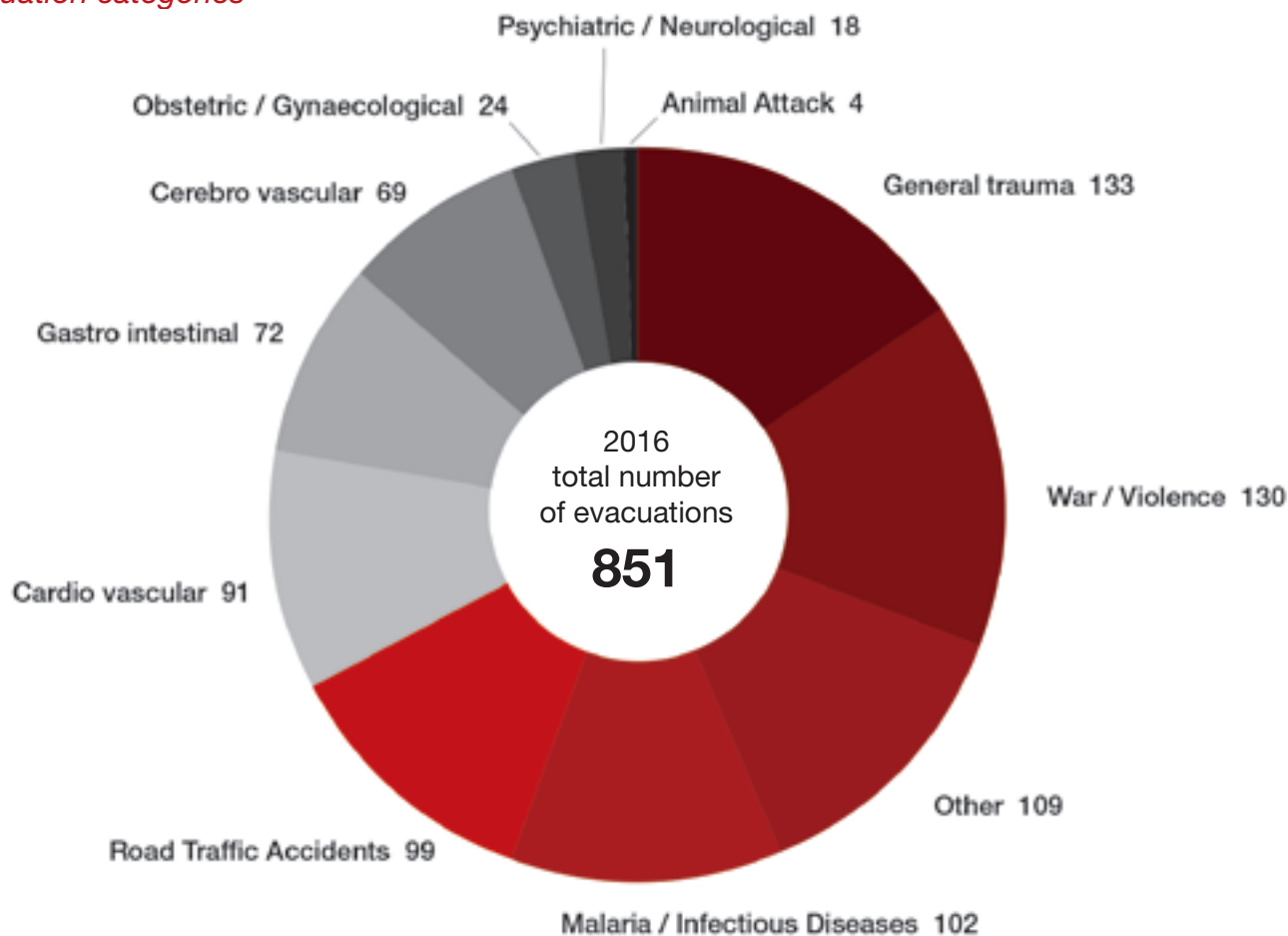


Our Air Ambulance Services provided emergency medical air evacuations for patients in serious ill health across East Africa and beyond.

In 2016 we evacuated 682 patients by air and the rest by ground ambulance.



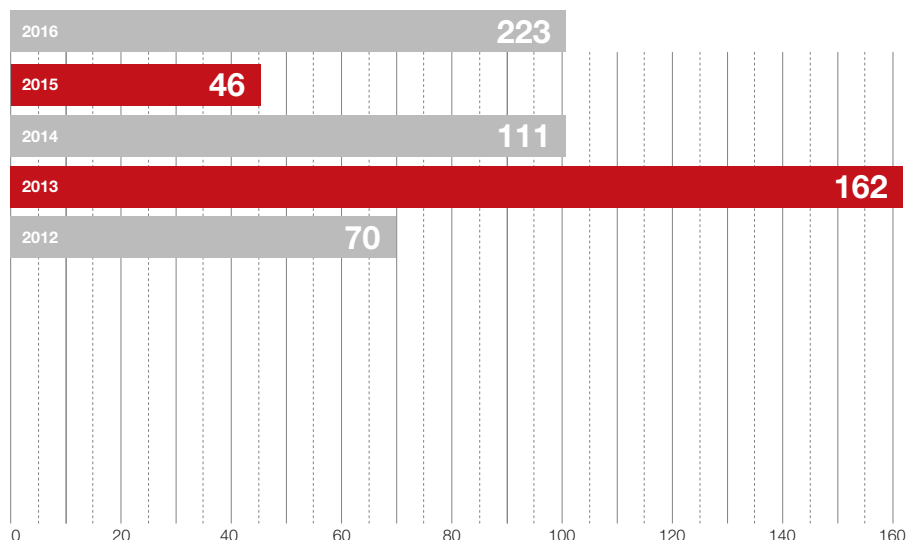
Evacuation categories



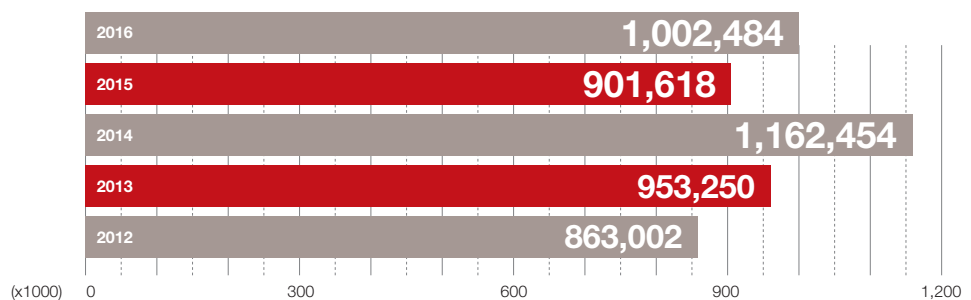
AMREF Flying Doctors own four Advanced and Basic Life Support Ambulances, complementing their aircraft fleet

In 2016 we provided 223 international flights to destinations in Europe, Asia, the Middle East, Far East, Australia and other parts of Africa. International repatriations are delivered in partnership with overseas medical companies, with the patient being transferred at a prearranged location and time. This type of 'wing to wing' transfer requires significant medical and logistical coordination, ensuring the highest standard of patient care is maintained throughout the process. We have developed a worldwide reputation for the safety and speed by which we deliver these transfers.

International evacuations



Flying miles



"For critical patients, time is life and every minute counts. I get fulfillment being part of air logistical support team whenever we respond to distress and execute a successful evacuation."

Eric Kirop Ng'iro,
Assistant Operations Officer



Ground Ambulance

AMREF Flying Doctors owns four Advanced and Basic Life Support Ambulances, complementing their aircraft fleet.

Equipment

State-of-the-art equipment allows us to offer patients the best possible care. Medical technology is continually changing and AMREF Flying Doctors is committed to ensuring our staff are equipped with the latest medical machinery to deliver the finest aero-medical care. We remain the only air ambulance provider in the region with a transportable incubator for neonatal emergency care.

All our medical equipment and supplies are checked, prior to and after each ground ambulance or air ambulance transfer, by the scheduled flight nurse to assure proper maintenance and records of all medical equipment in the Medical Transport box.

ALS Ambulance x 2

Equipment: emergency apparatus including defibrillator, cardiac monitor, piped oxygen supply, a ventilator and suction machine, nasal cannulae, masks, nebuliser kits and orthopaedic equipment.

Capacity: one critically ill patient on stretcher

BLS Ambulance x 2

Equipment: basic monitoring equipment and immobilization devices

Capacity: two patients or stretchers that do not require acute interventions.



Medical Transport

Ambulance:-

To arrange a road ambulance/taxi as applicable to bring the patient from the airport to the hospital/hotel/private address or from the hospital/hotel/private address to the airport. Direct cost charges will be based on distance covered/vehicle used e.g. ambulance or taxi.

