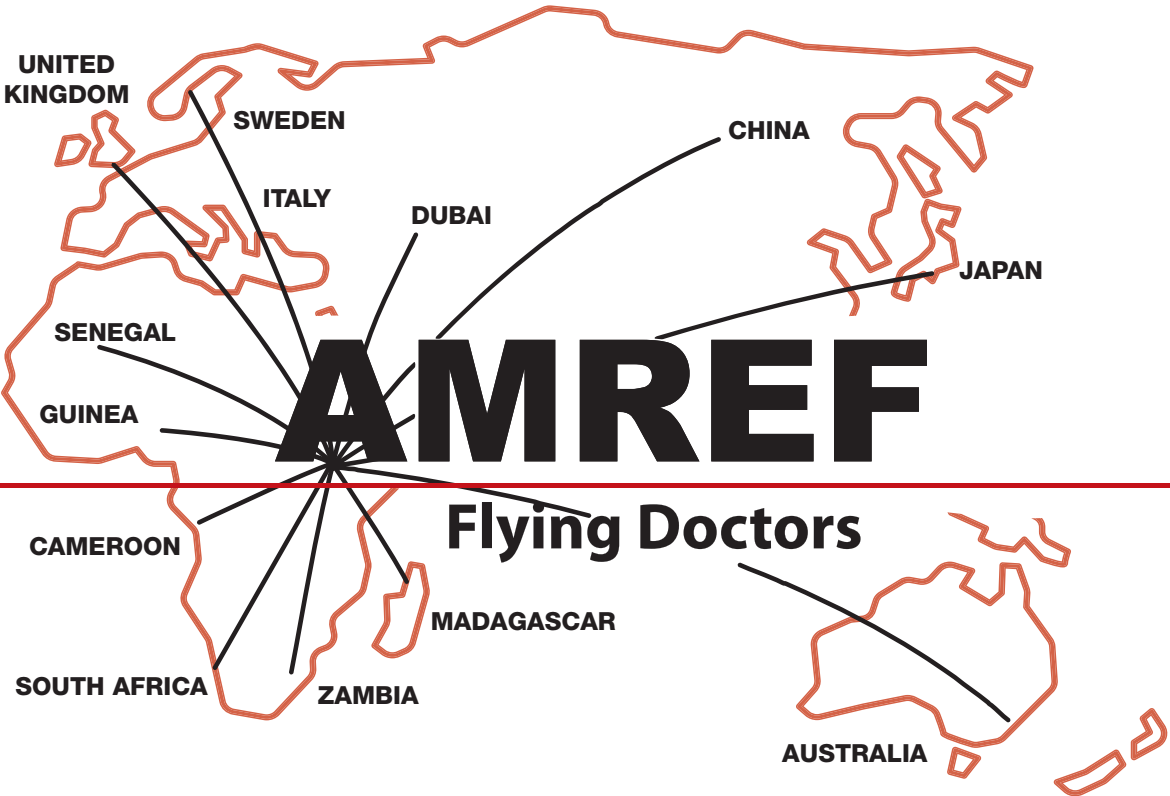




FROM AFRICA TO THE REST OF THE WORLD

2018 REPORT





OUR VISION

To be the leading Africa-based aeromedical and health assistance services provider.

OUR MISSION

To deliver internationally accredited aeromedical 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 of 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.

OUR VALUES

Integrity

We put honesty and integrity at the heart of all we do, ensuring ethical and moral standards 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 in all we do. Whether we are in the air or on the ground, the wellbeing of our patients, passengers, and staff is our utmost priority.



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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, Nicky Blundell-Brown, Brenda Akwey and Flavie Esilaba

CHIEF EXECUTIVE AND MEDICAL DIRECTOR



Dr Bettina Vadera
Chief Executive & Medical Director,
AMREF Flying Doctors

I am proud to say that 2018 marks yet another milestone in the operations of AMREF Flying Doctors (AFD).

Transforming AFD from a programme within Amref Health Africa (AHA), to a company limited by guarantee, seven years ago, AFD embarked on a journey that has seen a complete change from what had been AMREF's Flying Doctors' Service for 61 years, to becoming an internationally recognised and accredited air ambulance provider that owns and operates a modern fleet of aircraft.

