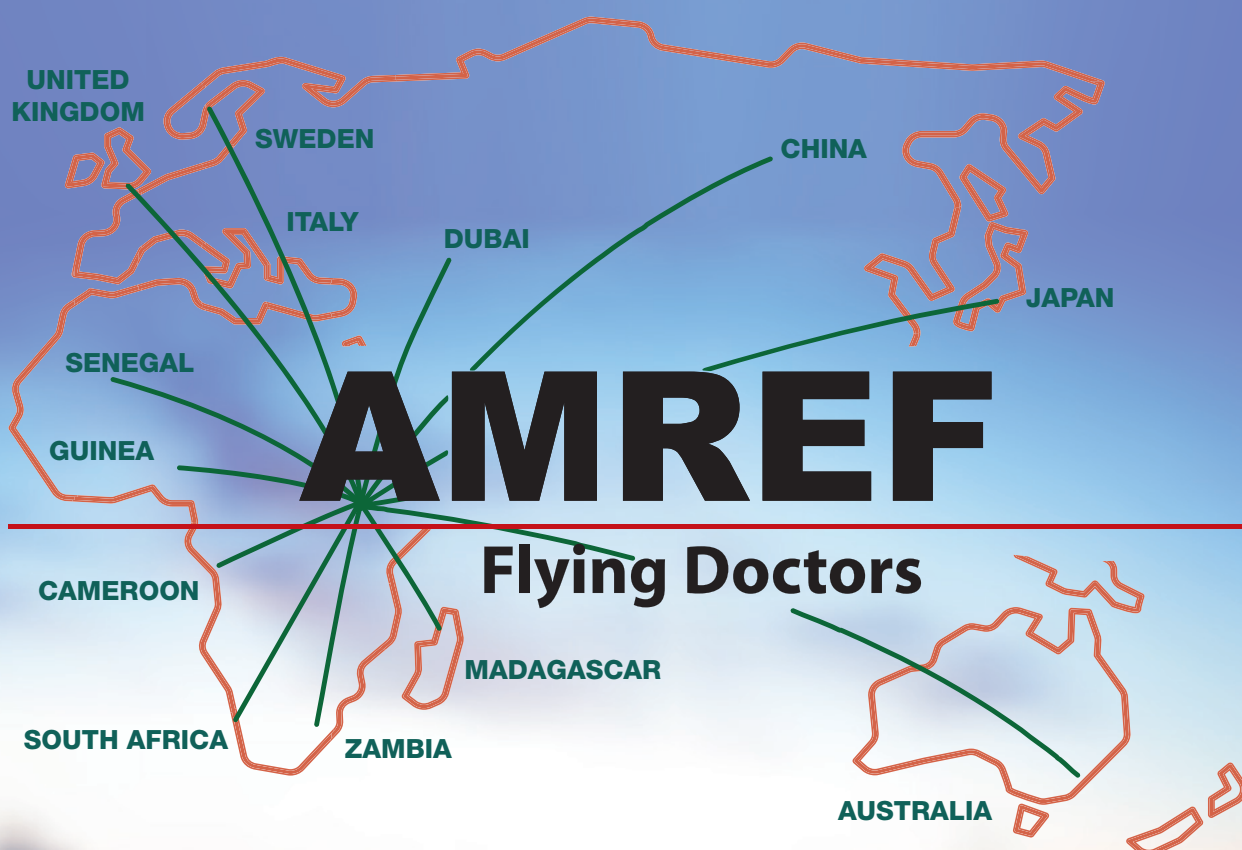


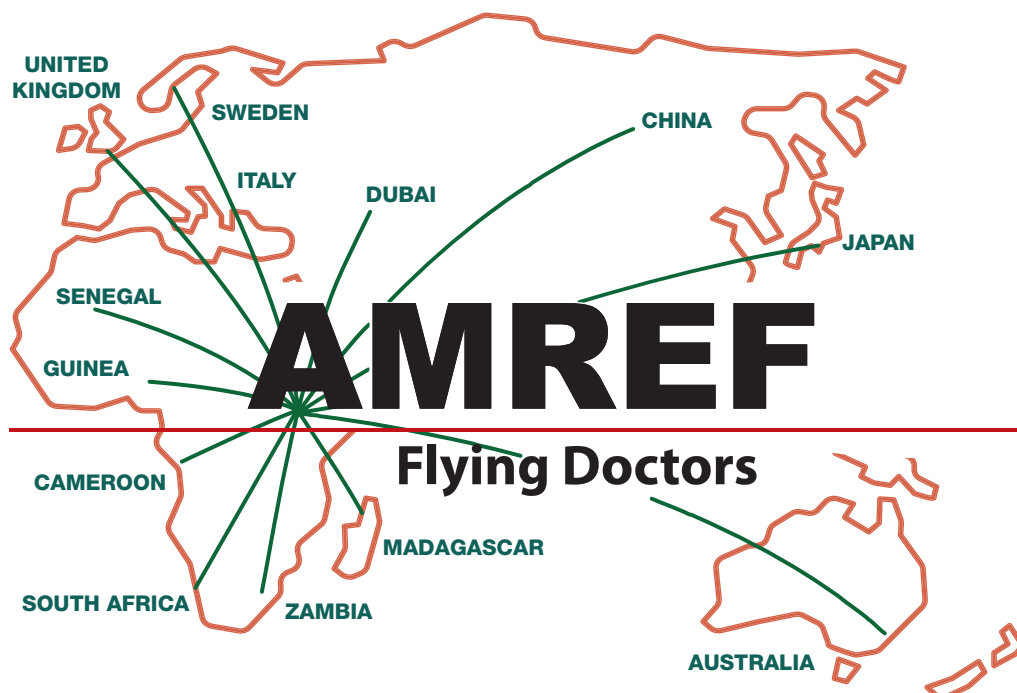
# THE AFRICA CONNECTION

## 1957-2017



**REPORT 2017**

AMREF Flying Doctors has delivered patients safely to these destinations



### *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.

## *Our Staff*



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## *Aircraft*



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## *Training*



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## *Media Activities*



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## *60 years*



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### **AMREF Flying Doctors' Editorial Team:**

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



## **AMREF Flying Doctors' Senior Management Team with the Board for a Strategy Meeting**

**Fairview Hotel, Nairobi, November 2017**

### **Standing left to right:**

*Alfred Magere, Business Systems Officer; Jonathan Dutton, Group Chief Finance Officer Amref Health Africa; James Kimuri, Director of Maintenance; Amar Kantaria, Board Member; Steve Ombuya, Operations & Network Manager; Dr Terry Martin, Board Member; Dr Joseph Lelo, Chief Medical Officer; John Stone, Board Member; Mike Black, Chief Operating Officer; Steve Gitau, Chief Finance & Admin Officer.*

### **Seated left to right:**

*Jane Munyua, Aeromedical Coordinator; Jane Mbatia, Board Member; Dr Bettina Vadera, Chief Executive & Medical Director; Capt. Clyde Thomson, Chair; Kellen Kariuki, Board Member; Esther Wakahia, Human Resource & Admin Officer.*

### **Other Board members not present**

*Raychelle Amamo, Honorary Director - Hon. Cabinet Secretary for Defence; Dr Amit Thakker; Dr Githinji Gitahi; Tony Durrant, out-going Chair (Virtual).*

## Chairman

*Capt. Clyde Thomson*



I would like to acknowledge the excellent chairmanship of my predecessor Mr. Tony Durrant who retires as Chair due to the expiry of his term as a Director of AMREF Flying Doctors.

We on the Board are grateful for the wise council and leadership Tony brought to the Board during his time as Chair.

I thank Board members for their support and confidence in electing me Chair in the 60th anniversary year. It is an exciting time in the development of AMREF Flying Doctors

with the introduction of two medically equipped Pilatus PC 12 aircraft, and further expansion of our Aero Medical operations in the planning phase. This, together with the growth of our insurance scheme, Maisha, promises a busy year ahead.

I look forward to working with our professional board and the expert management team led by Dr Bettina Vadera to continue the development of the AMREF Flying Doctors Aero Medical and Health Services.

## Chief Executive Officer

*Dr Bettina Vadera*



Facing an election year is never an easy task and leaves its mark on the national economy. As such, 2017 has seen many challenges for AMREF Flying Doctors but has turned out to be another successful year for the company overall, particularly as it marked AMREF Flying Doctors 60th Anniversary.

Sixty years after Michael Wood's first flight in a Tripacer Piper Aeroplane, the mission of the three Founders to provide medical care to Africa's people including the most remote areas remains – although if Archie, Michael and Tom were alive today they would find the dreams they had on the slopes of Kilimanjaro transformed beyond their wildest imagination. AMREF Flying Doctors and its parent organisation Amref Health Africa have become, through their humanitarian focus and professional efforts, the leading, internationally recognised health care and air ambulance providers in Africa.

AMREF Flying Doctors has grown from the original outreach flights that brought specialist surgical skills to remote hospitals in the East African region, into a world class air ambulance service which now evacuates thousands of patients from and to destinations all over the globe including countries as far away as China and even Australia.

From a budget of \$14,000 60 years ago, AMREF Flying Doctors has developed into a company with an annual budget of \$15 million and plays a vital role in supporting Amref Health Africa achieve its ongoing mission of lasting health change in Africa. As the CEO of this remarkable organisation,

I feel immensely proud of having been a part and contributed to its growth through the introduction of the Maisha Air Ambulance Scheme that today provides cover to over 100,000 annual members and more than 80,000 members per year on temporary cover.

Last year we started the important task of optimising the AMREF Flying Doctors aircraft fleet and finalised the upgrade of our Caravan fleet through the replacement with two Pilatus PC 12 aircraft this year. This has been an important step, as it improves not only the patient care on board of the aircraft but makes our operations financially more economical for our clients.

Looking ahead into the next 60 years, I envision AMREF Flying Doctors to have similar bases as the one in Nairobi across the continent, joining forces with partners who adhere to our values of integrity, efficient & compassionate patient care, responsiveness and safety.

My final words as always, go out to the most excellent team that I have the pleasure of working with! The efforts and commitment of our staff are immeasurable! AMREF Flying Doctors Executive and Senior Management team deserve my special thanks, being a pillar of strength to the organization which they manage responsibly and diligently. Last but not least, I want to express my gratitude to the Directors of AMREF Flying Doctors for the support and guidance during the year, and thank all of our clients and partners for their continued commitment and loyalty which have been invaluable in getting us to where we have reached in the last 60 years.

## Africa Health Agenda International Conference



### AHAIC 2017

#### The objectives of AHAIC 2017 were:

- To bring together researchers, policy makers, practitioners, the private sector, advocates for health and civil society together to reflect on home-grown solutions to achieving the Sustainable Development Goals across the continent.
- To share scientific research findings and best practices addressing health and health systems in Africa
- To identify and discuss gaps and challenges in implementing the Sustainable Development Goals in Africa.

The next AHAIC conference will be held in 2019.

The Africa Health Agenda International Conference (AHAIC 2017) took place in Nairobi, Kenya, from March 7-9, 2017. 871 delegates from 11 countries converged to move forward Africa's health agenda through the exchange of scientific knowledge, research findings and debate on strategies, ideas and innovations. The conference theme was: People, Systems and Innovation. Key highlights of the conference included: the launch of a campaign to integrate Community Health Workers (CHWs) into the formal health workforce across Africa; a ministerial panel on global health security; the Youth Pre-Conference (March 5-6) which was officially opened by First Lady of Malawi Dr Gertrude Mutharika and First Lady of Kenya Margaret Kenyatta; and the Hackathon that engaged creative innovation experts to create technological solutions to some of the critical challenges that impede health in African countries. Dubbed Innovate4Life and held between March 7-8, it injected creativity, resourcefulness and innovation into the conference.

Her Excellency First Lady Margaret Kenyatta provoked her audience with the following words: 'To effectively deal with the challenges of HIV among the youth, Africa must prepare to deal with related social issues including stigma and harmful practices such as Female Genital Mutilation (FGM) which persists despite being outlawed.'



**Above:** Her Excellency Margaret Kenyatta, First Lady of the Republic of Kenya opening the AHAIC conference with a Youth Pre-conference.



## Amref International University

2017 saw the transformation of Amref International Training Centre to Amref International University.

The 31st and final graduation ceremony of the Amref International Training Centre was graced by the Education, Science and Technology Cabinet Secretary, Dr. Fred Matiang'i, who commended Amref Health Africa for the transition and expressed confidence that Amref would continue transforming the training of health workers throughout the African continent.

Africa has a shortfall of more than 1.2 million health workers, underlining the need to expand training in the continent. Amref Health Africa has been at the forefront in bridging the health worker gap through training, including mobile and e-Learning.

Dr. Githinji Gitahi, the Group CEO of Amref Health Africa, noted that the transition from a mid-level college to a university would play a crucial role in arming Africa's healthcare workforce with additional skills and knowledge to help its people.



**Top right:** Education secretary Dr. Fred Matiang'i (left) awards the Amref Health Africa Chief Executive, Dr. Githinji Gitahi, a letter of interim authority – which allows the institution to offer degree programmes – during the 31st Amref Health Africa graduation ceremony Friday December 15th. Dr Peter Ngatia behind Hon. Matiang'i.

**Right:** Amref Health Africa International Board meeting in Dakar Senegal





**DEEPLY ROOTED**  
in communities, and KNOW how  
African healthcare works, embracing  
INNOVATION and tradition



WE ARE  
**TRULY AFRICAN**  
CONNECTED in the spirit of Ubuntu  
COMMITTED to lasting health change since 1957



EVERY DAY  
**WE PARTNER**  
with communities in Africa.  
Their health is our happiness



PART OF A  
**GLOBAL TEAM**  
joining FORCES and IDEAS to make  
a HEALTHY Africa a reality



### HONOUR OUR HISTORY

AMREF Flying Doctors' three reconstructive surgeon Founders. Left to right; Sir Michael Wood, Sir Archibald McIndoe, Dr Thomas D. Rees together on Archie's Mt Kilimanjaro farm, where the organization was founded.