AMREF Flying Doctors has four ground ambulances available in Nairobi only. In 2016 we partnered with the following major events to provide necessary medical care:

- Kenya Polo Association tournaments
 - Gilgil
 - Nairobi
 - Timau
 - Manyatta
- Horse Association of Kenya
 - Gilgil Horse Show
 - Nanyuki
 - Jamhuri Horse Show
- School Events
 - Banda School

Medicine dispatch:-

To arrange medicines or substitute medicines for a patient. Medicine can be collected and delivered. Includes issuing of prescription if required. (Ideally, this service is only available in Nairobi. However, AMREF Flying Doctors will try and assist in other locations on a case by case assessment).

Assistance Services

AMREF Flying Doctors provide the following assistance services to international insurance and assistance companies

Medical File

- Patient follow-up
 - Medical advice
 - Medical assessment
- Guarantee of payment (GOP) for hospital or other medical expenses (including take over of payment. Original invoices will be forwarded)

Single Service File

- File may contain only one of the following services:
- Taxi
 - Auto rental
 - Hotel
 - Flight or train reservations
 - Assistance with lost or stolen documentation or luggage
 - Legal referral
 - Lost documents
 - Cash advance (limited to US\$1,000 unless prior arrangement)
 - Guarantee of payment < US\$1,000

Technical File

- In the event that requests are related to a single incident, file may contain multiple services as related requests for:
- Funeral assistance
 - Repatriation of human remains
 - Taxi
 - Auto rental
 - Hotel
 - Flight or train reservations
 - Assistance with lost or stolen documentation or luggage
 - Lost documents
 - Cash advance (limited to US\$1,000 unless prior arrangement)

Medical & Tech Files

File may contain a combination of medical and technical services

Investigation File

- Assessment of medical bills and facilities in respect of false claims/fraud etc.
- Assessment of invoices, medical reports or receipts
 - Visit of facility/practitioner on request
 - Engagement of external investigator where necessary or requested

Medical Escort

- To provide English-speaking doctors and/or experienced nurses trained in emergency medicine to accompany the patient/s on a commercial airline. This worldwide service includes:
- Organizing for medical approval from the airline
 - Meeting and assistance at the airport
 - Organizing wheelchair at the airport (if required)
 - Providing assistance with transport or other logistics should the medical escort team arrive from another country
 - To inform the hospital/doctor/patient/family of the arrangements.
- Charges - based on:
- Nurse escort (including medical equipment)
 - Doctor escort (including medical equipment)
 - Full board accommodation and transport
 - Ground ambulance
 - Air tickets



1. First Aid once every month
2. Basic Life Support once every month
3. Advanced Cardiac Life Support (ACLS)
4. Wilderness First Responder once every three months
5. Both ACLS and First Aid for groups and institutions running throughout the year.

TRAINING 2017

GO TO: FLYDOC.ORG/TRAININGS

EMAIL: EDUCATION@FLYDOC.ORG

First Aid and Basic Life Support
Advanced Cardiac Life Support
First Aid refresher course
1day First Aid courses
Wilderness First Responder
First Aid refresher course
Health talks



Training

Left: First Aid training for Somali Fire Fighters and lodge staff at Richard's Camp, Maasai Mara.

AMREF Flying Doctors is one of Kenya's leading First Aid training providers. We offer a range of training courses; each has a target audience with specific goals and objectives requiring varying degrees of skills and knowledge.

Emergency First Aid and Basic Life Support courses

This is a three day course designed for individuals, organizations, companies and schools who want to learn the basic skills of CPR. The course prepares an individual to attend to medical emergencies in a pre-hospital or in-hospital environment. The course ensures the skills to recognize a number of life-threatening emergencies at the work place, in the house, in the field and for participants to be able to provide First Aid care effectively. In 2016, we had a busy training schedule. We delivered First Aid training for Echo team, Me to We, Koivaki Training School in Masaai Mara, Kenya Dental Association in Mombasa, and AMREF Flying Doctors' staff, among others.

ACLS-Advanced Cardiac Life Support

This course is designed for healthcare professionals who either direct or participate in the management of cardiopulmonary arrest and other cardiovascular emergencies. The course targets personnel in emergency response, emergency medicine, and intensive-care and critical-care units. During 2016, we delivered three Advanced Cardiac Life Support Training courses for doctors and nurses.

Wilderness First Responder course

This is an advanced First Aid course with special emphasis on austere/remote environments where there is no nearby medical support. This is a comprehensive 4-day training course that targets individuals who, by nature of their work, are frequently in the Bush and would be called upon to respond to serious emergencies to stabilise casualties before they are transferred to hospital. This is tailored for those who have completed the basic First Aid course. It equips the participants with the DOs and DON'Ts in an emergency situation whilst in the field where ingenuity and improvisation is needed. During 2016 we implemented the Wilderness First Responder course to the Mara Training Centre.

For more information contact:
education@flydoc.org



Maisha Air Ambulance Scheme

Quality, professional and affordable air ambulance service

Maisha



Above right: Customer Service representatives (from L-R) Carolynne Achieng', Rachael Kisali and Caroline Thiong'o.

Left: Aviation team wearing their LGR sunglasses (From L-R) Stephen Ombuya, Capt. Sam Pertet and James Kimuri

More and more people are opting for peace of mind through subscribing to the Maisha Air Ambulance Cover scheme. Thanks to an aggressive campaign, more individuals and corporates both local and international are now familiar with AMREF Flying Doctors and its range of services. This has been demonstrated with the Maisha Air Ambulance cover subscriber base reaching 334,214 in just four years. This includes 190,000 from National Hospital Insurance Fund currently on their third year of contract. This covers the Disciplined Forces and the Civil Servants. We appreciate the importance of Maisha not just to individuals and the corporate

sector but to the tourism industry as well. Consequently, we participated in key events both locally and regionally such as the Magical Kenya Travel Expo and Karen Tourism Expo in Nairobi, Karibu Travel Markets in Arusha and the Kilimanjaro Tourism and Industry Fair in Moshi.

"Maisha stands for saving life, preserving life, improving life—all attributes of the Maisha Scheme"

"We are proud that Maisha membership is affordable to a wide clientele in Kenya and neighbouring countries. With over 300.000 members this year, we are embarking on a mission to reach 500.000 members and give them peace of mind. Unutilised memberships support our charitable cases..."

"In our way of working, we attach a great deal of importance to humanity and honesty. With respect for human values, we promise to serve our customers with integrity"



"I am very proud to be part of AMREF Flying Doctors team. Selling Maisha covers makes me feel proud because I understand my clients are then in safe hands"

Tumaini Peter Matowo,
Sales & Marketing Assistant



LGR donations

"The origins of L.G.R are deeply rooted in Africa, which is why I wanted to produce the Special Edition 'L.G.R for AMREF Flying Doctors': Charity Evacuations'," explains L.G.R founder Luca Gnechi Ruscone. "A percentage of revenues from sales will therefore be donated to the Charitable Evacuations programme run by AMREF Flying Doctors, a local organisation that has

been working in Africa for many years. My hope is that in this way L.G.R can make its own contribution to increasing the number of free evacuation flights flown to save the lives of people with serious illnesses. This, along with other projects, is our way of giving back to the African continent, which has played such an important role as the source of inspiration behind the brand."

Maisha Cover

**NOW available
via Scratch card**



Since the launch of Maisha, we have witnessed a notable trend of the subscriber-base towards larger groups – corporates, tourism bodies, public sector organisations – rather than individuals/retail subscriptions. A major reason behind this is that customers have found the registration process too cumbersome.

The November 2016 introduction of the Maisha Scratch Card Subscription System is a culmination of many months of listening to customers' feedback and then spending time developing the right response to this feedback. The system now allows registration or renewal process of Maisha to be simpler and faster.

At KES 2500/= the New Maisha Scratch Card System will initially be available for Maisha Bronze level, targeting Kenya only – with the possibility of expanding to other AMREF Flying Doctors products in the future.

The new Maisha Scratch Card System does not replace the traditional System but will be operated alongside it. We now hope to achieve a much better reach for Maisha throughout the Kenyan market.

Funds from this new system will bring additional support to Amref Health Africa in its mission to bring lasting health change to remote Kenyan communities and help us to provide more charity evacuations.



Simplified subscription process

Upon purchasing the Scratch Card, the process of enrolment is either through a USSD Code, *490#, or via the new Amref Flydoc Mobile Application.

The launch ceremony was held at the AMREF Flying Doctors hangar at Wilson Airport in Nairobi and presided over by the Ministry of Public Service, Youth and Gender Affairs, Cecily Kariuki.