Since incorporation as a commercial company in 2012, we have not only upgraded our fleet of Caravan aircraft to more sophisticated Pilatus 12 turbo props, we have also moved from operating leased jets for our long-distance repatriation missions to acquiring our own two dedicated jet air ambulance aircraft in 2018. Our total fleet at the end of the year comprised of three turbo-prop aircraft (one Beechcraft King Air 250, two Pilatus 12) and two jets (one Citation XLS, one Citation Bravo), elevating

our in-house capability for aeromedical patient transportation to a global level. While waiting for the new jet aircraft to come on line, our three turbo-prop aircraft recorded an impressive performance in 2018, flying close to 300,000 miles, the highest ever achieved on medevac missions in AFD-owned aircraft in a year.

Another highlight of the year was the launch of the newly built Operations and Emergency Control Centre (OECC) together with the arrival of the first jet 5Y-FDM "Sir Archie" in November 2018, a grand event hosted in the AFD hangar in the presence of Cabinet Secretary Ambassador Rachelle Omamo. The new OECC provides state-of-the-art ICT systems and communication equipment for our medical and aviation professionals to ensure aviation safety, fast response and the finest care for our patients, 24 hrs a day.

Our Maisha Air Ambulance Scheme, which offers free medical air evacuation services to our members, continued to grow and a new plan "Maisha Diamond" was added to the existing cover schemes in 2018. Maisha Diamond not only covers the entire region of the Maisha Platinum plan, it also offers a post-evacuation hospitalisation cover and onward evacuation to South Africa as the next centre of medical excellence, should the medical condition require such a transfer.

To benefit from an international exchange on medical standards and innovations in the air ambulance field, our Volunteer Physician Programme continues to attract experienced Physicians and aero-medical specialists from around the world who assist us on a voluntary basis with training and education of our aeromedical staff.

Spreading our international wings in 2018, we

embarked on an air ambulance alliance with a UK firm called Capital Air Ambulance (CAA). "Wing 2 Wing Air Ambulance Alliance" was officially launched at the ITIC conference in Geneva in November on the basis that the two accredited service providers, AFD and CAA will work hand in hand and meet half way between Africa and Europe to hand over patients en route to Europe. This concept will ensure a faster response, efficient logistics and better aircraft availability, while observing the highest medical standards.

In spite of the capital investments and cost intensive infrastructure, AFD has again managed to achieve its target to generate a significant surplus to Amref Health Africa and has become a vital funding source for the parent organisation whose objective it is to achieve lasting health change in Africa.

Last but not least, my gratitude goes out to all staff members at AFD who have worked tirelessly to improve our services, making AFD the best it can be. However, at the end of this year, I particularly want to thank Mike Black, Chief Operation Officer, Stephen Gitau, Finance and Admin Officer, James Kimuri, Director of Maintenance and Ephraim Muriugi, Chief Pilot, for their immense efforts in building AFD's jet aircraft operations capability from scratch and for ensuring that by 2019 AFD will have two dedicated jet air ambulance aircraft and aircrew coming on line. I also thank our Board of Directors under the Chairmanship of Clyde Thomson, for their trust and support during the year. Their advice and guidance has been paramount to our success!

Not many companies can truly say at the end of a successful business year that the sky is the limit, but for AMREF Flying Doctors this is an inspiring truth.



BOARD MEMBERS



Front row: L-R Esther Wakahia - HR & Admin Officer, AFD; Major Gen (Rtd) Charles M. Mwanza - AFD Board Member; Jane Mbatia - AFD Board Member; Dr Gitahi Githinji - AFD Board Member (GCEO, Amref Health Africa); Dr Bettina Vadera- CEO, AFD; Clyde Thomson - AFD Board Chair; Kellen Kariuki - AFD Board Member; Brenda Akweywa - Sales Manager, AFD; Catherine Ochola - Marketing Manager, AFD; Diana Amuhaya - Company Secretary, Amref Health Africa; Michael Black - Chief Operating Officer, AFD
Back row: L-R James Kimuri - Director of Maintenance, AFD; Stephen Gitau - Chief Finance and Admin Officer, AFD; Stephen Ombuya - Operations & Network Manager, AFD; Joost Meijis - AFD Board Member; Dr Joseph Lelo - Chief Medical Officer, AFD; Alfred Magere - Business Systems Officer, AFD; John Stone - AFD Board Member; Jonathan Dutton - Group Finance Officer, AFD Board Member
Not present Dr Amit N. Thakker, AFD Board Member

FROM THE CHAIRMAN: CAPT. CLYDE THOMSON




We have had another successful and exciting year at AMREF Flying Doctors, which marks the beginning of a paradigm shift in the organisation's capabilities.