### WE PARTNER WITH OTHERS

AMREF Flying Doctors works with Kenyan County Governments and regional hospitals as well as community and other relevant partners.



### WE GO THE EXTRA MILE

Complex medical problems and logistical constraints all pose challenges for AMREF Flying Doctors' staff. We leverage our collective skills and expertise to resolve these issues.



### CLEAR COMMUNICATION

To ensure everyone is kept informed AMREF Flying Doctors uses the most updated satellite systems to follow our aircraft in-flight.



### MAINTAIN FIRST-CLASS INNOVATION

As AMREF Flying Doctors operates in a rapidly changing and fast-paced environment it invests in world-class equipment and training to keep its staff at the forefront of medical care.



### WE GO WHERE NO ONE ELSE DOES

So as to reach those who need AMREF Flying Doctors, resourcefulness and determination is required to overcome the challenges of Africa's geography, regional conflicts, cross-border operations and bureaucracy.



### CARING FOR THE UNCARED

Patients from the most remote regions in East Africa can receive the necessary medical help thanks to AMREF Flying Doctor's charity flight programme.



### 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 the winner of the ITIJ Air Ambulance Provider of the Year Award, the most prestigious award in the global travel and health insurance industry.

In 2017 AMREF Flying Doctors business throughout the region was further consolidated thanks to the two Pilatus aircraft. New partnerships were developed and deeper working relations established with most of the UN agencies, and Embassies in Nairobi. The January 2015 launch of the partnership with National Hospital Insurance Fund (NHIF) for the provision of medical evacuation cover for Kenya's Civil Servants and Disciplined Forces marked an important turning point for Maisha Air Evacuation Service – highlighting the vital entry of the AMREF Flying Doctors air evacuation service into the public sector and significantly boosting the Maisha subscriber base. Having started with an initial 250,000 individuals, the agreement has since grown to cover over 300,000 making it the single largest Maisha customer. AMREF Flying Doctors remain thankful to the NHIF and the government of Kenya for the continues support and confidence in our air evacuation services.



Left: Uhuru Kenyatta with Dr. Bettina Vadera, Chief Executive & medical director AMREF Flying Doctors during the launch of Medical Evacuation Cover for Civil Servants and members of the Discipline forces in 2015.

## St. George's University School of Medicine visit



St George's University, Granada, USA, is one of the many institutions that appreciate the services offered by AMREF Flying Doctors. For the last 10 years, Dr. Calum Macpherson, Vice Chancellor of St. George's has brought a group of medical students for a two week intensive study tour of Kenya. They have all taken up the Maisha membership scheme. Dr. Macpherson formerly worked with AMREF as Field Project Officer on the Hydatid programme in the Turkana region of Kenya 1978 – 1987. Calum pioneered the use of the portable ultrasound for diagnosis of Cystic Hydatid disease (CHD). This technique revolutionized treatment and field epidemiological studies of CHD.

## Aero Medical

In order to provide the best possible care in the air and on the ground AMREF Flying Doctors' medical staff are required to undertake regular training. This includes Aero Medical Physiology, Basic Life Support, Advanced Cardiac Life Support, Paediatric Advanced Life Support, as well as Critical Care Considerations for the severely ill or injured.

A number of our trainers have been sent to the UN for a Pre Hospital Trauma Life Support Course which adds great value to their academic and practical knowledge skills. Plans are underway to have all the Emergency Flight Nurses trained in this course. Other courses that the team attend are in Emergency Response and Flight Safety Training.



**Water Ditching Training** (from left-right) - Anthony Kihara, Emergency Flight Nurse (EFN), Captain James Ng'ati, Chief Pilot; Kizito Osundwa, EFN; Festus Njuguna, EFN; Margaret Muthoni, EFN; Eric Kirop, Assistant Operations Officer; Captain Ephraim Kanuri, Safety Manager; Trainer; Jane Munyua, Aeromedical Coordinator; Esther Moki, EFN.



**Training inside a plane.**

## Aviation

Pilots' training at AMREF Flying Doctors is done in-house yearly and Proficiency checks (6 months) by our Designated Check Pilots approved by the Kenyan Civil Aviation Authority (KCAA).

Pilots also undergo other vital recurrent courses such as Dangerous goods, Crew resource management, Aviation security, Safety awareness.

Water ditching training (2yrs) which is done with the medical crew with practicals in a swimming pool using life jackets, life-rafts & other survival gear. This is crucial for flights over water.

## 'Kwaheri Kilda'

Kilda Begisen came to AMREF Flying Doctors as an emergency flight and surgical nurse. She worked on the Specialist Outreach programme out of a very cramped office at AMREF Kenya for several years. Kilda has seen many changes during her time with AMREF Flying Doctors and is leaving to take up a new career in Counselling.

**Right:** Sister Kilda Begisen, with Dr. Vadera on her leaving AMREF Flying Doctors after 28 years of service. **Far right:** Kilda and her colleagues cutting cake



### Newly employed staff

AMREF Flying Doctors is always on the look for talented, focused, self-driven, professional, hardworking people to join our team.



**John Ng'etich**  
Aircraft Maintenance Planning Officer

*"In my professional career of over three decades, I always wanted to join AMREF as I believed it would help me achieve gainful and proper employment; my expectations have been exceeded. I can only say, 'thanks a million'. My experience working elsewhere in Africa has made me realize the whole continent needs AMREF! The organizational skills of management are exemplary with employee welfare and wellbeing well taken care of. I am satisfied beyond measure."*

John Ng'etich



**Alfred Magere**  
Business Systems Officer

*"It is a great experience to be part of a well co-ordinated team. A fast-paced environment which requires rapid responses. Reliable systems are a must for AMREF Flying Doctors and it is a good opportunity for me to manage, improve and bring in new innovative systems that will support AMREF Flying Doctors"*

Alfred Magere

### Interns

Each year we receive a growing number of enquiries from young professionals interested in furthering their career experiences with AMREF Flying Doctors. In 2017, we hosted interns in IT, HR, operations, aviation and medical teams. Our objective is to help graduates define the area of study they wish

to enter and prepare them to pursue that goal. These three interns were all offered short-term contracts with AMREF Flying Doctors at the end of their assignment.



**Meshack Sagini**, Operations Assistant

*"The best way to cope with change is to help create it. At AMREF Flying Doctors, you get to be part of new situations which shape your career. I thank everybody for the opportunity to be part of such an important group."*

Meshack Sagini

*"Working at AMREF Flying Doctors has been exciting and rewarding. The internship programme is a great initiative because it allowed me to learn and grow. The organisation's culture has taught me to be adaptable and positive both in work and life in general"*

Josephine M Lumbi



**Josephine Lumbi**, HR & Admin Assistant



**Joy Gichuiya**, ICT Assistant

*"Through this internship, I gained more than just knowledge; I had a real hands-on experience. I learned that this is something that I am not only good at, but love."*

Joy Gichuiya

## Volunteer Physicians

For doctors from different parts of the world the Volunteer Physicians' Programme offers an opportunity for them to work with Africa's most well-recognised air ambulance service. This programme was launched in 1997 and during the last twenty years doctors have donated

their time and expertise to AMREF Flying Doctors. During their placement the Volunteer Physicians (VPs) are required to give at least one training session with the medical staff to share their skills and insights as well as their current emergency care practice.

*In 2017 Volunteer Physicians covered 231,109 miles in our aircraft*



Dr Jenipher Coe



Dr. Jill Selfridge



Dr. Justyna Swol



Dr Elisabeth Dierickx



Dr. Pooja Shah



Dr Claire McCahill



### Dr Terry Martin

*Former Volunteer Physician and now AMREF Flying Doctors' Board Member*

It is well known amongst trainee anaesthetists and emergency physicians around the world that a period of voluntary work with AMREF Flying Doctors fulfils many hopes and dreams. The romance of Africa, the great need for expert clinical skills in remote areas, the thrill of flying into beautiful African landscapes and the wonderful and glowing feeling of usefulness that comes from such altruistic work are all fundamental to the volunteers who give their time, and travel at their own expense, to help AMREF Flying Doctors provide a unique service with worldwide

renown. In my case, the old adage that when you leave Africa you leave a part of your heart there is true and, like others before me, I returned time and time again to fill the void in my otherwise busy and hectic life. The rewards are too numerous to mention, but the icing on the cake was the invitation to join AMREF Flying Doctors' Board of Directors. Both an accolade and a privilege, I have thoroughly enjoyed my time on the Board, during which I have learned so much and hopefully given at least a little back, to help ensure the long and prosperous future of this superlative service.



## Pilatus PC 12-47

Registration 5Y-FDF

AMREF Flying Doctors acquired a second Pilatus PC12 in 2017. This plane is slightly faster than the PC12-45 purchased in 2016. It is also able to carry more weight and has improved cockpit display. AMREF Flying Doctors is the only organization in East Africa operating the PC-12 as an air ambulance. The aircraft's avionics are more modern with its Garmin 750 electronic flight equipment, and the automation makes flying easier. The Pilatus also has smart device called angle of attack indicator, feeding the pilot real time airspeed information on an approach to land, which is one of its best features for short field landings. In the last year the aircraft has proven its long range capability. One notable example for AMREF Flying Doctors was a night

flight to Asmara, Eritrea. The flight was 5.8 hours one way and the pilot still landed with a reserve fuel of 1.5 hours. Another example was a pick-up from Bunia, in the DRC, to Lanseria, S. Africa, with one refueling stop in Lusaka, Zambia.

### Patient care:

The pressurized cabin makes a huge difference for patient care compared to the unpressurized Cessna Caravan that was used for many years. Loading of patients is much easier using the big cargo door.

**Operational Capability:** The PC 12 is faster and therefore reduces pilot duty time. It increases response times and, due to its short-field landing capability, more options for landing are available.

*"I feel I am flying to make a difference."*

Capt James Ngati



**Above:** Mike Black, Chief Operating Officer with Capt. James Ngati, Chief Pilot; **below:** AMREF Flying Doctors' first Pilatus PC-12 on airstrip at Amuriet Mission, Kenya.





*Pilatus PC-12*



*Eurocopter Ecureuil AS 350 B3*



*Cessna 550 Citation Bravo*



*Cessna 560 Citation Excel*

With the acquisition of the second Pilatus PC12 in 2017, AMREF Flying Doctors now owns one Beechcraft and two Pilatus. We operate an additional nine aircraft on lease from Phoenix Aviation. The total fleet used for medical evacuations includes one Caravan 208, five Citation jets, three King Air and another Pilatus. All these aircraft can be configured into medical facilities at intensive care level and carry one or two stretchers depending on which aircraft.