Launch of Mobile Application

The Amref Flydoc Mobile App is yet another response to individuals concerned with matters of health and peace of mind. Launched simultaneously with the Maisha Scratch Card System, this application not only provides an avenue for subscription or renewals but opens a whole world of useful and up-to-date health and emergency-medical related information to our users. The Amref Flydoc Mobile App will provide a solid means of advancing our already ongoing practice of providing our Maisha subscribers with 24-hour access to critical medical information. This, we believe, will continue to give many of our clients peace of mind, especially during those moments when they cannot access a medical facility, and save them a lot of time and money from unnecessary trips to the hospital.

The Maisha Mobile Application is readily available for download from Playstore.



www. Flydoc.org



AMREF Flying Doctors



@AMREFFlyingDocs



AMREF Flying Doctors



amref_flydoc

Maisha Events

“Ivory Belongs to Elephants” walk.

The “Ivory Belongs to Elephants” walk, an initiative of The Elephant Neighbours Centre (ENC) is one of the noblest community-focused projects aimed at promoting awareness about poaching and co-existence with elephants. The 2016 edition, undertaken by ENC Founder Jim Njamu, covered some 3,200 kilometres taking him and his team from Nairobi through Arusha to Dar es Salaam then back to Northern Tanzania through to Kampala and back to Nairobi – all in 126 days. For such a rigorous undertaking, medical emergency evacuation cover was needed so AMREF Flying Doctors donated ten short-term medical air evacuation Maisha covers for Jim Nyamu and his team. The donation was handed over at the start of the Arusha-Duluti leg of the walk where the Maisha marketing team also joined him.



Safaricom Marathon 2016

Lewa’s most anticipated annual event, the Safaricom Marathon organised in conjunction with Tusk Trust, took place on June 25th at Lewa in Northern Kenya, with 1,256 people running the half marathon, whilst 148 braved the full marathon. Over 5,000 spectators came to cheer on the runners as they ran the course through the wild-life sanctuary. Medical support at the finish was provided by AMREF Flying Doctors.



Rhino Charge 2016

The Rhino Charge is an annual off-road motorsport competition held in Kenya to raise funds for the conservation project, Rhino Ark. AMREF Flying Doctors had representatives stationed at the Medical Desk at the pre-Event Briefing. The participants were able to register and renew their memberships. It is a requirement that everyone at the venue had to sign up for Maisha cover. AMREF Flying Doctors had a plane on stand-by during the day of the Charge.



providers, tour operations, as well as hotels and destination managers. Exhibitors had the opportunity to present their products and services at this Fair. AMREF Flying Doctors’ aim was to introduce our air ambulance services to the travel agents who sell Maisha tourist cover to the tourists travelling to the East Africa region. We managed to network with different international travel agents. AMREF Flying Doctors was well represented by our colleagues from Amref Health Africa Germany: Jannike Herlinghaus and Sophie Reichelt.



Karibu Fair in Arusha – Tanzania

This Expo is the ideal platform for showcasing diverse local and regional tourism products. Participants exchange ideas and build alliances both locally, regionally and internationally. The Expo attracts hundreds of exhibitors, delegates and visitors and is well covered by local, regional and international media.



Clockwise from top: “Ivory Belongs to Elephants” walk; ITB Berlin Convention in Germany; Karibu Fair in Arusha, Tanzania; the annual Rhino Charge 2016; the Safaricom Marathon 2016 in Lewa, N Kenya..

ITB Berlin – Germany

ITB Berlin dedicates a platform to the important and constantly growing segment of medical tourism, targeting medical service

Maisha Member Evacuations

AMREF Flying Doctors, Just a Phone Call Away!

Maria Valdez from Kilimanjaro, Tanzania was critically ill suffering from Malaria. She had gone to a hospital in Kilimanjaro for treatment, the clinic did its best, but Maria's case was too serious for its medical facilities to deal with and she needed to be transferred to a more advanced hospital in Nairobi.

Flight Operations staff at AMREF Flying Doctors were alerted and started applying for necessary flight clearances. Operating across East Africa brings many challenges, one of which is gaining permission from various governments and airports to enter their country and airspace to collect patients.

Two hours later after the call, AMREF Flying Doctors' King Air aircraft landed at Kilimanjaro International Airport where the team received the patient. The patient was stabilised and immediately loaded onto the aircraft. The team was soon airborne, heading back to Wilson Airport, Nairobi. Immediately on touchdown in Nairobi, our Advanced Life Support ground ambulance was at hand to transport the patient to Nairobi Hospital where she was to receive treatment. After few days later, our medical team followed on Maria's progress. She had really improved and thanked AMREF Flying Doctors for saving her life.

"I hope to personally thank the doctor and the medical team that took care of me on that flight and transported me to the hospital in Nairobi. I will never forget the compassionate care I received from the treating emergency physician. My bout with severe malaria is a story unto itself that I would like to one day share with others who may learn from my experience. I would like to highlight the excellent service I received from AMREF Flying Doctors

I have been a Maisha member of AMREF Flying Doctors since I first came to Tanzania in 2011, and never did I imagine I would need to use this insurance policy. It was comforting to know that this service was available while living and working in remote areas in East Africa... I believe this is a necessity for anyone travelling to East Africa. I never thought it would happen to me, but when it did, I was fortunate to have Flying Doctors just a phone call away."



Hosborn B Wasike

"On behalf of my family and I, I do take this earliest opportunity to register our sincere appreciation for the timely and professional evacuation services aboard your ambulance when my spouse had an acute neck problem.

The service was timely and professional; the ambulance had all necessary infrastructure, well maintained and the driver adequately in the know of his part. Bravo bravo.....I must ensure all my comrades do sign up for Maisha Annual Cover.

We requested for assistance around 0630 am and an ambulance was availed within less than an hour, remember AMREF Flying Doctors offices are at Wilson and we reside at Membley in Ruiru. ~ Long live AMREF Flying Doctors."

Dario Arturb Urbani

"While working at the Serengeti National Park I suffered what later was diagnosed in Arusha to be a heart attack. The Tanzanian doctor told me that there was nothing they could do for me in their country and that I had to be flown out. So my employer called AMREF Flying Doctors in Nairobi, who then sent the King Air 200 to pick me up from Arusha and flew me to Wilson, where I was expected by an ambulance which took me to Aga Khan Hospital. The crew consisted of 3, the pilot, Doctor and an assistant medic. All was managed very professionally I recommend that everybody who works in remote areas should make sure that the employer is insured with AMREF Flying Doctors, I guess it saved my life."

Hannington Ekoru

"I have been sincerely stunned by your immediate response when you were called to evacuate me from Kapesa to Nairobi. Thank you for saving my life. I'm living because of your kind services recognised 100%. GOD BLESS YOU AMREF Flying Doctors team"

Above: Maria with friends in AMREF Flying Doctors' Arusha Office.

International Evacuation

Case study

Mwangala Zambia Evac



Mwangala Lethbridge is frequently in her home country of Zambia. In early December 2016, Mwangala was involved in a serious accident on her motorbike about 25 kms to the east of Lusaka.

She sustained multiple injuries including fractures to her legs and a very serious injury to her right foot. She was stabilised at the Italian Orthopaedic Hospital in Lusaka. It was decided that she should travel to the United Kingdom for specialist orthopaedic surgery.

So as to get Mwangala there in the quickest possible and most effective medical way, AMREF Flying Doctors were called to come to Lusaka to pick her up. The flight in a Cessna Citation from Lusaka International Airport to Wilson Airport in Nairobi took three hours.

During the AMREF Medevac, Mwangala was accompanied by emergency nurse, Esther, and she has praised Esther's wonderful caring and compassionate treatment. From Nairobi she was carried forward by British Airways, a procedure that is frequently adopted, where a commercial airline blocks off rows of seats to accommodate the stretcher, the

accompanying nurse and, as well in this case, Mwangala's sister.

On the morning of 11th December, Mwangala arrived safely at the Royal Berkshire Hospital in Reading from where she was transferred to the Trauma Unit at the John Radcliffe Hospital in Oxford. She is now recovering at home.

Mwangala's father-in-law, Christopher Lethbridge, has been associated with AMREF for some 30 years. From 1989 to 1999 Christopher served as a Board Member of AMREF UK including three years as Treasurer. He also was instrumental in setting up the Wolfson College for Amref Health Africa's Training Programme.

Mwangala's father Adam told us:

"With my father's and latterly my niece Lucy's association with AMREF UK I was very familiar with their work and have been a supporter for many years.

We now have the most personal possible experience of the excellent care and expertise for which they are so deservedly well known in and outside Kenya.

For this we are most sincerely grateful to AMREF Flying Doctors and wish you all well in your future operations."