The addition of two jet aircraft to the fleet has brought greater operational efficiency and flexibility to our global air ambulance operations. In addition, this will help us to meet our humanitarian responsibilities throughout Africa. Our expanded fleet now includes a Cessna XLS and a Cessna Bravo.


We have also continued to broaden our service profile through the expanded provision of medical assistance services and training. This, together with our successful Maisha membership, has ensured the sustained growth of AMREF Flying Doctors as a recognised

global provider of air ambulance and humanitarian services.

This success would not be possible without the dedication and hard work of all staff, at every level. The senior management team, led by CEO Dr Bettina Vadera, has always set the very highest standards of professionalism and remains committed to the ongoing development and success of the organisation. The excellent reputation the AMREF Flying Doctors' Service enjoys today rests on the hard work and dedication of everyone involved. My term as Chair expires this year, so I would like to take this opportunity to acknowledge the expertise, wise council and support of all members of the Board, who unselfishly give their time and expertise on a voluntary basis.



The Golden Circle – Strategy at a Glance




Why | Our Vision
Lasting Health Change in Africa
Truly African

How | Our Edge
What | Our Focus
Community Based
Research & Innovation
FINANCING
HEALTH WORKERS
TRAINING
ACCESS
HEALTH SOLUTIONS & SERVICES FOR COMMUNITIES

RESOURCEFUL
VIBRANT
CONNECTED

Amref Health Africa Global Strategy Pillars



VISION
Lasting health change in Africa

MISSION
To increase sustainable health access to communities in Africa through solutions in human resources for health, health services delivery and investments in health

HUMAN RESOURCES FOR HEALTH

STRATEGIC FOCUS AREA 1
Develop and sustain Human Resources for Health (HRH) to catalyse the attainment of Universal Health Coverage in Amref Health Africa target countries

STRATEGIC OBJECTIVES (SO) AND PRIORITY INTERVENTIONS (PI)

SO-1 Increase the number and skills matrix of mid-level and community level health workers.
PI-1 Increase in numbers and skills matrix
PI-2 Advocacy for HRH policy

SO-2 Strengthen Leadership, Management and Governance (LMG) capacities within health systems.
PI-1 Enhanced LMG capacity for HRH

SO-3 Improve Human Resources for Health (HRH) productivity.
PI-1 Optimising performance of HRH
PI-2 Research and advocacy for productivity and retention

INNOVATIVE HEALTH SERVICES AND SOLUTIONS

STRATEGIC FOCUS AREA 2
Develop and deliver sustainable health services and solutions for improved access to and utilisation of quality preventive, curative and restorative health services

STRATEGIC OBJECTIVES (SO) AND PRIORITY INTERVENTIONS (PI)

SO-1 Increase access to quality promotive, preventive, curative and restorative health services among women, children, adolescents and the youth.
PI-1 Health services improvement
PI-2 Promotive health

SO-2 Increase use of health services
PI-1 Demand creation

SO-3 Innovatively improve quality health services
PI-1 Institutionalise quality

INVESTMENTS IN HEALTH

STRATEGIC FOCUS AREA 3
Contribute to increased investments in health to achieve Universal Health Coverage (UHC) by 2030

STRATEGIC OBJECTIVES (SO) AND PRIORITY INTERVENTIONS (PI)

SO-1 Develop and implement sustainable and scalable models to invest in health.
PI-1 Develop and employ sustainable and innovative models for delivery of healthcare
PI-2 Unlock public and private capital for health investments

SO-2 Increase financial protection for disadvantaged communities in target countries in order to reduce out of pocket expenditure.
PI-1 Mobilise communities for financial protection for health
PI-2 Develop and test models for efficient health service utilisation

SO-3 Advocate for increased investments and financial protection of citizens in health in sub-Saharan Africa.
PI-1 Create an enabling environment for investment in health
PI-2 Advocate for increased allocation and utilisation of funds in the health sector

CROSS-CUTTING THEMES

GENDER **RESEARCH** **ADVOCACY & POLICY** **INNOVATION**



Amref Health Africa Group Chief Executive Officer Dr Githinji Gitahi, Amref's End FGM/C Global Advisor Ms Nice Nailantei Leng'ete and Chair of the Amref Spain Board Álvaro Rengifo receive the Princess of Asturias Award for International Cooperation on behalf of the organisation in Oviedo, Spain

This prestigious award was given to the Amref Health Africa team by the King of Spain, Felipe VI

Cross-cutting themes:

- Gender
- Research
- Policy and Advocacy
- Innovation


Sustainable Development Goals:

2, 3, 5, 6, and 17

The year 2018 saw Amref Health Africa launch its new Corporate Strategy 2018 – 2022. The strategy was developed in cognisance of the fact that the Addis Ababa Action Agenda 2015 on 'Financing for Development' put emphasis on domestic resource mobilisation being central to the implementation agenda of the Sustainable Development Goals.