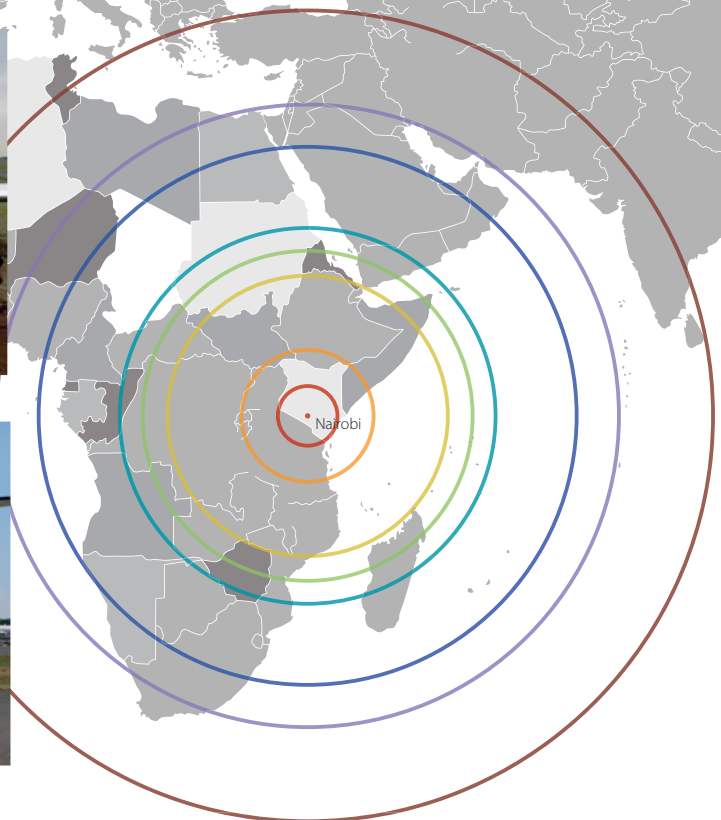
*Beechcraft Super King Air B200*



*Cessna Citation Sovereign*



*Beechcraft Super King Air B350*



## OUR AIRCRAFT FLEET

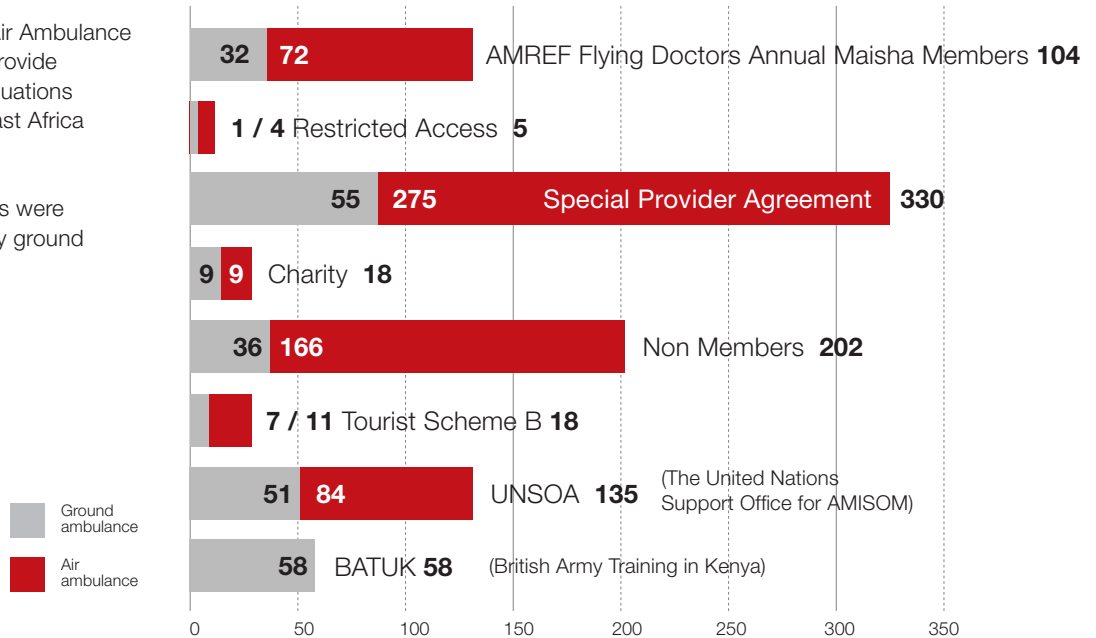
| TYPE                    | RANGE  | SPEED   | CAPACITY              |
|-------------------------|--------|---------|-----------------------|
| Eurocopter AS350        | 320km  | 180km/h | 4 pax / 1 stretcher   |
| Cessna Caravan C208B    | 860km  | 310km/h | 13 pax / 4 stretchers |
| King Air B200           | 1700km | 495km/h | 8 pax / 2 stretchers  |
| King Air B350           | 2000km | 535km/h | 10 pax / 2 stretchers |
| Pilatus PC-12           | 2300km | 490km/h | 9 pax / 2 stretchers  |
| Citation Bravo C550     | 3200km | 650km/h | 7 pax / 2 stretchers  |
| Citation Excel C560     | 3700km | 740km/h | 8 pax / 2 stretchers  |
| Citation Sovereign C680 | 4850km | 850km/h | 12 pax / 2 stretchers |

## Ground & Air Ambulance

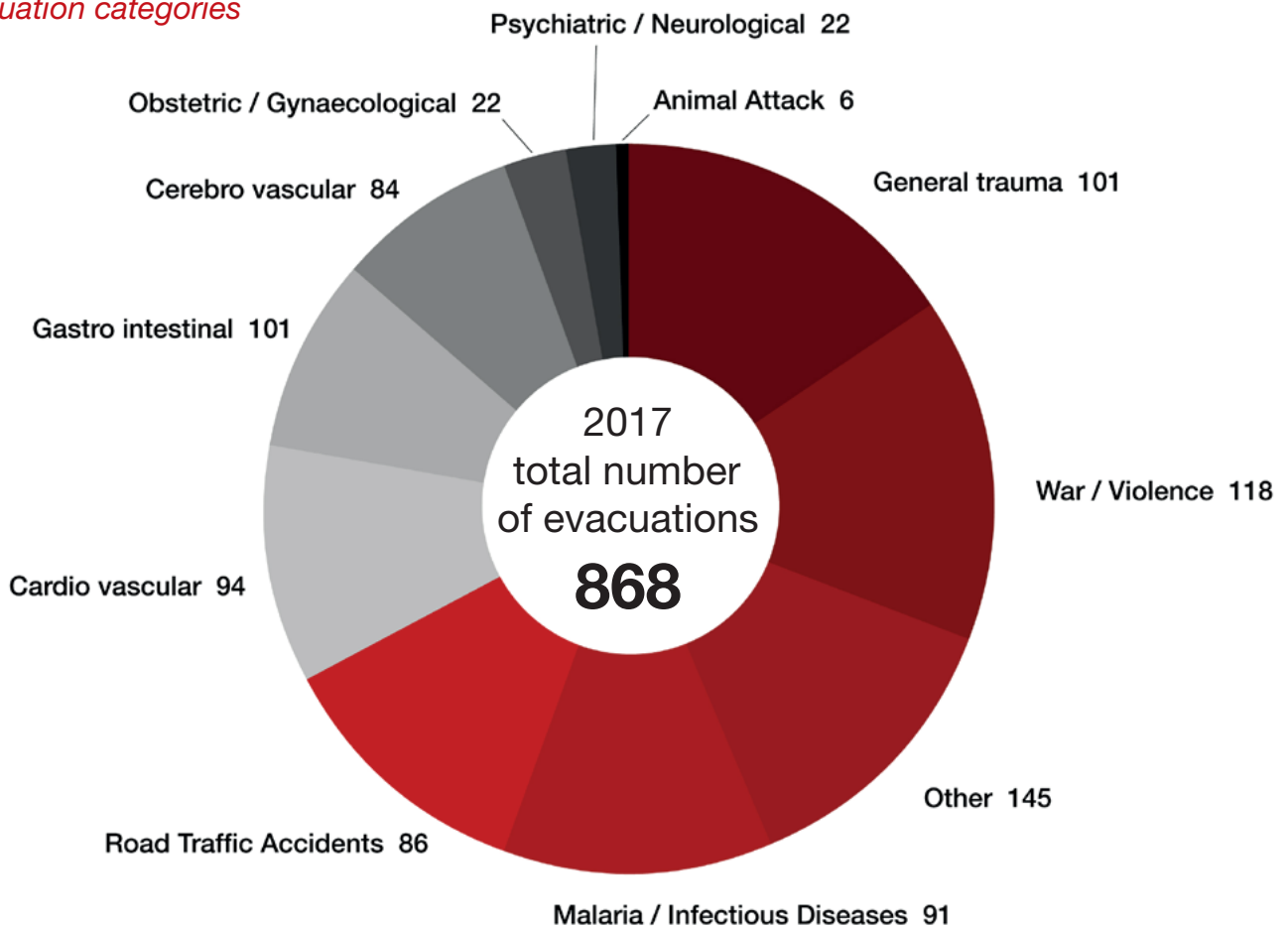
### Patients evacuated

AMREF Flying Doctors' Air Ambulance Services continues to provide emergency medical air evacuations for seriously ill patients in East Africa and beyond.

During the year, 638 patients were evacuated by air and 230 by ground ambulance.



### Evacuation categories



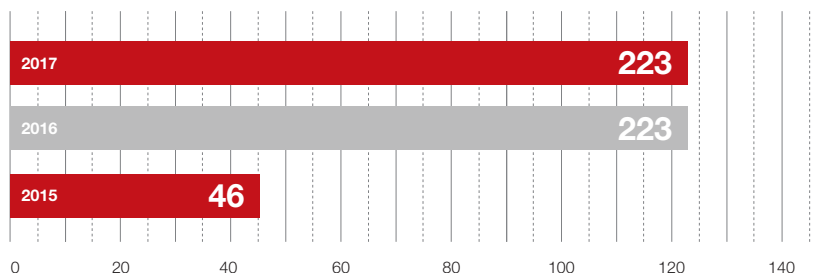
## Ground & Air ambulance

During 2017, AMREF Flying Doctors completed 223 international evacuation flights to destinations as far away as China, as well as all parts of Africa.

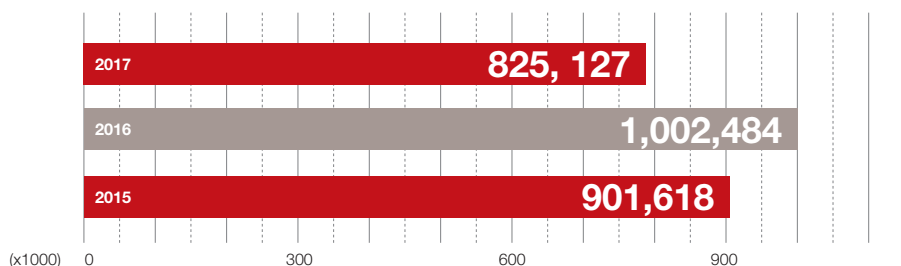
The investment in a second Pilatus PC 12 means patients are now evacuated from short, unprepared runways in a faster, pressurized aircraft. This allows patients to be moved into a hospital quicker and in greater comfort than was previously possible, and is part of the continual drive to improve patient response times, care and comfort.

AMREF Flying Doctors also works with overseas medical companies on some patient transfers on a 'wing to wing' basis. This operation requires vital medical and logistical co-ordination. This ensures that the highest standard of patient care is maintained through the evacuation. Over the years AMREF Flying Doctors has developed a worldwide reputation for the way we deliver these transfers with the maximum safety and speed.

### International evacuations



### Flying miles



**Mike Black**  
Chief Operating Officer

*"I like the professionalism and dedication from the entire AMREF Flying Doctors team. Having recently joined the team, I now know why we are among the best air ambulance in the world."*

Collins Amukohe



**Collins Amukohe**  
Assistant Operations Officer

## Assistance Services

*AMREF Flying Doctors provide the following assistance services to international insurance and assistance companies including International SOS, and EuropAssistance*

|                      |   |
|----------------------|---|
| Medical File         | <ul style="list-style-type: none"> <li>• Patient follow-up</li> <li>• Medical advice</li> <li>• Medical assessment</li> </ul> <p>Guarantee of payment (GOP) for hospital or other medical expenses (including take over of payment. Original invoices will be forwarded)</p>  |
| Single Service File  | <p>File may contain only one of the following services:</p> <ul style="list-style-type: none"> <li>• Taxi</li> <li>• Auto rental</li> <li>• Hotel</li> <li>• Flight or train reservations</li> <li>• Assistance with lost or stolen documentation or luggage</li> <li>• Legal referral</li> <li>• Lost documents</li> <li>• Cash advance (limited to US\$1,000 unless prior arrangement)</li> <li>• Guarantee of payment &lt; US\$1,000</li> </ul>  |
| Technical File       | <p>In the event that requests are related to a single incident, file may contain multiple services as related requests for:</p> <ul style="list-style-type: none"> <li>• Funeral assistance</li> <li>• Repatriation of human remains</li> <li>• Taxi</li> <li>• Auto rental</li> <li>• Hotel</li> <li>• Flight or train reservations</li> <li>• Assistance with lost or stolen documentation or luggage</li> <li>• Lost documents</li> <li>• Cash advance (limited to US\$1,000 unless prior arrangement)</li> </ul>  |
| Medical & Tech Files | File may contain a combination of medical and technical services  |
| Investigation File   | <p>Assessment of medical bills and facilities in respect of false claims/fraud etc.</p> <ul style="list-style-type: none"> <li>• Assessment of invoices, medical reports or receipts</li> <li>• Visit of facility/practitioner on request</li> <li>• Engagement of external investigator where necessary or requested</li> </ul>  |
| Medical Escort       | <p>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:</p> <ul style="list-style-type: none"> <li>• Organizing for medical approval from the airline</li> <li>• Meeting and assistance at the airport</li> <li>• Organizing wheelchair at the airport (if required)</li> <li>• Providing assistance with transport or other logistics should the medical escort team arrive from another country</li> <li>• To inform the hospital/doctor/patient/family of the arrangements.</li> </ul> <p>Charges - based on:</p> <ul style="list-style-type: none"> <li>• Nurse escort (including medical equipment)</li> <li>• Doctor escort (including medical equipment)</li> <li>• Full board accommodation and transport</li> <li>• Ground ambulance</li> <li>• Air tickets</li> </ul> |

## Ground Ambulance

*AMREF Flying Doctors owns four Advanced and Basic Life Support Ambulances, which complement their fleet of aircraft.*

### Equipment

AMREF Flying Doctors is committed to ensuring its staff have the latest medical equipment so as to deliver the best aero-medical care. All the medical equipment and supplies are regularly checked by the scheduled flight nurse, both prior and after each air or ground ambulance transfer. The organization's aim is to embrace the most up-to-date medical technology and it remains the only air ambulance provider in eastern Africa with a transportable incubator for neonatal emergency care.

### 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 bring the patient from the airport to the hospital/hotel/private address using an AMREF Flying Doctors' ambulance, direct costs charges will be based on distance covered/ vehicle used using a road ambulance/taxi as applicable. AMREF Flying Doctors has four ground ambulances available in Nairobi only. In 2017 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
- National Events:
  - Safaricom Marathon, Lewa,
  - The Rhino Charge, Marsabit,
  - Banda School , Nairobi

#### 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).

*"It has been a wonderful experience working with an organization which stands at the top of the range on its delivery. I have gained a lot of experience in my line of duty together with professional development through continuous training. The support I have received from all AMREF Flying Doctors' staff is amazing. AMREF Flying Doctors is the place to be."*



**Jared Ayatta**  
Ambulance Driver



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 throughout the year.

# TRAINING

**GO TO: [FLYDOC.ORG/TRAINING](https://flydoc.org/training)**

**First Aid and Basic Life Support**

**Advanced Cardiac Life Support**

**Wilderness First Responder**

**1-day First Aid courses**

**First Aid Refresher course**

**Health talks**

## Training



**Main picture:** Training at Koiyaki Guiding School, Masai Mara. **Other pics:** In-house training.

**A**MREF Flying Doctors is the leading Emergency Life Support skills provider. The highly trained critical care team with vast experience assures quality training. Our motto is to do what we do best. AMREF Flying Doctors is registered by both Kenya Medical Practitioners and Dentist Board (KMPDB) and National Industrial Training Authority as a Continuing Professional Development (CPD) organization. 2017 has been a very busy year as we strived to meet our clients' demand in offering both scheduled and non-scheduled training. We had a total of twenty training sessions within the year.