Maggie Ng'ethe

Face of Kenya 2016



I am 28, married to a loving Kikuyu husband and have a beautiful baby girl. Currently doing a BSc in Adult nursing having worked in healthcare for 10 years. I have always had a passion, an unceasing call to care for others. I have lived in England for sixteen years but my heart still belongs to Kenya.

I am very fortunate to have been selected to represent my country for Face of Kenya 2016. I like beauty and fashion, however my style is pretty basic. I am truly stepping out of my comfort zone but I am enjoying the experience. I managed to raise £900 for AMREF Flying Doctors

Why AMREF Flying Doctors?

My Mum, Alice Mwasaru, worked for AMREF Flying Doctors for five years as a flight nurse before moving to the UK. I remember the joy and fulfillment she had each time she came home from work. I remember when she took me and my brothers with her doing educational

outreach work such as the 'Eradication of Polio'. This showed me the importance and need for a service that can serve everyone and anyone in Kenya and gives Kenyans hope for better healthcare. I am proud to support AMREF Flying Doctors.

I live by this quote from Mother Teresa:

"My wealth is in the lives I touch and my reward in their smile."

Above left: Maggie with members of the Maisha
Below left: Alice Mwasaru

Giving Back to the Community

Charity evacuation at Wamba



AMREF Flying Doctors plane at Wamba

At the heart of AMREF Flying Doctors is our ongoing commitment to live out the founding principle of our organisation – helping those who need it most. We do this through our Charity Evacuation Programme.

In 2016, we provided 29 charity evacuations. It is hoped that such evacuations in future will be positively affected by the Kenyan national healthcare system. With regional authorities now in control of their own health budgets, a considerable number of cases that would have otherwise been referred are now

being managed locally without the need for air evacuation to Nairobi.

We recognise the continuing need for air evacuation for specialist cases to come to Nairobi and are committed to continue working in partnership with relevant stakeholders to ensure these are done for those who need them most.

Help us help others

AMREF Flying Doctors is a charitable not-for-profit company committed to helping those who need urgent medical care. Our services are not just for those who have bought our annual membership.

Under specific circumstances we will provide emergency medical evacuation free of charge, helping people who otherwise would have no access to healthcare and whose lives depend on receiving medical assistance.

Donate today or call us to discuss how you can help us provide free evacuations to more people in need.

For more information on donating to our good cause, please log on to www.flydoc.org, contact Mpesa paybill900100, Email marketing@flydoc.org or call us on 0706 811811

<http://flydoc.org/support-us/>

The culture of J W Seagon & Co, one of East Africa's leading insurance brokers, is stated in their purpose, "Caring for You". MD David Seagon and his team have been doing that in the region for well over 20 years through the provision of world class private medical insurance. The quality of what J W Seagon & Co offer is immeasurably enhanced by the support received from AMREF Flying Doctors. As David says, "We know that AMREF Flying Doctors' impressive organisation is only a phone call away if any of our clients get into serious trouble, anywhere in the region. That's why we make a point of donating a proportion of our commission every year to boost AMREF Flying Doctors' resources. This year we will have donated over a million Kenyan shillings bringing the total over the last 5 years to more than KES 7,000,000. We are delighted to continue our relationship into the future."

Charity Evacuations

Woman with knife in head airlifted to Nairobi

Below: Dr Kate Stoddard with emergency flight nurse, Charles Atemba.



On Thursday, 7th January 2016, a distress call came through the AMREF Flying Doctors Emergency Control Centre from Khorof Harar Wajir. In a domestic fight a husband had stabbed his wife, Fatuma, with a knife leaving it lodged deep in her face. The knife appeared to have gone through her nasal cavity, with the blade missing her left eye narrowly and her life was in danger. Doctors at Wajir recommended that she should

be transferred to the better equipped Kenyatta National Referral Hospital where there would be access to maxillofacial specialists.

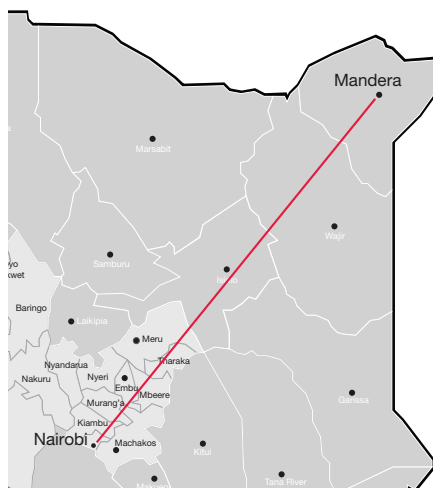
Given Fatuma's fragile medical condition and financial incapacity, well-wishers and medics at the Wajir District Hospital requested AMREF Flying Doctors for a charity evacuation.

At 3.30pm, the AMREF Flying Doctors team took off from Wilson airport aboard a Cessna Caravan to Wajir. The 2 hour flight was smooth. Upon reaching Wajir, they found Fatuma in a critical condition with the knife still sticking out of her face. According to the medical report, Fatuma was brought to the hospital on Wednesday 6th at 2am with a knife to her face. She arrived at the hospital nine hours after the assault.

After the regular hand-over and stabilisation Fatuma was prepared for flight transfer to Nairobi, and a few minutes past 6pm, she was wheeled into an AMREF Flying Doctors plane. During the flight she was stabilized, given some painkillers and other drugs to prevent her from vomiting because should she get sick she might choke as her airway was compromised by the knife.

On arriving in Nairobi, Ms Fatuma was taken to Kenyatta National Hospital and successfully operated on at about midnight and the knife removed.

Ten-year-old tumour patient evacuated from Mandera for specialised care



On Sunday, 17th April Abdi, a ten-year-old child from Mandera with a large tumour on the neck, was airlifted to Wilson Airport. This was done through a partnership between AMREF Flying Doctors, the National Hospital Insurance Fund (NHIF) and the Kenyatta National Referral Hospital.

The tumour was noticed 9 months previously as a small bump. The child had been in and out of the poorly equipped Mandera District Hospital and was for 45 days being treated for Tuberculosis – with no improvement. Unable to manage the condition the hospital discharged the child with a recommendation for specialised care in Nairobi. To get to Nairobi was a journey of over 1,000 kilometers. This was beyond the family's financial capability. Abdi is a third born in a family of 10 children. The father is chronically ill with

Diabetes and is partially blind.

The team took off from Wilson Airport on at 0805 Hrs. At around 11.30 the team landed in Mandera where young Abdi was delivered aboard with assistance from NHIF. He was accompanied by the mother and NHIF staff from Mandera County. Due to the pain and inability to eat Abdi was severely malnourished and dehydrated. The mass was on his neck was leaking some haemo-serous fluid and had to be re-dressed with sterile gauzes. The AFD plane took off at 1245 Hrs from Mandera and landed back in Nairobi at 1545 Hrs. On arrival at Kenyatta National Hospital, Abdi was admitted and immediately started to receive special treatment which he responded to very positively. Some months later after chemotherapy, Abdi went home to Mandera.

Amref Health Africa Specialist Outreach Project

Kenya, Uganda, Tanzania and Ethiopia



Dr Wala Elizabeth
Regional Manager

Objective

The Amref Health Africa Specialist Outreach Project was established in 1957 to take essential medical and surgical services to rural and underserved hospitals across eastern Africa, especially for the very poor and disadvantaged. Over time, more than 300 hospitals in 8 countries have benefited. Today the Project continues to serve marginalized communities in various counties through the AMREF Flying Doctors' light aircraft, commercial flights and road transport. Developing Centres of Excellence for various conditions has become a major focus area for the Outreach project. This is done with a view to build local capacity, ensure quality of services and improve accessibility to health care. The Outreach project also builds the capacity of local health workers from disadvantaged rural communities and the staff at remote hospitals. This is done through on job training sessions (OJT) - theatre procedures, ward rounds and other procedures including laboratory testing. The Project also serves as an empowerment tool for the very sick and disabled who receive health restoration and physical rehabilitation to leading productive lives.



Community members at Lokoel awaiting Hydatid screening 9th-20th May

The Outreach Project delivers surgical interventions to patients with specific problems such as obstetric fistula, genitourinary problems, and congenital and acquired defects including deformities and disabilities caused by cleft lip or palate, burns, injuries, leprosy and polio affecting the very poor and disadvantaged.

1. Uganda: Medical Outreach Camps

The project worked in collaboration with the Outreach hospital superintendents who identified medical specialties need of the communities. Based on the identified specialties provided by the hospitals, the MoH allocated consultant specialist doctors from the National and Regional Referral Hospitals to provide medical services during the camps. Medical services were provided in various specialties including; internal medicine, paediatrics and psychiatry. Others were general surgery, thyroid surgery, urology, dental and orthopaedic operations.