Amref Health Africa will increase its focus on entrepreneurial and sustainability approaches while taking bold steps to

increase efficiency and effectiveness in its core mission work with communities and providing value for money. Amref Health Africa targets to reach 100 million people in sub-Saharan Africa at a cost of approximately US\$0.8 billion within this strategic period. Partnership building is at the core of this strategy and Amref will continue to partner with communities, ministries of health and other government agencies donors, community-based organisations, non-governmental organisations, and the private sector in delivering desired outcomes.



Princess of Asturias Award in Spain.

Amref Health Africa Group CEO Dr Githinji Gitahi receives the Princess of Asturias Award for International Cooperation on behalf of Amref from the King of Spain Felipe VI. The Princess of Asturias Award for International Cooperation was conferred to Amref Health Africa (global) and the Amref Health Africa office in Spain in recognition of Amref's work spanning over 60 years to promote health for and with Africa.

OUR COMMITMENTS



Honour our history

AFD's 60 years plus history is captured in the Visitor Centre at Wilson Airport. The Centre is open to anyone who wishes to visit and learn about our rich history and the remarkable efforts of our founding fathers.



Clear communication

We use satellite tracking to follow the aircraft in-flight and maintain regular contact with necessary stakeholders, ensuring everyone is kept up to date as much as possible, and alleviating unnecessary worry.



We go where no one else goes

We put our patients at the heart of all our missions, no matter where they are. The challenging geography of Africa, regional conflict, cross-border operations, and bureaucracy means real resourcefulness and determination on behalf of the staff in order to reach those who need us.



We partner with others

We work with Kenyan county governments and regional hospitals, as well as community and other international partners, such as Capital Air Ambulance, to deliver the best and fastest service to those who need us.



Caring for the uncared

Our charity flight program evacuates patients free of charge from the most remote regions in Kenya, flying them to medical facilities where they can receive medical care.



We go the extra mile

Complex medical problems, logistical constraints, and the unusual environment of Africa all pose regular challenges for our staff. We work together to leverage collective skills and expertise to resolve issues and find solutions in the fastest possible way.



Maintain first-class innovation

We operate in a fast-paced and rapidly changing environment. Our continued investment in world-class equipment and training keeps us at the forefront of medical care and ensures the best possible outcomes for our patients.



OUR BUSINESS



The year 2018 brought numerous defining transformations to our business. Despite an increasingly difficult operating environment, AMREF Flying Doctors continued to show resilience and, overall, managed to write a positive growth story with all of the key business areas being part of this story.



The most significant of the developments was recorded in November when AMREF Flying Doctors (AFD) marked its debut as a jet operation. This important milestone was marked by the acquisition of two (first ever) fully-owned jet air ambulances – Cessna Citation XLS (christened Sir Archie in memory of AFD Founding Father Sir Archibald McIndoe) and Cessna Citation Bravo. Coupled with the jet acquisition, we launched a new state-of-the-art Operations and Emergency Control Centre (OECC) housed in the new block within our Wilson Airport offices.

In keeping with our focus on innovation, customer responsiveness and setting the pace in the MEDEVAC industry, we expanded and enriched our product offering both for our local and international clientele. Maisha Diamond and Wing 2 Wing were both launched during the year and are fast gaining traction in their respective markets.

The year 2018 was also a landmark year for AMREF Flying Doctors' investment in

people. With the staff count increasing by 32%, a direct result of the changing business model and overall growth recorded in business, AFD has made a firm commitment towards strengthening service delivery and operational efficiency.

The year 2018 has also seen AMREF Flying Doctors forge crucial strategic industry partnerships. Both the Capital Air Ambulance and Aeroworx partnerships – which gave birth to the Wing 2 Wing air ambulance alliance and Maisha Diamond, respectively – represent the future approach to business at AMREF Flying Doctors.

After re-evaluation of key aspects of our marketing efforts, we betted on a largely new media to push both corporate and product communication. This has paid off well with the delivery of notable growth of brand awareness. The AMREF Flying Doctors brand is now more recognisable and more accepted – setting the stage for uptake of its service.

Our staff based in Nairobi, Kenya are a highly skilled team of medics, pilots and support staff.