### BASIC LIFE SUPPORT (BLS)

This training can be offered as a stand alone course or together with Emergency First Aid. It is a one day course targeting both healthcare providers and non-health care personnel. This course is highly recommended to all as it may come in handy for any emergency situation. We offer this training at AMREF Flying Doctors every two months or on request. It is taught as per the standards of the American Heart Association guidelines. Some of the groups trained include the Kenya Dental Association and Richard's Camp staff. A total of 12 BLS trainings were conducted in 2017.

### ADVANCED CARDIAC LIFE SUPPORT (ACLS)

Offered as per the Aviation Heart Association, the Advanced Cardiac Life Support Course is vital for emergency care and is essential for all healthcare providers. It is a three day course covering cardiac emergencies taught by our skilled team with experience in resuscitation. We ran this course every two months or as requested. Some of the groups trained included Nairobi Hospital, Tata Magadi, IOM

amongst others.

In 2017, a total of eight ACLS Courses were offered.

### EMERGENCY AND FIRST AID /BLS

This three day course targets both health and non health care providers; who are far away from any health facility or care access. This is a course that we would recommend for home care managers, tour guides and camp staff. It has been equally busy year for this course's trainers. Some of the organizations trained include The Gun Association of Kenya, Koiyaki Guiding School, Amref Health Africa Kenya and Richard's Camp, Koiyaki Guiding School.

### AVIATION MEDICINE

This course is offered as an add-on to the ACLS training as part of an introduction course to Aviation Medicine. The course would be beneficial for those who may be called to travel by air with a sick passenger or offer professional escort to someone unwell (Medical Escort Services). So far all those who have undergone our ACLS training have greatly benefitted from this course.

### WILDERNESS FIRST AID

This is an advanced course of First Aid which is offered over four days. This training is especially useful for tour guides and camp managers who have already done the initial First Aid Course, and those who live in remote areas where health care is limited. Target groups are safari camps, tour guides etc.

For any inquires on the above Courses, write to [education@flydoc.org](mailto:education@flydoc.org) or [emergency@fydoc.org](mailto:emergency@fydoc.org) or visit our website [www.flydoc.org](http://www.flydoc.org)

5 years and  
growing stronger

# Maisha



Quality,  
professional  
and affordable air  
ambulance service



The Maisha Air Ambulance Cover is an annual and short-term evacuation service launched by AMREF Flying Doctors in January 2012 to bring to the region access to professional medical evacuation services – at affordable prices – to individuals subscribers, small groups, families, corporates and tourists. Now in its 5th year of existence Maisha (derived from the Kiswahili word meaning Life) has successfully maintained its position as the region's first and only professional direct air ambulance subscription scheme and continues to attain new milestones with every year of operation. Today, Maisha:

1. Has driven improved market perception on air ambulance service from being seen as expensive, for a certain segment in the market and not being important.
2. Is experiencing improved acceptance in the market both in the corporate sector (over 300 local corporates including diplomatic missions across East Africa) and public sectors (on

the third year of partnership with the National Hospital Insurance Fund).

3. Has earned strong endorsement and working relationships with various Industry bodies such as the Kenya Association of Tour Operators (KATO), over 400 Tour operators, insurance companies and many other partners.
4. Subscriptions as at 31st December 2017 in just three years shows good market uptake.

With an annual subscription fee of as little as KES 2,500, Maisha covers eight countries in the Eastern Africa region, including: Kenya; Uganda; Tanzania; Rwanda; Burundi; Zanzibar; Ethiopia and South Sudan – all clustered into four different cover regions. Some of the benefits include:

1. Two evacuation flights per year.
2. Two ground ambulance transfers per year within Kenya.
3. Direct access to our 24-Hour Control Centre for medical advice
4. Direct access to the air ambulance provider, no third-party

## Simplifying Maisha subscription Scratch Card

Since the November 2016 launch of the Maisha Scratch Card system, AMREF Flying Doctors has endeavoured to make the card easily accessible. The essence of the new system was to allow customers faster and easier access to its flagship Maisha Annual Air Ambulance Cover. As part of this effort AMREF Flying Doctors signed a distribution agreement with the leading oil marketer Total Kenya Limited and pharmaceutical products retailer Goodlife Pharmacies. The two agreements immediately gave AMREF Flying Doctors access to approximately 180 (Total: 175, Goodlife: 13) new and strategically located outlets, spread throughout the country, for the sales and distribution of Maisha Scratch Cards.

**Scratch and Enjoy  
Peace of Mind**

**Maisha Air Ambulance Cover**

**Kshs 2500 Annually!**



**EASIER  
SUBSCRIPTION**

CALL 0706 811 811  
0731 811 811  
www.flydoc.org



## Medical Helpline



In 2017 Maisha Medical Helpline communication was the primary promotion for Maisha membership. Although the Medical Helpline has been in existence since the Maisha cover launch in 2012, its repositioning this year provided an avenue for accelerating Maisha growth. The Maisha Medical Helpline is a free service allowing Maisha subscribers 24/7 access to professional medical advice - at no extra charge.

All calls to the Maisha Medical Helpline through a Toll-Free Number are handled by the professional and highly trained medical team at the AMREF Flying Doctors' Emergency Control Centre - accessible from anywhere within Kenya 24/7. The Maisha Medical Helpline can help subscribers save time and money that would otherwise have been spent on avoidable and unnecessary trips to a medical facility.

## New Additions to the Sales Team

*"Having joined AMREF Flying Doctors, the experience is great. I am glad to help give clients' peace of mind in case of medical emergencies and help them understand the benefits of AMREF Flying Doctors' Maisha products."*

Christine Kaveke



*"My working with AMREF Flying Doctors has made me happy! It has made me believe in myself, have faith in my abilities and confidence in my own powers. It's an honour working in and with a team full of passion and capacity"*

George Kiragu

*"Working for AMREF Flying Doctors has been an awesome experience for me. Since my background is in healthcare saving lives is very key to me, and working for an organization that values saving lives brightens my everyday activities."*

Regina Mailu



*"Working with AMREF Flying Doctors gives me immense joy and renewable energy as I joined a team that works timelessly to ensure clients receive unparalleled services. Maisha cover has taken the market by storm ensuring that lives are saved at all cost."*

Eunice Wangulu



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## Maisha events



Clockwise from top right: 7 Summits Africa Challenge with Kenya's Minister for Tourism, Hon Najib Balala; (right): KILI FAIR; (above): Rhino Charge, Marsabit; (lower middle): Safaricom Marathon, Lewa; (upper middle): KARIBU Fair; (top left): Magical Kenya Tourism Expo.



### 7 SUMMITS AFRICA CHALLENGE

AMREF Flying Doctors partnered with 7 Summits Africa Challenge to provide standby evacuation services for the seven week mountaineering challenge. The 7 Summits Africa Challenge team set out to achieve a new world record by climbing seven mountain summits in Africa in seven weeks. The main purpose of the challenge was to showcase opportunities for adventure travel in East Africa, as well as to promote conservation through sustainable tourism. Kenya's Minister for Tourism, Hon. Najib Balala, joined the international group of mountaineers on their climb to the top of Mt. Kenya.

### KILIFAIR

The 2017 Kilimanjaro Tourist Fair, often referred to as KILIFAIR was an outstanding success. The Fair, which was held at Ushirika Sports Stadium, Moshi, Tanzania, attracted high quality buyers and exhibitors from across Africa and beyond. From 1st June to 3rd June, KILIFAIR provided AMREF Flying Doctors a platform to hold meetings and showcase our tourism products, particularly the Maisha membership. This year's Fair hosted over 305 exhibitors from 11 different countries, 377 registered travel agents/buyers from all over the world and over 4,000 visitors from the general public.

### KARIBU FAIR

KARIBU FAIR 2017, Tanzania, is the premier East African regional tourism show and one of the top two 'must visit' events of its kind in Africa. The Fair has the advantage of being held in the superb natural setting of Magereza Grounds, Arusha. KARIBU FAIR is also the biggest only outdoor tourism fair in Africa.

The Fair is famous for its social atmosphere attracting both the tourist community as well as the general public, whose spending power and personal experience play an important part in the growth of tourism. The Fair has attracted regional in-bound tour operators, tourist boards, camping and safari companies, wildlife lodges and hotels, local and regional airlines as well as equipment manufacturers and logistical services, supporting the travel and tourism industry.

### MAGICAL KENYA TOURISM EXPO

The Magical Kenya Tourism Expo has progressively become one of the fastest growing exhibitions in East Africa's tourism industry. The Expo held at KICC Nairobi attracted visitors from all aspects of Tourism and aimed at raising the profile of the destination and the region as a whole. This Event gave a chance for AMREF Flying Doctors Sales and Marketing team to meet and conduct business with the many visiting agents and other appropriate operators.



## Client Appreciation Cocktail

**Below left:** AMREF Flying Doctors' Chair, Capt Clyde Thomson (left) with Jane Muthoni, Maisha Marketing, Dr. Bettina Vadera, CEO AMREF Flying Doctors and Kizito Osundwa, AMREF Flying Doctors' Emergency Nurse. **Middle left:** Lionel Delorie, Manager Aero Club of East Africa, John Stone, Board member AMREF Flying Doctors, Capt Clyde Thomson, Carolyne Khamala, Maisha Sales team, Dr Terry Martin, Board member AMREF Flying Doctors, Dr Bettina Vadera, Mr Steve Gitau, Finance Director AMREF Flying Doctors. **Bottom left:** members of Maisha Sales team. **Bottom centre:** Capt. Clyde Thomson presenting 60th Anniversary picture to Mr. Lionel Delorie, and long-time Club member and former AMREF Flying Doctors' staff, Mr. Colin Davies. Steve Gitau and Dr. Vadera also in the picture. **Bottom right:** Capt Clyde Thomson, Dr. Terry Martin with H.E. Alison Chartres, the Australian High Commissioner, together with Mr. Jonathan Dutton, Chief Operating Officer, Amref Health Africa. **Below right:** General view of guests at the Aero Club.

On Friday 17th November, over 140 guests gathered at the Aero Club, Wilson Airport, to mark AMREF Flying Doctors' 60th Anniversary as well as receive thanks from all the AMREF Flying Doctors staff for the support given to them over the years by all present. The guests were drawn from leading corporations, safari companies, individuals, plus the Australian High Commissioner, H.E. Alison Chartres. One important guest was Arthur John who shared his experience with those present as a Maisha member of a recent medical evacuation together with the support AMREF Flying Doctors provided for his father. AMREF Flying Doctors' main operational partner, Phoenix Aviation, was represented by their

Chair, Captain Steve Parkinson, and CEO, Judy Kiniti.

To mark AMREF Flying Doctors' long relationship with the Aero Club – who are also celebrating their 90th anniversary this year – Capt Clyde Thomson presented a picture to the Club showing the three founders, together with Dr. Anne Spoerry and an early airstrip. The picture was received by the Club's Manager, Lionel Delorie together with Colin Davies, who is one of the longest serving members of the Club as well as working as AMREF Flying Doctors' Chief Engineer for almost 20 years.

The Maisha Marketing team were happy to meet up with many of their clients and renew their thanks to them for their support.



## Maisha Evacuations

### Arthur John Kasina

*Back to playing football, thanks to AMREF*



Arthur John Kasina is a first-time subscriber who learnt about Maisha Air Ambulance Cover from a billboard. This made him decide to make enquiries which resulted in membership for himself and his father.

Only two weeks after acquiring his Maisha Bronze cover, Arthur was involved in a nasty road traffic accident within Nairobi. The accident left him with a severe leg injury.

More than 30 minutes after the accident there was no response from his medical insurer – despite claiming to carry out immediate evacuation countrywide. It was only when Arthur remembered his Maisha card and called the AMREF Flying Doctors Emergency Control Centre that help arrived, even with heavy rain and traffic. Recounting this experience during the Maisha inaugural Client Cocktail, Arthur

said he was pleasantly surprised to wake up the following morning after an emergency operation, to the sight of two AMREF Flying Doctors' staff members who had visited him to follow-up on his progress.

Two years after his accident and just when he was beginning to get back the use of his legs, Arthur's dad had an incident in his house and was rushed to hospital. Again, AMREF Flying Doctors staff demonstrated speed and professionalism in responding to Arthur's call.

"Personally I am very grateful to AMREF Flying Doctors. Today, I am able to walk again thanks to the rapid and expert care I received from them after my accident", Arthur concluded.

Arthur has finally gone back to his favourite pastime – playing football!

### Tarquin Wood

*Founder's grandson makes use of membership.*

On Wednesday 7th December Tarquin Wood, grandson of AMREF Flying Doctors' founder Michael Wood, experienced first-hand the evacuation service that his grandfather had set up 60 years before.

Following a fall on his head off a motorbike on his farm in the Mara, Tarquin experienced severe concussion. After

telephone discussions with Dr. Lelo, it was advised to bring him in as soon as possible so that he could be assessed. Tarquin's father Hugo, together with Rachel his wife, flew Tarquin into Wilson, trying to keep him awake during the flight. They were met in front of the AMREF Flying Doctors Hangar by the medical crew and ambulance, together with Dr. Lelo and VVP Dr. Jennifer Coe. After examining Tarquin, the doctors decided that his condition was not as serious as anticipated but he should be taken to Nairobi Hospital for a brain scan, as the patient was very confused and had double vision. This was done and, in spite of a small bleed, the situation did not give rise to real concern.