2. Tanzania: Outreach visits

All the visiting specialists were local Tanzanian doctors drawn from KCMC, Muhimbili and Bugando Medical Centre. A total of 48 hospital visits were made to 16 hospitals and 2654 patients were seen in consultation and 478 patients were operated upon. 393 hours of informal training and 377 hours of formal training were given to 134 doctors, 604 nurses, 73 laboratory technologists and 166 support staff including physiotherapists, X-ray technicians and pharmacists.

3. Kenya: Reconstructive Surgery Project

The project offers reconstructive services for cleft lip and palate, burn contractures and deformities mostly to children and few adults. A total of 82 operations done. Most of the patients were children. During the implementation period, it was agreed that the Outreach programme that was supporting various counties will decentralise and each county will organize and plan Outreach visits at their county level. A total of 20 facilities were assessment by a team of specialties in 11 counties.

4. Ethiopia:

Equipment maintenance service

Medical maintenance service was provided for Konso (Karat) hospitals. Different equipment: Autoclave 250lts, electro surgical unit, anesthesia machine, operating room lights and suction machine, were maintained. In total, 17 pieces of equipment were inspected and maintained. There is real market failure in the area of specialist medical services in Africa, resulting in poor access to healthcare services in rural and remote areas. Amref Health Africa proposes to ensure sustainability of specialist medical services through creation of an Amref Medical Specialist Consortium (AMSC).

Uganda

592 surgeries 1664 patients

Kenya

254 surgeries 4195 patients

Tanzania

478 surgeries 2654 patients

Ethiopia

670 surgeries 1065 patients

Tribute to Leonore Semler

1921-2016



It was in 1963 that Sir Michael Wood travelled to Europe to find support for Amref's work and mission. He met Leonore Semler, wife of Dr. Johannes Semler, a prominent politician within the European Community, and managed to convince her to start AMREF Germany as a local fundraising organisation. Not long afterwards, Mrs. Semler managed to convince Mr. Walter Scheel, the then Minister for Foreign Affairs, to pay the salary for a surgeon and paediatrician for AMREF and to donate an aeroplane. During the next 50 years, Leonora worked tirelessly to spread the word on the activities of the Flying Doctors throughout Germany and Europe and raised millions of Euros in support of AMREF. The German Government conferred upon her one of Germany's highest civilian orders for her social work in Africa, the Federal Cross of Merit. Leonore was also received by the Presidents of Kenya and Uganda who congratulated her on her achievements.

Until 2009 Leonora was Chair of AMREF Germany, and consecutively named Honorary President of AMREF Germany. In 2001 she was appointed Honorary Director of the International Board of AMREF.

AMREF Flying Doctors, Bettina and her colleagues, together with the Outreach Programme were close to her heart. Also the Department of Capacity Building



was important for her. The friendship with Dr. Peter Ngatia and his vision to train health-cadres in the most neglected areas of East Africa remained a constant driver for Leonora's support for AMREF. We remember Leonora with fond affection and deep respect for her tireless support to AMREF and the people of Africa.

Clockwise from top right: Received by former President Daniel Arap Moi at AMREF's 30th anniversary; Alpbach Austria Board meeting with Dunstan Omari, Chair of AMREF till 1993; With Tom Rees, Michael Wood, and Sue Pretzlik who helped found AMREF in the UK; Meeting with President Museveni to discuss helping with the rehabilitation of hospitals in Uganda; With Dr. Bettina Vadera; Leonore with Danieli Lomoni – one of AMREF Flying Doctor's original employees and latterly driver for the emergency services ambulances.



ITIC Conference, Berlin

AMREF Flying Doctors nominated for the third time as Air Ambulance of the Year



At the conference, Dr. Vadera gave a presentation on security measures and considerations when evacuating patient from conflict zones like Somalia, South Sudan or the DRC. AFD is known for its experience and expertise in extracting patients from challenging environments.



AMREF Flying Doctors CEO Dr. Bettina Vadera, COO Mike Black and Operations Manager Stephen Ombuya attended the ITIC conference in Berlin in November 2016, where AMREF Flying Doctors for the 3rd time was among the finalists for the ITIC Air Ambulance Provider of the Year Award. In 2011 and 2014 AFD had won this prestigious award, an acknowledgment that AFD is providing a highly rated, world recognised service!

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Website: www.phoenixaviation.co.ke

2017 marks the eighteenth year of the unique and extraordinary partnership between Phoenix Aviation and AMREF Flying Doctors. Starting in 1999, the partnership has grown from two aircraft to a combined fleet of fourteen, including five jets, with the Phoenix C680 Sovereign long range jet having been delivered in 4Q 2015 which has allowed the partnership to safely conduct long range air ambulance flights. Phoenix received EASA TCO approval in September 2016 which enhances the partnerships access to EU markets. Together, Phoenix and AMREF Flying Doctors offer a 24-hour air ambulance service globally. Phoenix Aviation's highly-experienced flight crew have flown over two million statute miles with AMREF Flying Doctors over the course of the partnership. Phoenix brings aircraft, pilots and

Equipment, aircraft tracking to UN standards, EASA approval, DOD CARB certification and above all a dedicated and dependable team. This combined with the specialised modern aeromedical equipment that includes monitors, ventilators and a neonatal incubator of AMREF Flying Doctors, allows patients to receive intensive care whilst on the ground and in the air. Phoenix Aviation is committed to safety and is proud to share this world-class air ambulance partnership and commitment to quality manifest in our ISO 9001- 2008 accreditations. This partnership brings operational and safety procedures together to ensure the best possible service for patients requiring repatriation, and is used by many of the world's leading Insurance and Assurance companies.



Professional Partner

Royal Flying Doctor Service



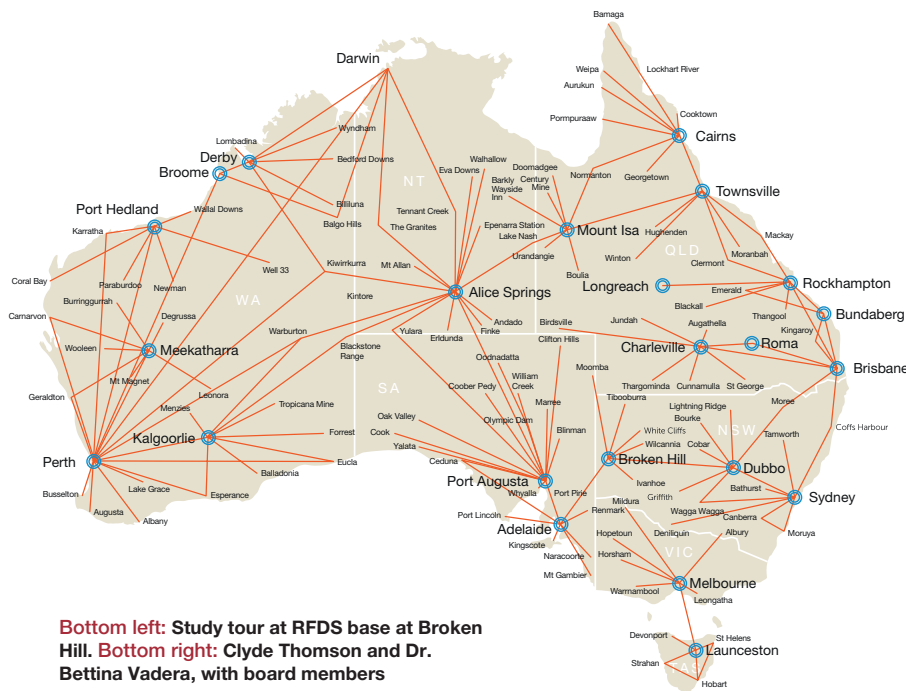
RFDS operates 66 aircraft and in 2014/2015 flew almost 27 million kilometres throughout Australia.

Contact:

Royal Flying Doctor Service
Federation Office, Level 2, 10–12
Brisbane Avenue, Barton ACT 2600,
Canberra, AUSTRALIA
Phone: **+02 6269 5500**
Fax: **+02 6269 5516**
Email: **enquiries@rfdso.com**
Website: **www.flyingdoctor.org.au**

Since its inception in 1957 AMREF has enjoyed a positive and lasting relationship with the RFDS of Australia which started in the 1970s when Michael Wood visited Australia. This was consolidated when Nicki Blundell Brown, then AMREF's International Co-ordinator, visited the Broken Hill base of the Royal Flying Doctor Service in 1984 where she met Clyde Thomson AM GM. Through Clyde Thomson, this relationship continues today and contributes to the operational development of AMREF which marks its 60th anniversary in 2017. Two study tours in 2006 and 2011 funded by AusAid, enabled CEO Dr. Bettina Vadera

and other AMREF Flying Doctors' staff to visit programmes and outreach projects of RFDS in Australia and to learn from their vast experiences. This also resulted in the establishing of a Visitors Centre at the AMREF Flying Doctors' base at Wilson Airport, modelled on the Broken Hill RFDS Centre. Following his retirement from the RFDS after 40 years of service Clyde Thomson continues to support AMREF through his position on the Board of AMREF Flying Doctors. Clyde Thomson recently commented that AMREF Flying Doctors has developed beyond the vision of its founding fathers and they would be proud of the organisation that is AMREF Flying Doctors today.