Medical staff

Our medical staff are exceptionally qualified and skilled at providing emergency and primary health care on board aircraft and in remote areas. Ongoing professional development is a high priority for us. Medical staff frequently undergo training in Intensive Care Medicine. All staff are certified in Advanced Cardiac Life Support, Advanced Trauma Life Support, and Paediatric Advanced Life Support. They are also certified in Critical Considerations in Aeromedical Transport.

Aviation Operation staff and flight crew

The professionalism and commitment of our pilots sets us ahead. All staff are professionally qualified and meet the aviation industry's highest standards. Our pilots are highly experienced in carrying out regional bush airstrip, medium and long haul, international medivac flights to the highest international standards. They deliver safe and courteous services to our clients. Even if it be a demanding aeromedical mission in the middle of a miserable night, be assured of getting professional, reliable, first-class service.



Medical team



Management: Dr Lelo, Dr Vadera, Stephen Gitau and Mike Black



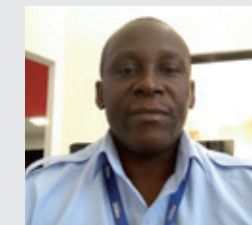
Customer services



Aviation team

New staff

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



Douglas Chore
Assistant Operations Officer

"It's a privilege for me to work with a great team of experienced AMREF Flying Doctors who have passion and dedication in saving lives."



Capt. Munuve Muthaka
Captain

"Always ready to save lives."



Sabini Wellu
Sales Executive

"AMREF Flying Doctors has taught me self-belief and hard work will always earn your success. I am happy to be a part of the hard-working team."



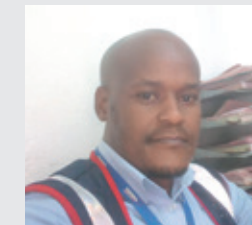
Silas Saitoti
Emergency Flight Nurse

"It has been an exciting experience so far in my new roles both in medical assistance services and medical evacuations."



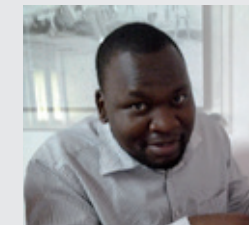
Steve Martin Kamau
Assistant Operations Officer

"As a new member of the AFD Flight Operations team, I derive a lot of pride and joy working to ensure we respond swiftly to all emergencies."



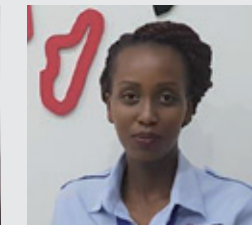
Kennedy Mutinda
Ambulance Driver

"It's barely six months since I joined AFD as EMT/ambulance operator and the experience is remarkable."



Dickson Kadima
ICT Officer

"This is my fourth year with Amref Health Africa and first with AMREF Flying Doctors, where my mission is to ensure quality communication systems."



Loise Njeri
Assistant Operations Officer

"I so enjoy having a job which, as well as being so fulfilling, is helping to save lives"



James Kamau
Finance Assistant

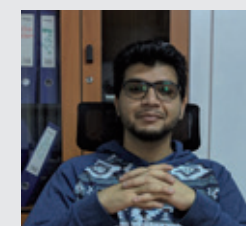
"Being strategic and having a positive mind set will not only lead to quality output but also enhance efficiency."

Capt. Kyle Lucas

"I feel very privileged to be able to be part of AMREF Flying Doctors. Nothing I have done comes close to the relief and joy I see on the faces of our clients when we arrive. I get to be part of something bigger and fulfilling while doing what I love, flying!"

Interns

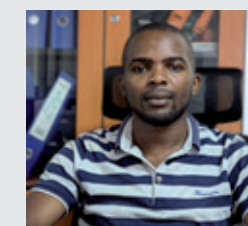
Each year we receive a growing number of enquiries from young professionals interested in furthering their career experiences with AMREF Flying Doctors. In 2018, we hosted interns in IT, Operations, Marketing and Medical teams. Our objective is to help graduates define the area of study they wish to enter and prepare them to pursue that goal.



Ahamed Bakir
ICT



Flavier Irene
Graphic Designer



Gregory Lutilo
ICT



Ruth Tarus
Medical Assistant

VOLUNTEER PHYSICIANS' PROGRAMME



For most of our visiting doctors the Volunteer Physicians' Programme offers a unique opportunity to work with Africa's most recognised air ambulance service. The VPP programme was launched in 1997 and has over the last 21 years seen doctors from all over the world donate 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.