After three days Tarquin was allowed out of hospital on the condition he should rest. Both Tarquin and his parents expressed their gratitude to Mr. David Oluoch-Olunya who looked after him at Nairobi Hospital, and the AMREF Flying Doctors' efficient handling of this case. They were also proud that Michael Wood had founded such a service. Tarquin and his wife Lippa live in the Mara where they have set up the Mara Training Centre where AMREF Flying Doctors regularly gives First Aid courses.

**Left: Michael Wood together with patient and emergency flight nurse on an evacuation flight in the 1960s.**



## Harry Dyer

### Plane crash survivor

In January this year AMREF Flying Doctors evacuated an aircraft crash victim from Tsavo National Park to the Aga Khan Hospital, Nairobi by use of a helicopter. The pilot, Harry Dyer, a well-known entrepreneur and conservationist, had

crashed his aircraft on his way back to base. His aircraft caught fire causing Harry to have 45% of his body burnt. After initial treatment at the Aga Khan Hospital, it was necessary to transfer Harry to South Africa for further care in a specialized burns unit in Milpark, Johannesburg.

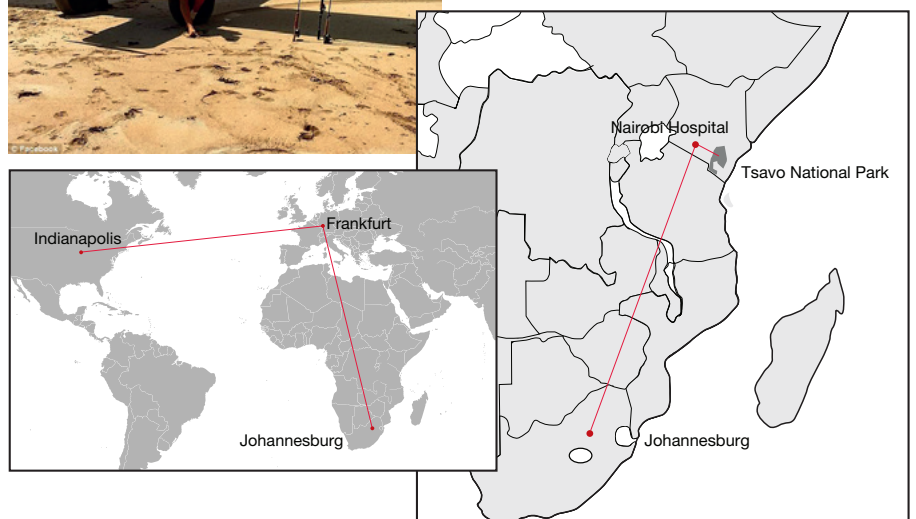
AMREF Flying Doctors carried out this 4.5 hrs mission with the use of a Citation Bravo Jet.

Harry was in Johannesburg for two months before needing to go for additional specialized treatment in Fairbanks Burns Center, Indianapolis, USA.

AMREF Flying Doctors was again responsible for arranging and co-ordinating this transfer with the use of its own medical crew in conjunction with Lufthansa PTC (Patient Transfer Compartment) from Johannesburg to Indianapolis.

After his recovery from such a horrific accident Harry is currently involved in a campaign to raise \$2 million to set up the Harry Dyer Burn Centre at the Moi Teaching and Referral Hospital in Eldoret, Kenya. The current unit only has six beds and the plan is to expand the patient care area with 30 beds; a physiotherapy area with a hydrotherapy pool; and an occupational therapy room.

For more information  
[eskenazihealthfoundation.org/harry-dyer-burn-center](http://eskenazihealthfoundation.org/harry-dyer-burn-center)



## Amref Health Africa

### Outreach Programme 1957-2017

**The Specialist Outreach Programme was established by AMREF Flying Doctors' three Founders in 1957 to take essential medical and surgical services to rural and underserved hospitals across Eastern Africa.**

still live more than 30 kilometers from health facilities. Amref Health Africa supports the County Governments to conduct Primary Health Care outreaches targeting these communities.

#### The specific objectives of the Programme are:

1. Strengthen the capacity of health care systems to deliver quality clinical and diagnostic services
2. Deliver quality clinical and diagnostic services to under-served communities in Africa
3. Integrate specialist outreach services with community programmes
4. Generate evidence to inform best practice and policy.

Since those early days specialist doctors and health care workers are taken to health facilities in hard to reach areas, using the AMREF Flying Doctors' light aircraft, commercial flights and road transport, where they provide much needed specialist care including surgical services.

The Amref Health Africa Outreach work falls under the Health Systems Strengthening Programme, whose mandate is strengthening the capacity of health care systems to deliver quality clinical and diagnostic services to under-served communities in Kenya. Under the health systems strengthening programme, two types of outreaches are conducted:

#### (a) Specialist Outreach Programme

To ensure sustainability of this programme, Amref Health Africa has developed the Amref Medical Specialist Consortium (AMSC). Now Kenya county governments provide financing thus increasing sustainability of this original programme.

#### (b) Primary health care outreach

Despite increased static health facilities in Kenya, the great majority of the population



**Fistula Challenge Golf Tournament, Karen Club, Nairobi.** (Right to left) Mr Graham Shaw, British Chamber of Commerce Kenya, Chair; Fistula Ambassador & Mrs Africa 2017, Lucie Kamiti; Amref Health Africa Fundraising director, Desta Lakeuw; RCNIA treasurer, Sandeep Mistry.

## Summary of Outreach Activities in Kenya

### Kenya

#### Partnerships:

The Specialist Outreach Programme is made possible with partnerships like AMREF Flying Doctors, UNHCR, SmileTrain, Corporate partners, County Governments, funds raised from Amref Health Africa Northern Offices amongst others.

#### Challenges:

- Reduced funding for the programme in 2017 has seen a marked reduction of activities compared to the previous years.
- Restructuring of the programme. Only one full-time staff person now runs the programme.
- Industrial unrest in the Kenya public health system saw most of the government health facilities paralysed for more

than 6 months in 2017. The governmental elections in August and October also affected operations at county level.

#### Successes:

- Despite hitches during the restructuring of the programme, we were able to deliver most of the activities planned in 2017.
- Move towards sustainability with counties owning the outreaches using the AMSC model and building capacity within facilities.
- Diversified funding through increased partnerships with corporate bodies like Bayer Healthcare, the Fistula Challenge etc
- Increased visibility of the programme by documenting human interest stories.

| Activities        | Total |
|-------------------|-------|
| Outreach visits   | 32    |
| Hospitals visited | 14    |
| Consultations     | 3,128 |
| Operations        | 670   |
| Staff Trained     | 369   |
| Counties visited  | 9     |

### Tanzania

#### Objectives:

To implement three circuits of the Medical Specialist Outreach to take specialists to 16 rural hospitals: Kilimanjaro Christian Medical Centre, Bugando Medical Centre, and Muhimbili National Hospital. Specialist doctors included gynecologists, reconstructive surgeons, urologists, ENT Surgeons, orthopaedic and a dentist.

| Activities    | Total |
|---------------|-------|
| Consultations | 916   |
| Surgeries     | 187   |
| Staff Trained | 322   |

## Kenya - A new dawn for Nyamuch

"Ever since Nyamuch Kai was born, he has spent most of his time sleeping or crying," the young boy's mother, Tabitha Nyku says. "Because of unbearable pain, sometimes I have sleepless nights taking care of him".

The family is suffering in a foreign land – they fled conflict in South Sudan and have found a new home, at Kakuma Refugee Camp in Turkana County – a camp that is home to nearly 200,000 refugees, the second largest number of refugees in the African continent. When Tabitha heard that Kakuma Mission Hospital would host to a free medical camp, organised by Amref Health Africa, in partnership with United Nation High Commission for Refugees (UNCHR) and Turkana County Government, Kai's mother

saw this as an opportunity. After rigorous examinations by Dr Philemon Too, the General Surgeon at the Amref Health Africa's medical camp, Kai was found to be suffering from an obstructed umbilical hernia. A repair surgery was then recommended. His surgery lasted about 20 minutes with Dr. Too the lead surgeon, assisted by an anesthesiologist and theatre nurse. "It was such a successful surgery," says Dr Too, after coming out of a theatre room. After two months of rest and recovery, Kai was back on his feet once again. "My son feels so much better now. The pain is gone and he no longer cries like before. His smile is back and I am happy. I knew he was in good hands," says Tabitha.

Later on, Kai was fit enough to join his friends on a playing field.



Nyamuch Kai and his mother

## Ending Obstetric Fistula through Amref Health Africa's support



AlemSifab at Kelela Health center, South Wollo

Alem Sirage(16) lives in Kalalaworda, Wollo, Amhara Regional State. She was pregnant and expecting a healthy baby. Alem described the situation in her own words: "I was a 12 year old girl when I got married. I gave birth to my first child at the age of 16. I underwent and endured a prolonged labour, which took three days. I was taken

to a health center, but it was late. I gave birth to a baby, which did not survive. I began to leak urine. I learnt from health care providers that it was the prolonged labor that caused this. I suffered from this tragedy for almost eight months until one day a Health Extension Worker came to my house with good news.

She told me that there is an organization called Amref Health Africa, which provides an outreach service to those who suffer from obstetric fistula. 'Amref Health Africa will arrange everything to help you get treatment, including your transport costs. Your responsibility is to get ready to go to Kelela Health Facility where this service is given to patients like you,' she said." Alem attended the first screening at Kelela Health Facility and travel to Bahirdar Fistula Centre where she received the necessary

surgery. Amref Health Africa made all the necessary arrangements and paid for her transportation to Bahirdar. Her surgery went well and the fistula repaired. Alem is grateful that her suffering has gone. "Thanks to Amref Health Africa and the Government I am now free from the burden of the obstetric fistula and associated social problems. I do not leak urine; I can attend any family and community gathering without fear and embarrassment," Alem said with smile on her face. Alem promised to share with her community what she went through with the Obstetric Fistula as well as what she has benefited from Amref Health Africa' Fistula Identification and Treatment Programme. She also promised to support others to link themselves to the treatment centre and get the support she has obtained.

## Summary of Outreach Activities

### Uganda

#### Objectives:

Increase access to specialized medical services by communities in the hard to reach areas

- Strengthen knowledge and skills of health workers through on-the-job training.
- Improve community awareness on Non Communicable Diseases (NCDs) during health talks and mobilization of clients for medical camps
- To take essential medical and surgical services to rural, underserved hospitals. In 2017 the programme has worked with 17 hospitals

#### Goal:

- The goal of the project is to contribute to the reduction of disease burden for the communities living in the

| Activities           | Total |
|----------------------|-------|
| Consultations        | 1,500 |
| Surgeries            | 440   |
| (VVF repairs         | 45)   |
| (Cataract            | 90)   |
| (other eye surgeries | 45)   |

hard to reach areas by partnering with, and building the capacity of hospitals to provide specialist medical services. Strengthen knowledge and skills of health workers through on-the-job training

#### Challenges

- Inadequate patient and health worker follow-up due to remoteness of communities targeted, with associated logistical difficulties and costly transport
- Shortages of essential medical supplies and equipment, within the outreach hospitals with poor access to repair facilities
- Postponement of some the camps due to delays in release of quarter one grants to the hospitals
- High levels of poverty among the targeted population requiring greater contributions from partnering health facilities

### Ethiopia

#### Objectives:

Aim to eliminate Fistula repair by 2020. Approximately 39,000 Ethiopian women currently living with obstetric fistula. Approximately 3,500 new cases occur annually. This would be done through identification, assessment, and training of health workers in Afar, Benshangule, Harer and Amhara regions.

#### Improve quality & equity of health care service

Amref Health Africa providing support for ICU in Adama Hospital Medical College and Assela Hospital. Medical maintenance service provided for different equipment.

| Activities    | Total |
|---------------|-------|
| Consultations | 1,312 |
| Surgeries     | 802   |
| Staff Trained | 320   |

### Mohamed Amin

**Acclaimed photographer and patient turned benefactor**

**Left:** Evacuation with pilots Capt Benoit Wangermez, Capt Geoff Price and surgeon Dr. Tom Raassen, with Nurse Marilyn Ogembo, unloading Mo Amin at Wilson Airport. **Right:** Mo presenting Reuter's cheque to Nurse Marilyn with his robotic arm. Pilot Capt Will Wood looking on.

When international photographer Mohamed Amin was working for Reuters and the BBC in Addis Ababa in 1991, he survived a massive arms' dump explosion, but his left hand was blown off. He was evacuated by AMREF Flying Doctors back to Nairobi, where he recovered from

his severe injury. In 1993 with a new rotating hand, Mo came back to Amref to hand over a cheque for £25,000 from Reuters and to thank them for their help.

In 1996 Mo Amin was killed in a hijacked Ethiopian Airlines plane which crashed into the Indian Ocean.



### Ken Rutherford: Landmine Survivors Trust

**He survived a landmine explosion and lived to champion the plight of other survivors**

**In 2003 Kenneth Rutherford visited AMREF Flying Doctors**



In 1993 Ken Rutherford left the USA to work in Somalia with the International Rescue Committee (IRC). Ten years later Ken came to Kenya to attend a Landmine conference and visited AMREF Flying Doctors to thank them for saving his life.

'I was injured in Somalia by an anti vehicle landmine. After calling AMREF for help on the radio, a nurse and doctor came from Luuq Hospital. My right foot was blown off, and my left foot badly damaged. At Luuq Hospital there were no adequate medical facilities or pain killing medicine. An AMREF Flying Doctors plane was called to come and evacuate me. They took me in a pick up truck to the runway for the flight to Nairobi. This flight was a terrible experience for Ken who was losing so much blood from his wounds. Ken says 'I was bleeding so badly that the doctor had to transfuse his blood to me. This saved my life as I had already lost a huge amount'.