Bottom left: Study tour at RFDS base at Broken Hill. Bottom right: Clyde Thomson and Dr. Bettina Vadera, with board members



Professional Partner

European Air Ambulance



*EAA joins list of
AMREF Flying Doctors'
professional partners*

Contact:

European Air Ambulance

24/7 Sales Department &
Mission Control Centre

Phone: **+352 26 26 00**

Fax: **+352 26 26 01**

Email: **alert@air-ambulance.com**

Website: **www.air-ambulance.com**

The services provided by AMREF Flying Doctors and European Air Ambulance are perfectly complementary, and already have many years of experience of working together. European Air Ambulance relies on AMREF Flying Doctors for medical evacuations out of remote areas to fly patients into an international airport, where EAA can perform a wing-to-wing transfer of the patient to one of its aircraft for transport back to Europe, North America or any other requested destination.

European Air Ambulance can rely on the expertise and decades of experience of its founding members, DRF Luftrettung and Luxembourg Air Rescue. Like AMREF, they were founded by people with vision and a burning desire to help improve the efficiency of emergency medical transport. Over the years, EAA has proven itself to

be a leader in providing global patient repatriation services. It is a commercial operation that provides a range of worldwide air ambulance repatriation services to insurance and assistance companies, governments and NGOs, corporations and individuals.

Its team of experienced multi-lingual medical experts includes specialists in neo-natal and paediatric care. EAA can organise the complete transport of the patient: alerting the appropriate medical staff and flight crew; preparing the aircraft with all the necessary medical equipment and medicines; consulting with the physicians who have already treated the patient; planning the flight route; coordinating delivery of the patient to the pick-up airfield, and ensuring ground transport at the other end.



EAA has a fleet of seven air ambulances fitted with state-of-the-art medical equipment and necessary medication to ensure outstanding patient care. It has recently been upgrading its fleet to include three fully-equipped Learjet 45XR aircraft, which provide greater range, cabin configuration flexibility and improved comfort for passengers. The other four aircraft are Learjet 35A air ambulances.

"We greatly appreciate the professionalism, experience and flexibility of AMREF Flying Doctors. In our mind, AMREF has the best knowledge and expertise for Africa in general and East Africa in particular," says Patrick Schomaker, director sales and marketing at EAA.

As businesses today grow by extending their footprint internationally, they carry a commitment to their cross-border employees to protect them from risk and to help them stay safe while working abroad.

For more than 110 years, it has been Falck's mission to prevent accidents, disease and emergency situations, to rescue and assist people in emergencies quickly and competently.

Falck Global Assistance serves global travellers with bespoke medical, security, crisis management and on-site services via dedicated global 24/7 locations.

www.falckglobalassistance.com

In safe hands



Falck

Global Assistance

Professional Partner

Malteser



Contact:

Johannes Hoischen
International Network and
Repatriation

Malteser Service Center
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GERMANY

Phone: **+49 221 98 22 333**

Fax: **+49 221 98 22 339**

Email: **ambulance@malteser.org**

Website:
www.malteser-service-center.de

In a joint and relentless effort, Malteser and AMREF Flying Doctors are constantly aiming to provide the best medical care to patients. Malteser Service Center has been using the high quality services provided by AMREF Flying Doctors for over 20 years. The ability to evacuate a patient out of an area with limited medical care and bringing him or her to Nairobi for further stabilization is a key process in organizing medical evacuations. Once the patient has been stabilized, the Malteser Service Center is able to bring the patient to his or her home country via air ambulance or commercial airline with a medical escort.

Malteser Service Center is established as one of the leading medical assistance companies in Germany. National and international clients have placed trust their services since 1992. Air ambulances, medical escorts on commercial flights, medical reports and cost containment services are only a part of the scope of services offered by Malteser.

From an aviation perspective, Malteser Flight Services are operating air ambulances (three Lear Jet 55s, three Lear Jet 35As, and one Lear Jet 36) in cooperation with their aviation partner. Malteser employs highly-trained medical personnel – all are specialized in flight physiology. By maintaining a range of anesthesiologists, internists, pediatricians, surgeons and other specialists, as well as additional paramedics and ICU-nurses, they can cover a wide spectrum of medical cases and ensure safe evacuations. All crew must undergo regular training sessions and exams throughout the year. This ensures that each staff member is up to date with the newest regulations and medical treatment of patients. Every air ambulance is fully equipped with Hamilton T1, Zoll-X-Series, Propacq LT, I-STAT Blood Gas Analyser, Zoll AED, Intensive Care Bag, Akkuvac Recuse Suction Unit, Fresenius Injection Pumps and additional special equipment, as needed depending on the patient's condition.





Aviation Insurance



MIC Global Risks

Approved Representatives of MARSH



Man must rise above the Earth—to the top of the atmosphere and beyond—for only thus will he fully understand the world in which he lives.

Socrates

MIC Global Risks and DJA Aviation are proud to be associated with AMREF Flying Doctors in the construction, placement and administration of the AMREF aviation insurance programme.

DJA Aviation

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Bryanston, 2031
South Africa

T: +27 (0) 11 463 5550

MIC Global Risks

Approved Representatives of MARSH
6th Floor, 9 West, Ring Road Parklands
Kenya

T: + 254 20 2745 000

Professional Partner

HealthLink



About us

HealthLink Service Co., Ltd. (hereinafter referred to as "HealthLink") is the largest provider of Mobile Health Services in China, offering Emergency Assistance Services, Medical Treatment Assistance, and Genetics based Health Management Services to our members. Our company specializes in servicing large membership groups of customers from insurance companies, banks, telecommunication enterprises, travel agencies, automobile

have developed emergency rescue service access for over one hundred emergency 120 ambulance center on Wechat terminal, through which the citizens of 29 cities can seek help online. Together, Healthlink provides the largest and most comprehensive rescue and emergency medical assistance network in China.

Strongest assistance capability in Taiwan

HealthLink Taiwan, designated as the exclusive emergency service provider for Chinese travelers by Tourism Bureau, has six emergency assistance centers in Taiwan, covering all 25 cities in the country, and has established close cooperation with over 400 hospitals and 1000 community clinics. There are more than 4 million Chinese travelers visiting Taiwan every year, of which HealthLink Taiwan services over 70% of the travelers, accounting for hundreds of cases per year.

Experienced in large international events and years of case management

Healthlink was the exclusive designated off site emergency assistance provider for numerous major international events as 2008 Beijing Olympic Games, 2010 Shanghai World Expo, 2010 Guangzhou Asian Games, 2011 Shenzhen World University Games, and the 2015 Special Olympics in Los Angeles. With tens of millions of members from over 300 clients in database, HealthLink manages approximately 200,000 cases per year, which consists of benefit inquiry, medical consultation, medical repatriation, medical evacuation, hospitalization assistance and return of mortal remains.

Professional team

Our 24-hour Operations Centers are staffed by experienced, knowledgeable, multilingual emergency certified medical assistance professionals, including: 50 coordinators (more than 3 years of call center experience and certified in First Aid by China Red Cross).

80 doctors (both full and part-time, each with more than ten years of experience in 3A grade hospital and extensive clinical experience and medical knowledge) 50 claims personnel (each with more than seven years of insurance claims and hospital GOP experience)

All our coordinators have passed the courses of Medical Priority Dispatch System, and our service processes are ISO9001 certified.



华人全球救援联盟
INTERNATIONAL CHINESE ASSISTANCE ALLIANCE

companies and other large corporations. HealthLink is committed to providing the best healthcare resource and service platform for its members through innovative technology and to establish the most professional and efficient medical services network in China.

Vast nationwide Network in China

HealthLink is the exclusive service provider of China Fast Rescue Alliance (CFRA). CFRA is an alliance of China's Emergency 120 Ambulance Centers and thousands of hospitals nationwide to create an efficient green channel access for emergency medical assistance. Currently, CFRA covers all 2863 urban cities and regional areas of China including strategic partnership agreements with over one hundred and seventy-one Emergency 120 Ambulance Centers and its hospital networks. Our proprietary PSAP (Public Safety Answering Point) database is continuously updated to cover all emergency contacts in China. And we

Contact:

HealthLink Service Co., Ltd.