Dr Johann Hiesmair shares his experience with AMREF Flying Doctors:

I have been aware of AMREF Flying Doctors (AFD) for a long time. The first time I learned of a 'Kenya AMREF Flying Doctor Service' was in the mid-1980s when I saw a film about their work.



In 1998, I worked for a German NGO in Mathare Valley, a Nairobi slum. One day, I visited AMREF Flying Doctors at Wilson Airport. There, a nurse, Juliette, talked to me about the Volunteer Physician Programme. As I had worked in pre-hospital emergency medicine for a long time and also had a degree in Tropical Medicine, I applied for the job and in June 1990 worked for AFD for the first time. The job became the adventure of a lifetime for me and in the following three years I spent my annual vacation working with AFD as a Volunteer Physician.

One evacuation with AFD that I vividly remember happened in June 2001. We were to transfer Siamese twins from Mombasa to Nairobi. Flight nurse Joseph Munyoni prepared a makeshift incubator: he covered the bottom of a cardboard box with latex gloves that were filled with warm water and, on top, placed a layer of cotton wool. When we transferred the twins at Mombasa ICU to our 'incubator', one of the babies stopped breathing and had to be intubated. We did not have a ventilator for newborns, so I had to ventilate the baby manually for the next five hours till we could hand over the twins to Kenyatta National Hospital staff. Such a transfer would be very different today as AFD now has a state-of-the art incubator and two different ventilators for newborns.

Johann Heismair



Armin Werner Kirschner



Dr Andreas Luetgen



Dr Spruell Timothy Tristan



Dr Jill Selfridge



Dr Christopher Johnstone



Flora Bird



George Page



Dr Ellekvist Marguerite Benrdikte Bondo



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NEW OPERATIONS & EMERGENCY CONTROL CENTRE



The new Operations & Emergency Control Centre (OECC) provides state-of-the-art ICT systems and communication equipment for our medical and aviation professionals, who work hand in hand 24 hrs a day to ensure aviation safety, quality, fast response and the finest of medical care to our patients.



NEW AIRCRAFT



In November 2018, AMREF Flying Doctors took delivery of the first fully-owned Jet Air Ambulance. The Cessna Citation XLS, the first of two jets that AMREF Flying Doctors set out to acquire as part of a shift in business approach. The second jet, a Cessna Citation Bravo was delivered in January 2019.

The acquisition of the two jets drastically enhanced our in-house capability for aeromedical patient repatriation to and from many other destinations across the globe and simultaneously creating new opportunities for forging strategic alliances with global

industry players.

The biggest direct impact though is the significant reduction on reliance on third-party equipment suppliers, particularly for long-haul flights. We now have better control of long-haul patient repatriation, which is set to produce better economic and business performance.

The new Cessna Citation XLS Jet Air Ambulance boasts a maximum range of 3,440km with a cruising speed of 816km/h, meaning one technical/fuel stop to Southern

Europe, the Middle East and a number of destinations in India from Nairobi. This will significantly reduce the flight time to all AMREF Flying Doctors' international medevac destinations.

In addition, the aircraft are fitted with state-of-the-art double stretcher systems from Spectrum Aeromed, one of the leading suppliers of medical aircraft interiors. With this configuration, the aircraft is able to transfer two stretcher patients, two medical personnel and one accompanying passenger.

Starting a new chapter for AMREF Flying Doctors

Captain Chris LeGrange,
Delivery pilot of AMREF Flying
Doctors' first jet air ambulance



22nd September 2018. AMREF Flying Doctors' new Cessna Jet 9H-VMK is waiting for us on the General Aviation tarmac at Zurich International Airport. She's been willing to leave for her new home base in Africa for a few days already, but paperwork and authorities were still not ready to let her go! The flight plan inserted in the Flight Management System 9FMS stipulates Heraklion on the island of Crete as our first fuel stop. Indeed, it is impossible to fly directly to Wilson Airport in Kenya from Zurich – it is more than 3,200 nautical miles (6,000 kilometres). Some of the areas we will overfly are in the desert or are inhospitable, especially at night. So Andrea Ferri, my co-pilot, and I have decided to split the trip into three legs, including a stopover at Aswan for the night.

23rd September: she is fully ready for the last section of the flight to Kenya. The weather is quite hot – already 34 degrees Celsius. The forecasts for the route and at the destination are fine. We are loaded with the maximum fuel we can take, as this leg is the longest – more than 1,500 nautical miles (2,800 kilometres). We will cruise at an altitude of 39,000 feet to benefit from the positive winds and cold temperature (it's -52 up there!)