AMREF's Chief Pilot, Joe Moran, had to fly the Cessna 402 at three to four hundred feet above the ground all the way to Nairobi as if he had flown higher this would have caused Ken's blood pressure to go dangerously low. Three and half hours later Ken was hospitalised in Nairobi. He recovered slowly although he had to have the left leg amputated as it was so badly damaged.

To help other landmine victims get artificial legs, legal rights and jobs, Ken co-founded Landmine Survivors Network, an NGO based in Washington DC with offices in Ethiopia, Mozambique, Bosnia, Jordan, El Salvador and Vietnam.

Ken is married to Kimberly and has three sons and a daughter.



*"Congratulations to AMREF team for celebrating 60 years of wonderful work. Thank you to AMREF Flying Doctors for everything you/AMREF pilot/doctor, AMREF nurse, et al did to keep me alive during my Somalia evacuation in 1993. You're all awesome. Again, congratulations to everyone associated with AMREF and best wishes."*

**Kenneth R. Rutherford, Ph.D.**  
Professor, Department of Political Science - Director,  
Center for International Stabilization and Recovery  
James Madison University

## Mission Impossible

**Evacuating plane crash survivors from the Democratic Republic of Congo**

**Below:** The evacuation helicopter being loaded into a Russian cargo plane; **Below right:** AMREF Flying Doctors emergency nurses with three patients inside the cargo plane on their way back to Nairobi.



On June 21, 2000, AFD Radio Room was informed of a plane crash in the Democratic Republic of Congo (DRC). The report indicated that there were six patients. The logistics for the ensuing dramatic rescue mission might have stretched the imagination of even the most creative film script writer! As the AFD helicopter based in Nairobi would not have the range to fly into the Congo, it was planned to fly to Entebbe, dismantle a helicopter, put it in a very big plane and ferry the helicopter to the airstrip nearest to the patients, bring them from the hospital by helicopter to the waiting aircraft and transport patients, helicopter, medical crew and

equipment in the big aircraft to Nairobi. AMREF Flying Doctors flew into Entebbe in an AFD plane. On arrival in Uganda the helicopter they had commissioned was first dismantled and loaded into a large Russian Cargo jet. The Cargo jet then flew the helicopter and medical team under Dr Louise Lwai-Lume to Butazega, Congo. Here the helicopter was put together and flown to Aketi where it landed on a football field. We walked the two kilometres to the hospital but were fortunate to find a pick-up to collect the patients who were from Belgium, France, South Africa, Congo and Central African Republic. They were loaded into the helicopter and flown back to Butazega. Here the helicopter was dismantled again and loaded into the cargo plane with its converted hold serving as a makeshift flying hospital as well as a hangar! After nine hours the patients suffering from fractures, head injuries and lacerations, were safely in Nairobi Hospital. As Joseph Munyonyi, one of the emergency nurses on the mission remarked: 'it was truly a job well done!' The picture shows the AFD emergency nurses with the two patients and helicopter inside the cargo plane on their way back to Nairobi.



## Nairobi bomb

On Friday 7th August 1998 at 1030 there was a loud 'Boom' and all the windows trembled. Within minutes we heard that a huge bomb had gone off in Nairobi and Dr Vadera with a team of flight nurses had gone to the scene of the blast with the AMREF Flying Doctors ground ambulances. For the next 36 hours team members were spent trying to get the injured out of the rubble that had been the Embassy. After initial trips ferrying victims

from the scene to the hospitals, Dr Vadera was deployed together with another 14 doctors assembled by Amref to go to the difference Nairobi hospitals, where they said they had experienced the worst cases they had ever expected to see in their lives. 213 individuals were killed and over 2000 people badly injured. By now we had learnt that the US embassy in Nairobi's City Centre had been the target of the attack. The building had been totally destroyed and the windows of Co-operative Bank next door had been broken, causing a cascade of glass. Of the people who had been hurt, most of them suffered severe eye damage from the falling splinters. Back at Wilson the staff of the many organisations based at the airport started coming to AMREF Flying Doctors to see what they could do to help. The doctors who had been at the hospitals returned

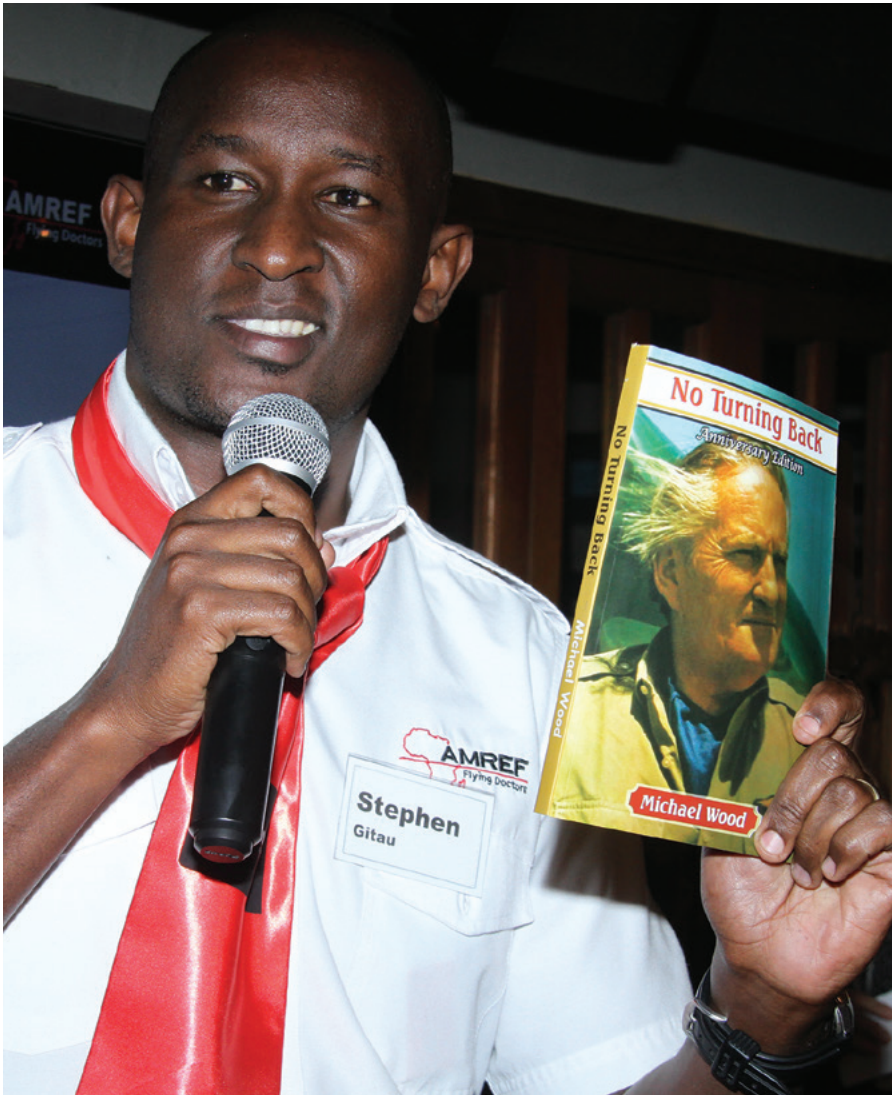
saying there was a great need for blood. The Communications office at that time was in an old building that was replaced some years later by the Michael Wood Clinical and Research Centre. That August day there was a large middle hall which we converted into a blood transfusion centre – we only had a few tables so anything with a flat surface was used as a 'bed' for the 300 people that came to donate blood. For the next three days AMREF Flying Doctors and other Amref staff, particularly the Laboratory, were on call to do whatever was needed. It was a great moment of pride when some months later we received a Certificate of Appreciation from Kenya's President to an organization that had been at the forefront in helping Kenya's people in a real moment of crisis.

*by Nicky Blundell-Brown*



## ‘No Turning Back’

A special 60th anniversary  
publication of a book by  
AMREF Flying Doctors’  
Founder, Sir Michael Wood



The stories in the book are about the early days of AMREF Flying Doctors. Michael Wood was not a professional pilot, but he flew and navigated without the modern aid of GPS and somehow, often against enormous odds of weather and darkness, always managed to reach his destination and the patients who awaited him.

Michael's mother had a great ideal of service to the community and this was transferred to all her children. Michael was one of those rare men whose dreams of his youth were fulfilled in the twenty-nine years during which he was Director General of AMREF. Michael is remembered to this day for his human touch. In these stories it can be noted that he always studied the patient's face for signs of pain or distress, before making that final decision from which he neither could nor would turn back. Suffering from chronic asthma since he was a boy, Michael's life had this aspect of endurance, and in both his flying, his surgical work and his building of AMREF's Flying Doctor Services, it was his courage and tenacity that saw him through so many difficulties and dangers. He writes in one of the chapters of this book when he was faced with the coming dark and threatening weather conditions, "I realised that I could not turn back." Not to turn back was the essence of his life and achievement and is well demonstrated in the pages of this book. There are photographs showing AMREF Flying Doctors operations from the early days to 2017, together with an acknowledgement to The Lord Deedes Trust who contributed generously towards the printing of this Special Anniversary edition.

‘No Turning Back’ is available from Amazon and from AMREF Flying Doctors.



**Top left:** Stephen Gitau, AMREF Flying Doctors Chief Finance & Admin Officer acting as MC at the Client Cocktail party on November 17th, presenting the Special Anniversary edition of *No Turning Back*. **Left:** a selection of books written about AMREF Flying Doctors since 1968. **Far left:** Dr Bettina Vadera, Dr Githinji Gitahi, GCEO Amref Health Africa presenting copy of ‘No Turning Back’ to Media Celebrity, Renee Ngamau.

## International Travel & Health Insurance Conference (ITIC) International Assistance Group Conference (IAG)

In 2017 AMREF Flying Doctors was well represented at both the ITIC conferences hosted by the Voyageur Group in Brighton and Bangkok as well as IAG Fora in Cape Town and Barcelona (preceding the ITIC conference). AMREF Flying Doctors joined IAG in 2017 as an Accredited Service Provider. At their Forum in Cape Town, the IAG General Manager, Cecile Hermetz, outlined their IAG Strategy 2017-2020. This was followed by the Partners Brainstorming Session, where Mike Black, AMREF Flying Doctors' Chief Operating Officer, gave a presentation on 'Managing Wing to Wing Missions'. Later in the year during the IAG Forum in Barcelona Dr. Vadera presented on the use of Patient Transport Compartments to transport patients. The number of delegates attending the ITIC conferences continues to grow, with this year nearly 1000 participants taking part. The ITIC conferences and IAG meetings continue to give AMREF Flying Doctors' management the opportunity to expand their networks of new clients and partners, as well as meet with current ones to discuss ongoing business and explore new innovations.

*"ITIC has a long-standing relationship with AMREF, with company representatives attending and presenting at a number of our events, and serving as a valued representative on the ITIC committee. We look forward to many more years of working and growing together."*

**Mike Forster**  
Head of Sales, Voyageur Group



**Clockwise from mid left: AMREF Flying Doctors team at ITIC Barcelona Conference; top: Dr Bettina Vadera, CEO, Mike Black Chief Operating Officer, Steve Ombuya Operations & Networking Manager with Junko Suzuki, WellBe Holdings; middle right: Mike Black, Dr Bettina Vadera & David Koo, Global Rescue; above right: Dr Laubscher & K. O'Connor, Netcare 911; Dr. Vadera, O. Dartiguepeyrou, Assistance Plus, IAG Barcelona, above left: Patrick Schomaker, European Air Amb & with Mike Black.**



### Anne Spoerry Tribute

In February 1999, Dr Anne Spoerry died and was buried on the island of Lamu. Since 1964, Anne had been part of the AMREF Flying Doctors' team – an authentic flying doctor. Affectionately known from Kenya's northern frontier and Lamu coast as 'Mama Daktari', Anne's plane, a Piper Cherokee 5Y-AZT was a familiar and welcome sight to the rural people in those areas where she carried out her 'Medicine by Air'

programme. Mama Daktari would often dispense medical care in the shade of her aircraft. Some years before she died, ITIC had come across her when in the mid 1990s they published an article on AMREF Flying Doctors in their magazine. It was to commemorate her remarkable work over 35 years that they produced this special feature at the time of her death. AMREF Flying Doctors have greatly appreciated the friendship and collaboration with ITIC since that time.

AMREF Flying Doctors  
(A Company Limited by Guarantee)

Full Year 2017

**Financial Year Date**

From 2017, AMREF Flying Doctors has changed its financial year to calendar year ending 31st of December. This change is essential to align AMREF Flying Doctors' financial reporting to the parent company reporting dates and most of our clients, suppliers and other stake holders.

**Financial Performance**

AMREF Flying Doctors posted a strong financial performance during the year, recording a 25% growth in profit from operations. This was underlined by a 10% increase in miles flown during the year, coupled with improved operational margins. The balance sheet grew 22% on account of new capital investments in 2017 geared towards improved service delivery for the benefit of our customers.

**Capital Investments**

Significant capital investments were made in the aviation and medical functions during the year. The arrival of our new Pilatus PC12 with registration 5Y-FDF further strengthens our regional reach, improves response times, increases patient comfort while providing better economic value for our clients. Continued investment in state-of-the-art medical equipment has been another key focus to further improve patient care during evacuations.

**Charity and Outreach Flights**

AMREF Flying Doctors continues to support the charity and outreach programme from internally generated resources. However, through increasing collaboration with county governments, AMREF Flying Doctors and Amref Health Africa are now able to partner on some of these humanitarian activities. At the same time, AMRE Flying Doctors rising surplus has become a vital source of unrestricted funding for Amref Health Africa to meet its financial and funding obligations.