24 hours emergency center:

+86 10 5739 0650

+86 4008185050

Email: callcenter@healthlink.cn

globalassist@healthlink.cn

Website:

en.healthlink.cn

Professional Partner

African Travel and Tourism Association (Atta)



The African Travel and Tourism Association (Atta) is a UK-registered company limited by Guarantee, run by the Chief Executive from offices in London. The Board of Directors are drawn from the various disciplines of membership in UK and Africa such as accommodation, travel operators, representation and media.

Atta provides many services for its members, which cover:

• Networking

Atta events are renowned for their popular networking opportunities and for informative seminars and debates. These events allow members to establish relationships with their counterparts across the industry, connecting accommodation suppliers, safari operators, wholesalers, transport providers, journalists, publications, and other tourism-related products.

• Membership Directory and database

As a member you will get access to a variety of African products and services to promote your business. The annual printed Atta Members' Directory features every Atta member and offers a chance to maximise your brand by placing an advert.

• Exposure of your company through:

Atta website
Member news distribution
Atta press releases
Atta webinars
Job board service
Membership badge

• The Atta logo

The globally-recognised Atta logo acts as a source of recognition throughout the industry and is encoded with your own membership number to prove valid and paid membership.

Contact:

Nigel Vere Nicoll, Chief Executive

African Travel and Tourism Association

Mailbox 334, 56 Gloucester Road,
London SW7 4UB

Phone: **+44 20 7937 4408**

Fax: **+44 20 7937 4380**

Email: **info@atta.travel**

Website: **x**

Professional Partner

Kenya Association of Tour Operators (KATO)



How to Contact Us

KATO's headquarters are in Nairobi with a branch office in Mombasa. For more information kindly contact us at:

Contact: The Chief Executive

Kenya Association of Tour Operators

KATO Place (opposite Shelter Afrique Center), Upper Hill, P. O. Box 48461-00100, Nairobi, KENYA

Dropping Zone No. 174, Biashara Street, Revlon Plaza

Phone: **+020 2713386 / 2726517 / 2622961 / 2417864**

Cell: **+0722 434845 / 0713 762076**

Email: **info@katokenya.org**

Website: **www.katokenya.org**

The Kenya Association of Tour Operators KATO (formed in 1978) is one of Kenya's leading tourism trade association, representing the interests of over 400 of the most experienced tour operators in Kenya. Our membership comprises both large and small operators.

KATO's Objectives

- To ensure that Kenya Tour Operators maintain the highest possible standards of service and integrity.
- To provide information to members, clients and agents towards beneficial relations.
- To create business opportunities for members.
- To lobby for the interests of KATO members in formulating and implementation of government policy and legislation.
- To mediate disputes between members and trade partners.

Our Members

Membership of KATO is open to all licensed tour operators who meet our basic requirements as provided in the Constitution. There are three main membership categories for tour companies

namely *full*, *associate* and *provisional*.

There is also a provision for non-tour operating companies, allied to tourism and whose membership is of benefit to KATO. These fall under the *affiliate* and *corporate* membership categories.

All KATO members are bound by the rigid rules of their own Code of Conduct. The Association ensures that all its members provide the highest standard of service to clients. Any complaints that may arise are handled by our Ethics and Standards Sub-Committee in liaison with the Ministry of Tourism.

In enhancing our client's perception of credibility and quality, KATO has introduced a Bond Scheme for all their members, with the key objective of offering financial guarantee to all their clients.

For a complete listing of our members, please visit our website:

www.katokenya.org

Professional Partner

Tanzania Association of Tour Operators (TATO)



The Tanzania Association of Tour Operators was established in 1983 to promote and represent individual tour operators in the Country and at the international level.

The association was established at the peak of economic crisis in Tanzania. At that time economy was centrally planned and dominated by public sector while the private sector was small and struggling.

The Purpose of TATO was considered important as united front to advance the interest of the private Tour Operators by engaging the Government through dialogue in promotion of Tourism, at the same time acting to promote high Tourist service delivery, both nationally and internationally.

To promote Mutual expansion of tourism sector both internally and at the international level by opening avenues of Marketing in relation with other bodies such as TTB and Ministry of Tourism.

Currently TATO is composed of more than 200 members.

TATO's Objectives

- To promote and facilitate members to provide marketable tourist services into local and world market.
- To act as a link between the members, government and its institutions in promotion of tourism in Tanzania.
- To coordinate the members and help them in all technical matters pertaining Tourism both at national and International Level.
- To promote tour operators ability to interact with community at large and to protect interest of individual tourists.

For a complete listing of our members, please visit our website:

www.katokenya.org

Contact:

Tanzania Association of Tour Operators

School Rd. Arusha P.O. Box 6162
Tanzania

Phone: **+255 27 254 5208**

+255 27 250 6430

+255 754 535 637

Email: **info@tatotz.org**

Website: **www.tatotz.org**

Proud to support the work of AMREF Flying Doctors

AMREF Flying Doctors would like to say a very special thank you to all our professional partners and supporting organisations. With their help and generosity, we have been able to produce our most comprehensive annual report to date.

*A HUGE THANK
YOU TO YOU ALL*



GLOBAL **+rescue**

Mayday
Claims



ATHENS ASSISTANCE
Worldwide Emergency Medical Care



TATA
TATA CHEMICALS MAGADI



CAPITAL
AIR AMBULANCE



AXA ASSISTANCE
redefining / service



Falck
Global Assistance

HealthLink
远盟康健®

Singita
SERENGETI

INTANA

Gateway
International EMS



REA VIPINGO
World Leaders in Sisal

L.G.R



Gertrude's
CHILDREN'S HOSPITAL
Quality healthcare for children

mso
medical services organisation
healthcare risk managers
an EOH company

Financial Accounts

AMREF Flying Doctors
(A Company Limited by Guarantee)
Finance Report: Full Year 2016

Financials Commentary

Financial Year Date

AMREF Flying Doctors has changed its financial year from 30 September to 31 December. This change is essential to align AMREF Flying Doctors financial reporting to the parent company reporting dates and to align with most of our customers, suppliers and other stake holders.

The 2016 financial year covers a 15 month period to 31 December 2016, against 12 month comparatives to 30 September 2015. Commentary has been adjusted to reflect like to like comparison.

14% reduction in flying hours over last year.

The balance sheet grew by 8% during the 12 month period mainly driven by growth in assets and underlined by strong operating and capital ratios.

Key Investment Highlights

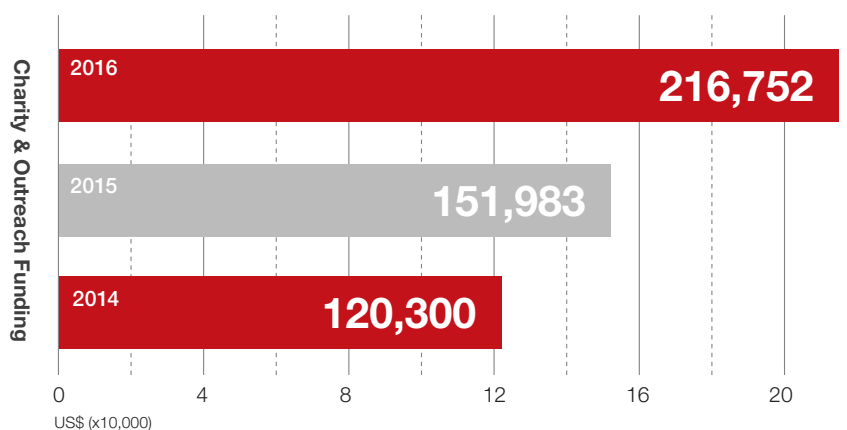
During the year, AMREF Flying Doctors further strengthened its aircraft fleet by investing in a Pilatus PCXII aircraft at a total cost of \$2.3M. Other capital expenditures to improve operations and customer experience approximated \$450K.