After four hours and 10 minutes of flight, we make our final turn onto runway 07 at Wilson Airport.

Imagine our surprise when we see the airport firetruck waiting on the side of the taxiway to honour the plane with a touching water canon salute!

The AMREF Flying Doctors staff were lined up at the Hangar to welcome this new addition – a real milestone for AMREF Flying Doctors – an adventure that started some 61 years ago!

AIRCRAFT AVAILABLE



AMREF FLYING DOCTORS' MEDEVAC FLEET



PILATUS PC12

RANGE (NM): 1,800 SPEED (KNOTS): 240 CAPACITY: 2 STRETCHERS & 1 SITTING



CITATION XLS C560

RANGE (NM): 2,100 SPEED (KNOTS): 420 CAPACITY: 2 STRETCHERS & 1 SITTING



KINGAIR B200

RANGE (NM): 1,580 SPEED (KNOTS): 240 CAPACITY: 2 STRETCHERS & 1 SITTING



CITATION BRAVO C550

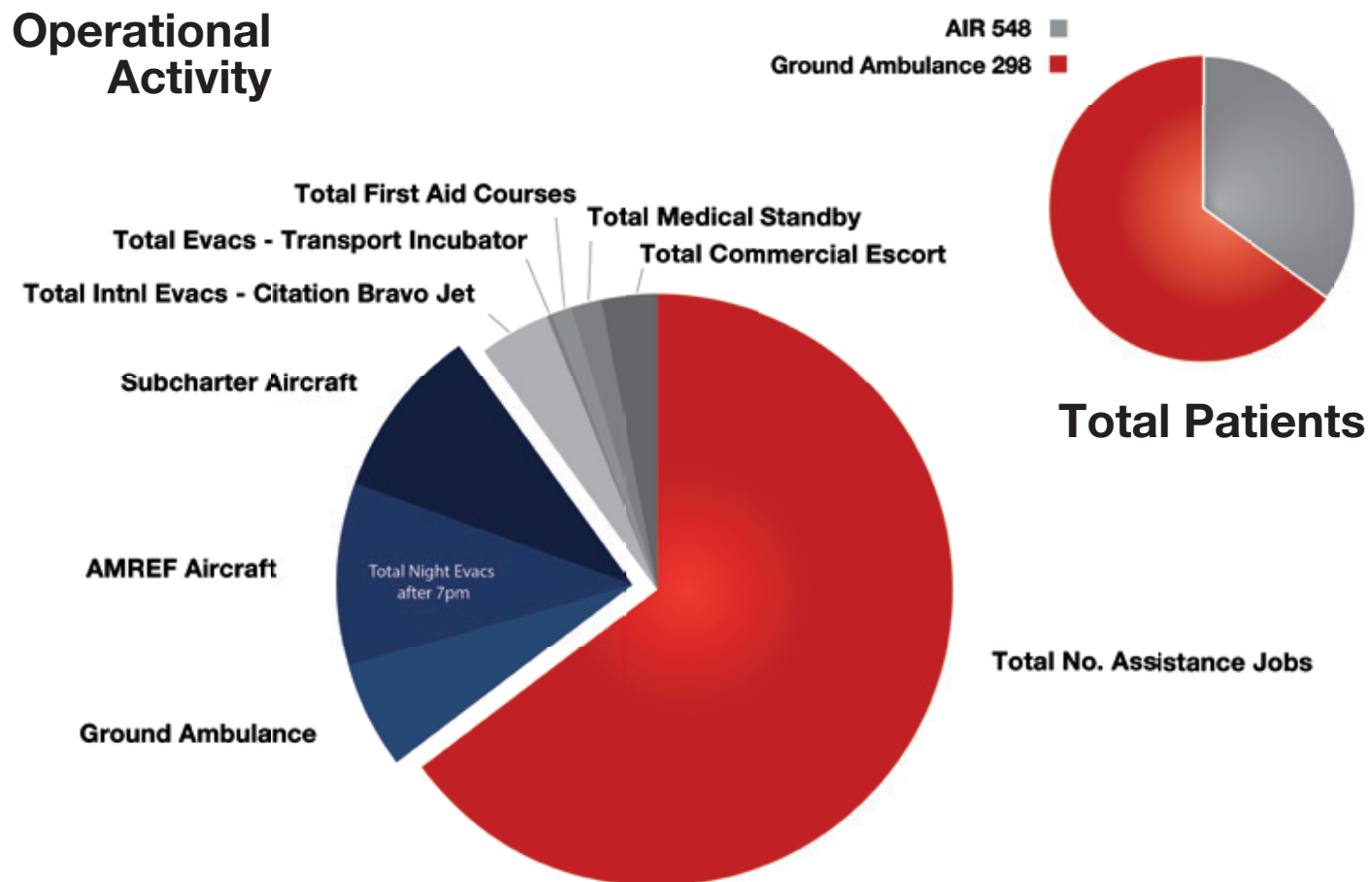
RANGE (NM): 2,020 SPEED (KNOTS): 350 CAPACITY: 2 STRETCHERS & 1 SITTING