## Phoenix Aviation Limited (PAL)



Phoenix Aviation Limited (PAL), formed in 1994, is a world-class air charter company with its head office in Nairobi, Kenya. Our clients include numerous VIP Travel Management organisations, oil and gas producers, and the United Nations, to mention a few. We have been working in the aviation industry, humanitarian aid sector, and with medical/casual evacuations for over 20 years. Since then, we have achieved a successful high-end learning curve experience on how to operate in some of the most desolate and war-torn countries in Africa, which are among the harshest conditions in the world in which to maintain aircraft operations. We are proud to have achieved a unique and extraordinary partnership with AMREF Flying Doctors, the largest and best-known international air ambulance service provider in our region.

The Phoenix management team and our key personnel have over 150 years of combined experience developing passenger, cargo, and casualty evacuation solutions across some of the most arduous and high-risk environments in Africa. In October 2008, PAL became the first fixed-wing private air charter company in Africa to be awarded an ISO accreditation

(ISO 9001:2008) for provision of domestic, regional and international charter flights, aircraft maintenance and worldwide medical air ambulance charter for both UKAS (UK accreditation) and ANAB (US accreditation). All crew are trained to the highest European Aviation Safety Agency standards. PAL owns and operates its own Maintenance and Repair Organisation, approved by numerous Civil Aviation Authorities, and we retain a dispatch reliability of over 99.5%.

Our jet fleet of eight aircraft are EU Ops 1 compliant. Phoenix received EASA Third Country Operator approval in January 2017 enabling us to dispatch passenger and air ambulance flights from any location directly into Europe. Our theatre of operations requires us to meet demand in emergency relief deployment, security and medical evacuation, 24 hours a day, 7 days a week, on unprepared strips and areas of intervention, often insecure due to armed conflict, hence the importance of security monitoring to maintain the highest level of safety. In 2018, we will add new generation aircraft to our fleet, the Bombardier DHC8Q in order for our operations to support the growth in the United Nations efforts in Somalia, North Kenya, South Sudan, and DRC.

### *A Life-Saving Partnership*

Contact:

**Phoenix Aviation Ltd.**

P.O. Box 49493, Nairobi, Kenya

Phone: **+254 (20) 4945 540/541**  
**+254 (20) 600 5836/5837**  
**+254 (20) 600 40 48**

Fax: **+254 (20) 600 40 49**

24-hr mobile: **+254 (0) 733 632 769**

Email: **flightops@phoenixaviation.co.ke**

Website: **www.phoenixaviation.co.ke**



## Royal Flying Doctor Service



*The furthest corner.  
The finest care.*

RFDS is helping 280,000 people every year; that means one person every two minutes of every day.

**Bottom left:** Volunteer Physician, Dr Jennifer Coe; Emergency Flight Nurse Esther Munyiri; Chair, Capt. Clyde Thomson and John Peter Maina, Ambulance Driver. **Bottom right:** Loading RFDS Air Ambulance

### 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](mailto:enquiries@rfdso.com)

Website: [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)

The Royal Flying Doctor Service of Australia (RFDS) is one of the largest and most comprehensive aeromedical organizations in the world. Using the latest in aviation, medical and communications technology, the RFDS delivers extensive primary health care and 24-hour emergency service to those who live, work and travel throughout Australia. It operates 69 aircraft from 23 bases, flies over 27 million kilometers a year, conducts 84,000 telemedicine consultations and conducts 14,471 remote clinics and sees a patient every two minutes.

In common with AMREF Flying Doctors, the RFDS was started by a man with a vision, the Reverend John Flynn who initially worked in rural and remote Australia setting up hostels and bush hospitals for pastoralists, miners, road workers, railwaymen and other settlers. His vision, as was Sir Michael Woods, was to provide a 'Mantle of Safety' for the people of the bush.

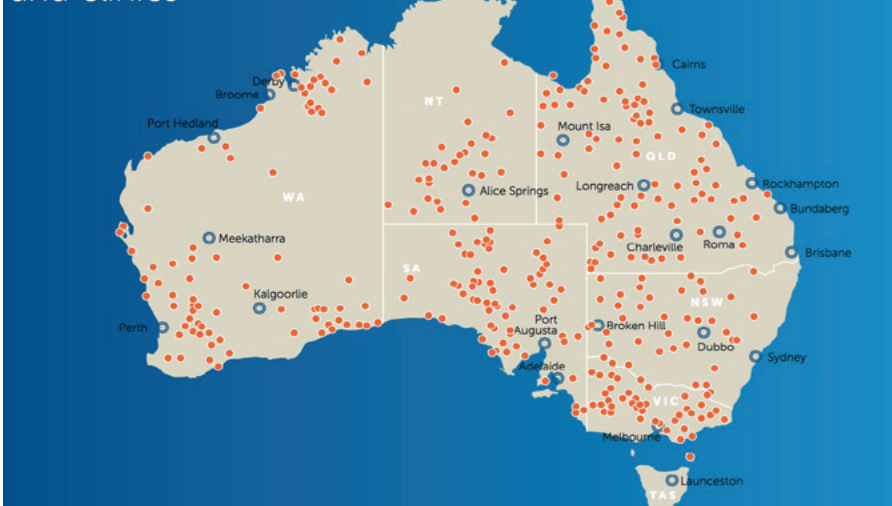
AMREF has enjoyed a positive and productive relationship with the RFDS that stretches back to 1957, when Sir Michael Wood first sought advice from his Australian counterparts.

The links between the two organizations were strengthened when in 1984 Nicky Blundell Brown (AMREF's then international co-ordinator) visited Broken Hill and enlisted the help of RFDS Operations Manager Clyde Thomson AM GM. Clyde visited Nairobi

to learn more about AMREF's work and he subsequently drafted a plan to further develop the AMREF Flying Doctor services. His visit marked the start of an enduring relationship which continues to this day. AMREF CEO Bettina Vadera has twice visited Australia, accompanied by other Flying Doctor staff, to study the Australian approach to aircrew utilization, operational manuals, financial and corporate governance tools and marketing strategies, all of which has helped in the ongoing development of AMREF Flying Doctor services over the years. In 2009, Dr Wachira from AMREF's Surgical Outreach Programme also visited the RFDS, as well as a number of Australian universities and teaching hospitals, to receive advanced surgical training. Thanks are due to AusAid for the generous grants that enabled these study tours to go ahead. More recently, AMREF's chief operating officer, Mike Black, visited Sydney to study aircraft tasking and response systems at the Australian Air Ambulance Base, looking for ways in which he could enhance pilot and aircraft utilization in Nairobi.

The relationship between the Royal Flying Doctor Service in Australia and AMREF Flying Doctors in Kenya was strengthened when Clyde Thomson joined the Board of AMREFFD. Since retiring as CEO of the RFDS SE in Australia, Clyde has continued his support by remaining on the AMREF Board and was recently elected Chair.

### Bases and clinics



## European Air Ambulance



*Partners for rapid response  
missions from Eastern  
Africa to Europe*

**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 they already have many years of experience of working together. European Air Ambulance relies on AMREF Flying Doctors for medical evacuation 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.

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 coordinates a fleet of 5 air ambulance aircraft, Learjet 45XR, all fitted with state-of-the-art medical equipment and supplies to ensure the best possible patient care in the air. These aircraft are based in Luxembourg.

All EAA missions are staffed by an experienced intensive care medical team consisting of at least one physician and one flight nurse. EAA can choose the physician from a large pool of anaesthetists, neonatologists, paediatricians, gynaecologists, obstetricians or other specialists, depending on the patient's medical condition.

"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.



## Malteser



### Contact:

**Johannes Hoischen**  
International Network  
and Repatriation

**Malteser Service Center**  
Erna-Scheffler-Strasse 2,  
51103 Köln, GERMANY

Phone: **+49 (0) 221 98 22 9503**

Fax: **+49 (0) 40 694597 61339**

Email: **[ambulance@malteser.org](mailto:ambulance@malteser.org)**

Website:  
**[www.malteser-service-center.de](http://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 Learjet 55s, three Learjet 35As, and one Learjet 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, Propaq 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.



Partnership since 1992



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Thanks to GardaWorld's Travel Security Program, get global awareness for your travelling employees.

### ■ We inform

Travel security portal and app, security memos and notifications, and more. All you need to assess the safety of your environment.

### ■ We monitor

Employer monitoring via GPS. No roaming check-in. 24/7 security hotline access. Medical hotline support when you need it.

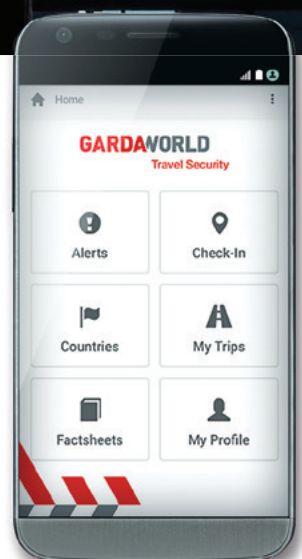
### ■ We protect

Immediate response in the unlikely event of a crisis situation, such as an emergency evacuation or a kidnapping for ransom and extortion.

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Want to know more? Contact:

James Grimshaw  
Vice President, Commercial Services  
T: +971 4453 8530 james.grimshaw@garda.com



## GARDAWORLD

# Falck Global Assistance

Your dedicated assistance provider



**Falck**

Global Assistance

## AREAS OF EXPERTISE

Medical Services



Security Services



Crisis Management Services



Remote-site services



## BUSINESS PHILOSOPHY

One point of contact

Proactivity

Partnership

People

Transparency



## GLOBAL PRESENCE

Worldwide reach covering all geographic areas, including remote and extreme environments



## FALCK GLOBAL ASSISTANCE BY THE NUMBERS



**700** employees



**300,000** cases annually



**130** escort doctors and nurses



**+3,000** medical evacuations annually



**11** emergency response and service centres

## A PART OF FALCK GROUP

- World's largest international rescue company
- Presence in 46 countries on six continents
- 38,000 employees worldwide
- EUR 2.15 billion in yearly revenue 2016

Accessible ♦ Competent ♦ Efficient ♦ Fast ♦ Helpful ♦ Reliable

# TAKING CARE OF BUSINESS (WHILE TAKING CARE OF PEOPLE)

***Every enterprise has a duty of care to its employees and others affected by its operations. Putting in place the right security measures is critical to protecting workers and the organisations that they serve.***

For any business or organisation, the safeguarding of staff, clients and the public is a core responsibility. The moral imperative of putting people before profit is, or should be, a compelling objective. Increasingly, legal obligation is a driving factor too. This dimension was brought into sharp focus by a landmark court case in 2015, when an international NGO worker who had been kidnapped and injured was awarded a large compensation pay-out, the court ruling that his employer had been grossly negligent in failing to mitigate and avert the foreseeable risks.

A further motivation for taking wellbeing seriously is reputation. Increasingly, international businesses realise the value of demonstrating a commitment to the welfare of their workforce. This has given rise to Corporate Social Responsibility policies, which see companies pledge voluntarily to improve their impacts on people's lives within and beyond the organisation.

For foreign investors, aid agencies and others coming to work in East Africa, the region can be a source of uncertainty. While businesses and their personnel face threats in any location, unfamiliar territory can be especially unsettling. Implementing an appropriate duty of care framework provides measured solutions to mitigate threats, both to the company's assets and, more importantly, to its people. This helps ensure safe, secure working and enhances confidence – and can remove the impediments to doing business in a region that has so much to offer.

The practical solutions that might arise from a duty of care strategy include private guarding surveillance, armoured transport and alarm systems, across both workplaces and residential settings. But it's crucial that these measures be backed up with high-quality information, communication and education. Policies and procedures must be followed consistently, with responses to potential crises put in place. This integrated approach requires the engagement of a high-quality security service with local expertise.

The private security industry has attracted criticism at times for being a visible manifestation of inequality. Naturally, it would be preferable for armed guards to be unnecessary. But the reality is that for companies to provide a safe environment, such safety measures are vital. Security, in all senses of the word, is what businesses need to flourish – and the particular services that security companies provide are central to supporting development in some regions.

It is worth noting, as well, that the security industry is itself a considerable contributor to the economy of many areas. Security firms are often large-scale employers that provide steady incomes for local people. The benefits to staff are of course dependent on their treatment by the security companies they work for – the best extend duty of care not only to their clients but to their own personnel too.

For companies, NGOs and other organisations operating in East Africa, an appropriate duty of care framework is critical to managing risk. Informed with the right knowledge and strategy, an appropriate level of protection can be implemented for both employers and employees – enabling safe, secure working in a region which can be an immensely rewarding place to do business.

**Tony Sugden**

(Managing Director & Group Chief Executive)

**WS Insight LTD**

WS Insight, formerly Warrior Security, is one of the most trusted private risk and security management companies in East and Central Africa. Built on the belief that creating a safe environment enables people and businesses to thrive, WS Insight focuses on the delivery of world class security risk mitigation through superior local knowledge and outstanding people. Clients include Tier One Mining, Oil & Gas, UN, NGOs, government and commercial entities in some of the most difficult and complex environments in the world

Email: [bd@insightsecure.com](mailto:bd@insightsecure.com) | Call: +254 0700 901901 | Visit: [www.insightsecure.com](http://www.insightsecure.com)

## 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.

## PROMOTING TOURISM TO AFRICA FROM ALL CORNERS OF THE WORLD FOR OVER 20 YEARS



**Contact:**

Chris Mears, 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](mailto:info@atta.travel)

Website: [www.atta.travel](http://www.atta.travel)

supporting AMREF since 1976

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The best, the wildest and the most beautiful Africa has to offer.