Financial Performance

AMREF Flying Doctors posted strong financial performance during the period, recording a 3% growth on Profit after Tax during the 12 month period, despite sluggish revenue outturn underlined by a

Charity and Outreach Flights

AMREF Flying Doctors continues to support the charity and outreach programme. During the period \$216,752 was utilised for this cause against \$151,983 in the previous year (2014, \$120,300)

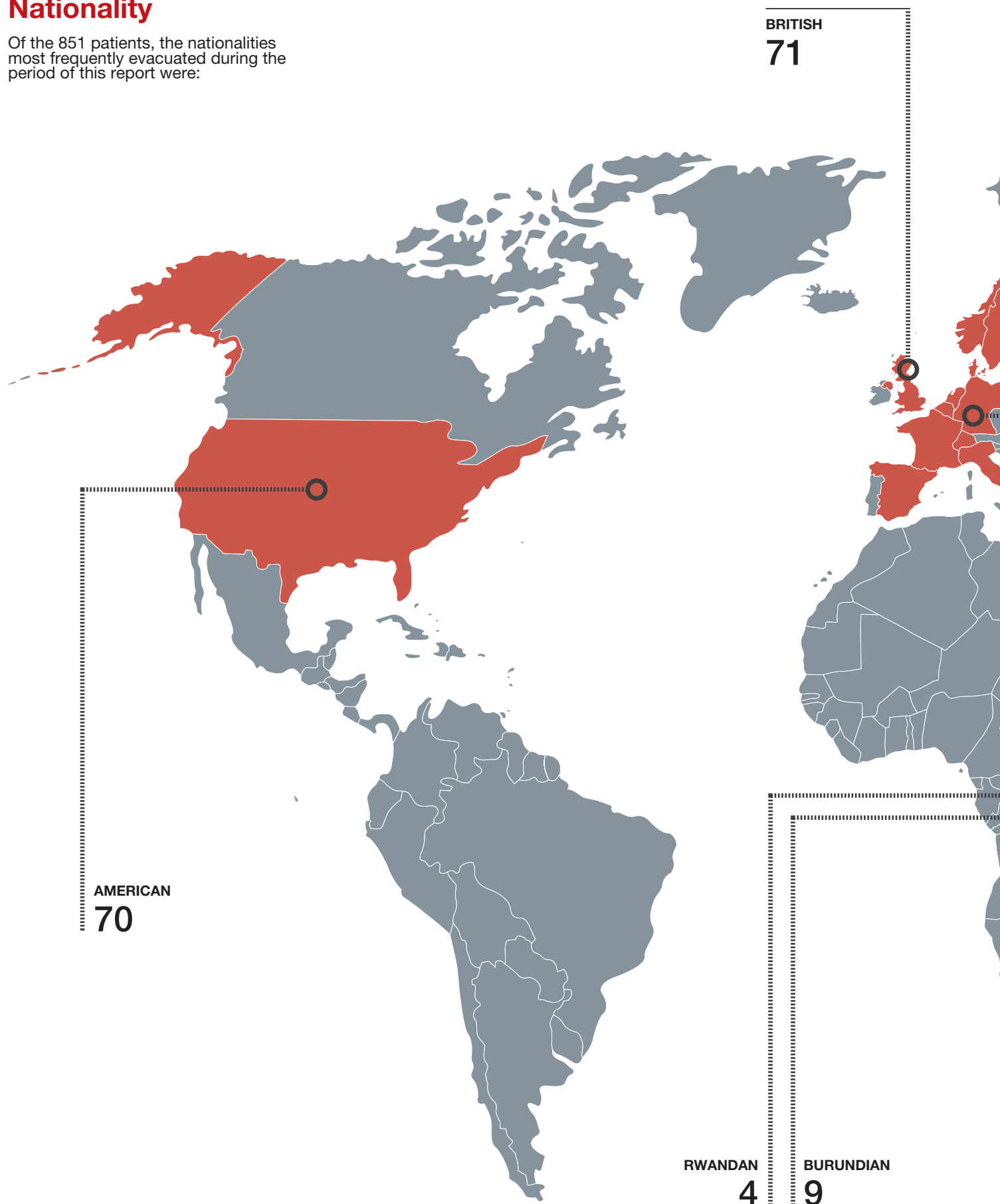


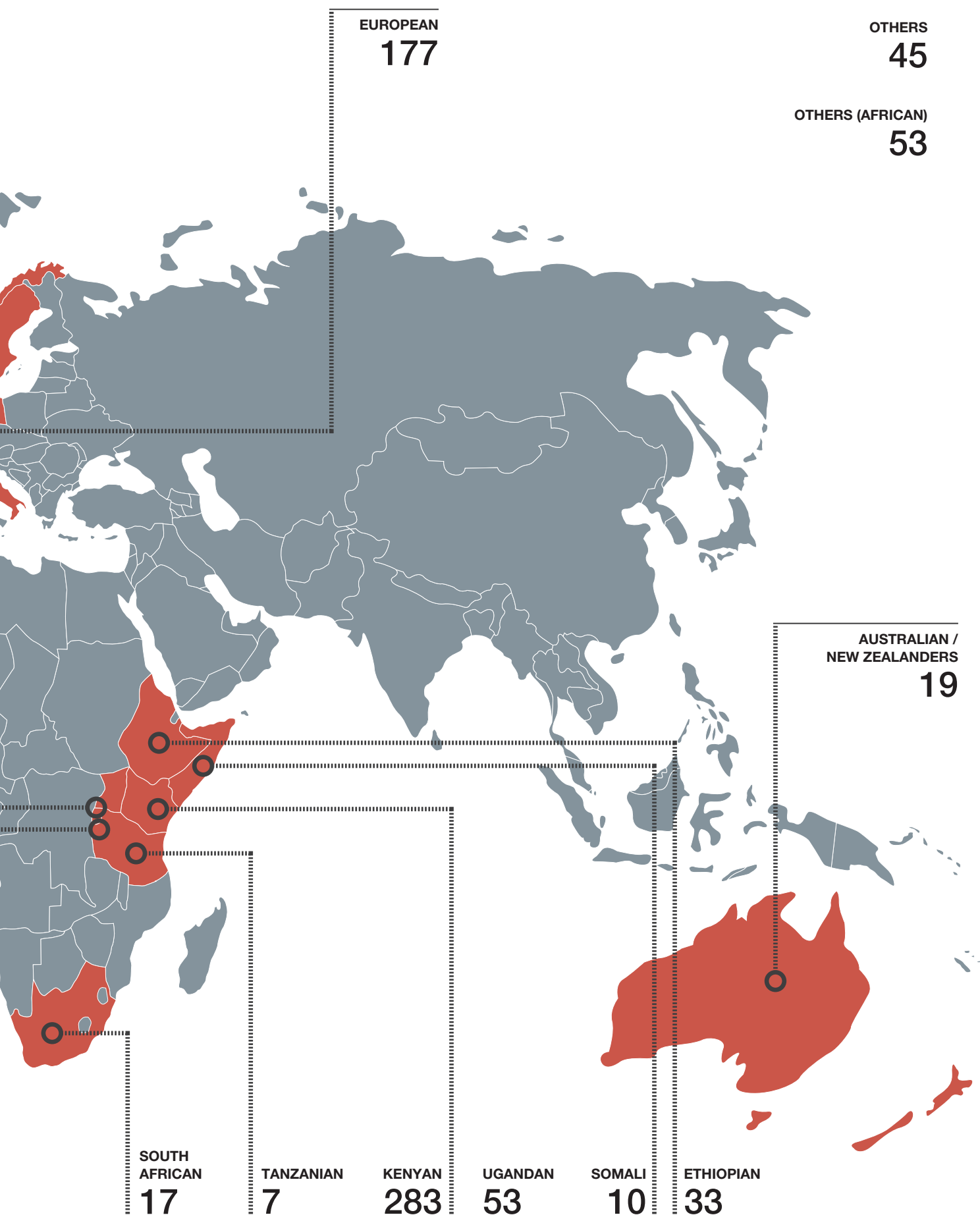


The new AMREF Flying Doctors Pilatus PC-12

2016 Evacuations by Nationality

Of the 851 patients, the nationalities most frequently evacuated during the period of this report were:





AMREF Flying Doctors 24 Hour Emergency Contacts

Emergency

Tel: +254 20 6992299 / 6992000 / 3315454 / 3315455 / 6002492

Fax: +254 20 3344170 / 600665

Mobile: +254 (0)733 639088 / 736 0359362 / 722 314239

Radio Frequencies: HF: 9116kHz LSB / 5796 kHz LSB

Email: emergency@flydoc.org



General

Location: Wilson Airport, Nairobi | **Address:** PO BOX 18617-00500 Nairobi, Kenya | **Tel:** +254 20 6000090 / 6992000

Mobile: +254 (0)733 639088 / 722 314239 | **Fax:** +254 20 6000665 / 344170 | **Email:** info@flydoc.org

AMREF Health Africa's National Offices

Amref Health Africa in Africa

Amref Health Africa

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Nairobi, Kenya

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Email: info@amrefhq.org

Website: www.amref.org

Amref Health Africa

West Africa

Lot 3 VDN Mermoz Immeuble

Imprimerie Graphi Plus

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Fax: +221 33 860 60 03

Email: sylla.thiam@amref.org

Website: www.amref.org

Amref Health Africa S. Sudan

Off Airport Road to the Ministries

Opp UN-OCHA, Juba

Tel: +249 955 442486

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Website: www.amref.org

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Hayahulet off Haile

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