## 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](mailto:info@katokenya.org)

Website: [www.katokenya.org](http://www.katokenya.org)



The Kenya Association of Tour Operators KATO (formed in 1978) is one of Kenya's leading tourism trade associations, 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 the formulation 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](http://www.katokenya.org)

## Tanzania Association of Tour Operators (TATO)



TANZANIA ASSOCIATION  
OF TOUR OPERATORS



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, the economy was centrally planned and dominated by the public sector, while the private sector was small and struggling.

The purpose of TATO was considered important as a united front to advance the interest of private tour operators by engaging the government through dialogue in the promotion of tourism, at the same time acting to promote high tourist service delivery, both nationally and internationally.

Also, to promote mutual expansion of the tourism sector both internally and at an international level by opening avenues of marketing in relation with other bodies such as TTB and the 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 the local and world market.
- To act as a link between government and its institutions in the promotion of tourism in Tanzania.
- To coordinate its members and help them in all technical matters pertaining to tourism both at a national and International Level.
- To promote tour operators ability to interact with the community at large and to protect the interest of individual tourists.

For a complete listing of our members, please visit our website: [www.tatotz.org](http://www.tatotz.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](mailto:info@tatotz.org)

Website: [www.tatotz.org](http://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*



THE NAIROBI HOSPITAL



J W S E A G O N  
—  
caring for you



NOMADTANZANIA

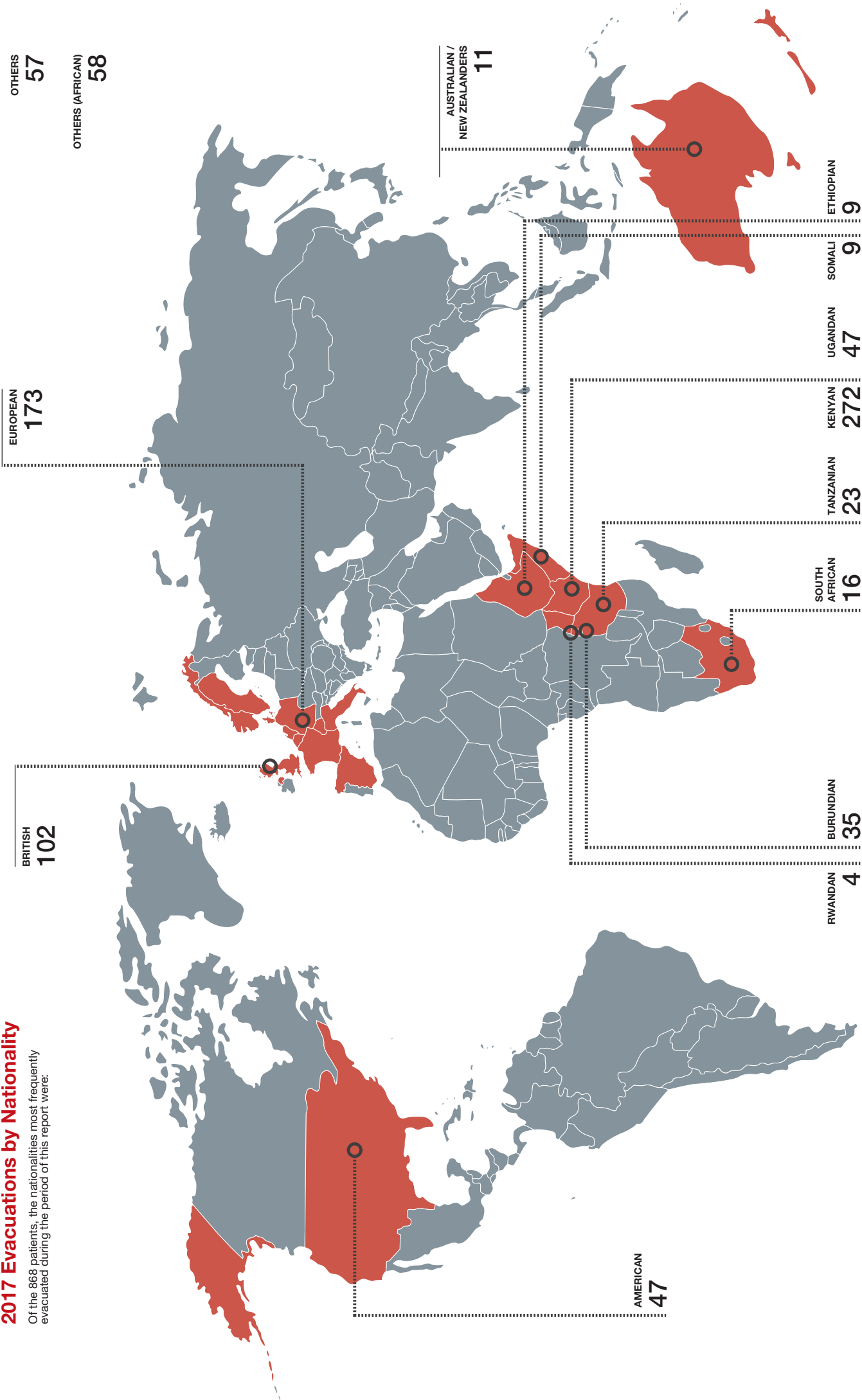


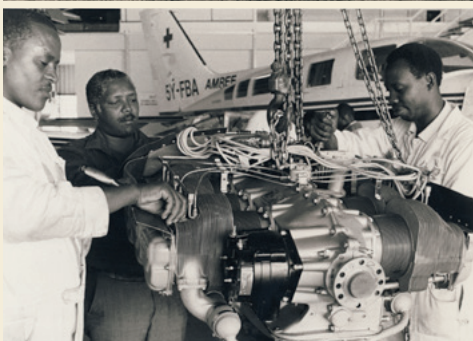
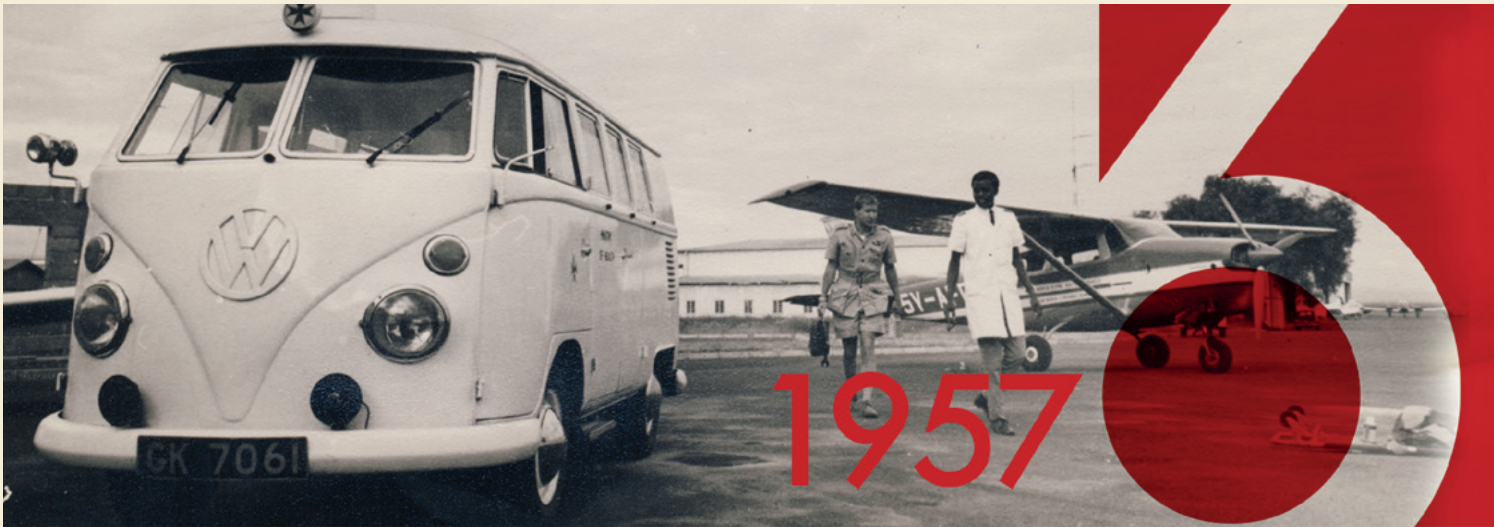
## 1957- 2017



2017 Evacuations by Nationality

Of the 868 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

##### Headquarters

PO Box 27691-00506

Nairobi, Kenya

**Tel:** +254 20 699 3000

**Fax:** +254 20 609518

**Email:** info@amrefhq.org

**Website:** www.amref.org

#### Amref Health Africa

##### West Africa

Lot 3 VDN Mermoz Immeuble

Imprimerie Graphi Plus

BP 16533 Dakar Fann, Sénégal

**Tel:** +221 33 860 60 08

**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

**Email:** info.SouthSudan@amref.org

**Website:** www.amref.org

#### Amref Health Africa Kenya

PO Box 30125-00100

Nairobi, Kenya

**Tel:** +254 20 699 4000

**Fax:** +254 20 600 6340

**Email:** info.kenya@amref.org

**Website:** www.amref.org

#### AMREF Flying Doctors

Wilson Airport, PO Box 18617-

00500, Nairobi, Kenya

**Tel:** +254 (0) 20 6992000

**Fax:** +254 (0) 20 344170

**Email:** info@flydoc.org

**Website:** www.flydoc.org

#### Amref Health Africa Ethiopia

Hayahulet off Haile

Gebreselasie Road

PO Box: 20855 code 1000

Addis Ababa, Ethiopia

**Tel:** +251 11 663 0541

**Fax:** +251 662 7887

**Email:** ethiopia@amref.org

**Website:** www.amref.org

#### Amref Health Africa S. Africa

First Floor, Al Smit Building

0700Thabo Mbeki Street,

Polokwane

South Africa

Office No. 8C

**Tel:** +27 15 291 1775

**Fax:** +27 15 291 1755

**Email:** info.za@amref.org

**Website:** www.amref.org

#### Amref Health Africa Tanzania

Ali Hassan Mwinyi Road,

Upanga, Plot 1019, PO Box 2773,

Dar es Salaam, Tanzania

**Tel:** +255 22 2116 610/2113673

+255 22 2131 981

+255 22 2136 731

**Fax:** +255 22 2115 823

**Email:** info.tanzania@amref.org

**Website:** www.amref.org

#### Amref Health Africa Uganda

Plot 1, Okurut Close Kololo

P.O Box 10663

Kampala, Uganda

**Tel:** +256 31 226 1419

+256 41 434 4579

**Fax:** +256 41 434 4565

**Email:** info.uganda@amref.org

**Website:** www.amref.org

#### AMREF Flying Doctors

##### Tanzania

Summit Center, 2nd Floor

West Wing Block A,

Sokoine Road, Arusha

**Tel:** : +255 719 881 887

+255 745 716 581

+255 684 818 071

**Email:** marketing.arusha@flydoc.org

**Website:** www.flydoc.org

### Amref Health Africa in Europe and North America

#### Amref Health Africa Austria

Nonntaler Hauptstrasse 61

5020 Salzburg, Austria

**Tel:** +43 (0) 662 840101

**Fax:** +43 (0) 662 821224

**Email:** office@amref.at

**Website:** www.amref.at

#### Amref Health Africa France

134 bd Haussmann

75 008 Paris, France

**Tel:** +33 (0) 1 71 19 75 34

**Fax:** +33 (0) 1 71 19 75 35

**Email:** info@amref.fr

**Website:** www.amref.fr

#### Amref Health Africa Spain

Calle Duque de Sesto, 7 - 1º A

28009 Madrid (España)

**Tel:** : +34 913 102 786

**Fax:** +34 620 669 221

**Email:** comunicacion@amref.es

**Website:** www.amref.es

#### Amref Health Africa Monaco

Le Saint Andre

20 Boulevard de Suisse

Monaco 98 000 MC

**Tel:** +377 97 77 08 08

**Email:** contact@amrefmonaco.org

**Website:** www.amrefmonaco.org

#### Amref Health Africa Italy

Via degli Scialoja n. 03

00196 Rome, Italy

Via Camillo Finocchiaro Aprile 14

20124 Milan, Italy

**Tel:** +39 06 9970 4650

**Fax:** +39 06 3202 227

**Email:** info@amref.it

**Website:** www.amref.it

#### AMREF Flying Doctors

##### Netherlands

Haagsche Schouwweg 6G

2332 KG Leiden

**Tel:** +31 (0) 71 576 9476

**Fax:** +31 71 576 3777

**Email:** info@amref.nl

**Website:** www.amref.nl

#### Amref Health Africa Nordic

Kungsgatan 35

SE-111 56 STOCKHOLM

**Tel:** +46 (0) 70 35 50 865

+46 (0) 8 562 50090

**Email:** info@amref.se

**Website:** www.amref.se

#### Amref Health Africa UK

Lower Ground Floor,

15-18 White Lion Street,

London N1 9PD

**Tel:** (+44) 0207 269 5520

**Email:** info@amrefuk.org

**Website:** www.amrefuk.org

#### Amref Health Africa USA

4 West 43rd Street

2nd Floor

New York, NY 10036

United States of America

**Tel:** +1 212 768 2440

**Fax:** +1 212 768 4230

**Email:** info@amrefusa.org

**Website:** www.amrefusa.org

#### Amref Health Africa Canada

489 College St. Suite 407

Toronto, Ontario

Canada M6G 1A5

**Tel:** +416 961 6981

**Fax:** +416 961 6984

**Email:** info@amrefcanada.org

**Website:** www.amrefcanada.org

#### Amref Health Africa Germany

Geschäftsstelle Berlin

Brunnenstraße 185, Hof 2

10119 Berlin, Germany

**Tel:** +49 (0) 30 288 733 81

**Email:** office@amrefgermany.de

**Website:** www.amrefgermany.de