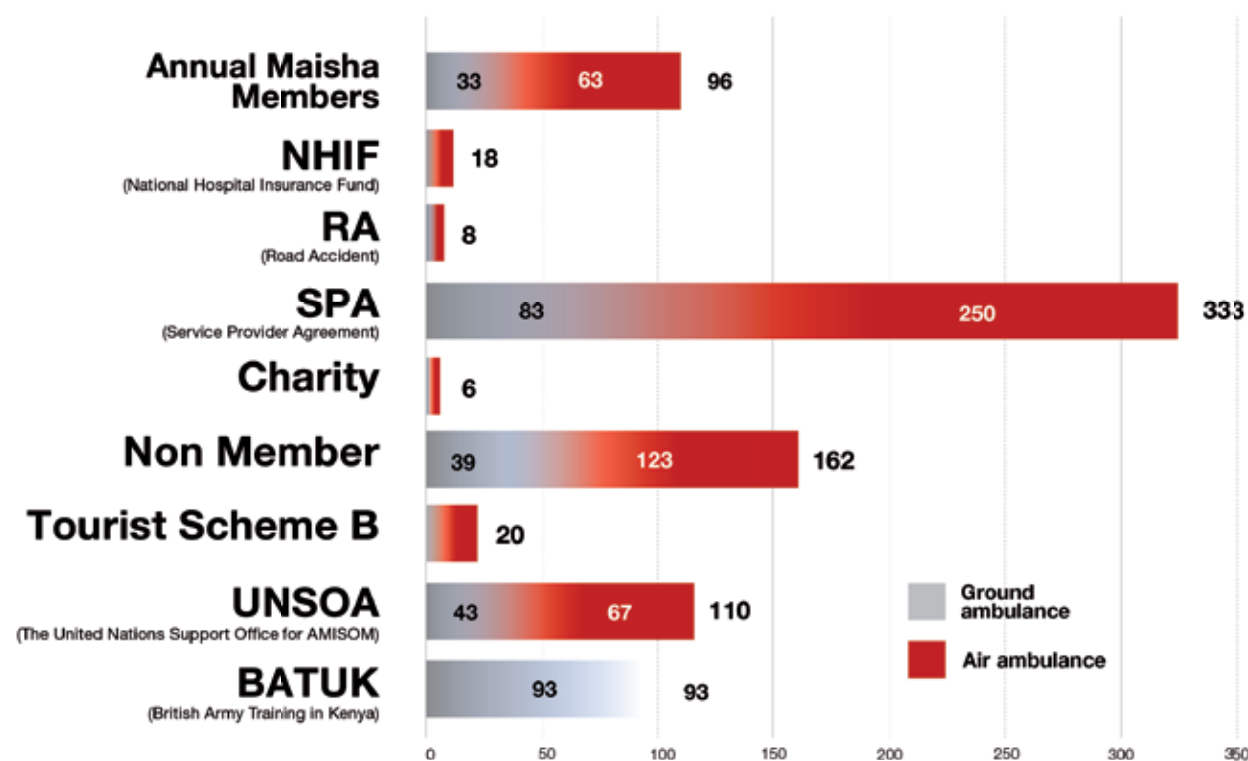
AIRCRAFT	RANGE (NM)	SPEED (KNOTS)	CAPACITY
Eurocopter AS350	320 nm	100	1 stretcher
Kingair B200 (Owned)	1,580 nm	240	2 stretchers & 1 sitting
Pilatus PC-12 (Owned)	1,800 nm	240	2 stretchers & 1 sitting
Citation Bravo C550 (Owned)	2,020 nm	350	2 stretchers & 1 sitting
Citation XLS C560 (Owned)	2,100 nm	420	2 stretchers & 1 sitting
Citation Sovereign C680	2,500 nm	425	2 stretchers & 3 sitting

EVACUATION MISSIONS BY AIR & GROUND

Operational Activity

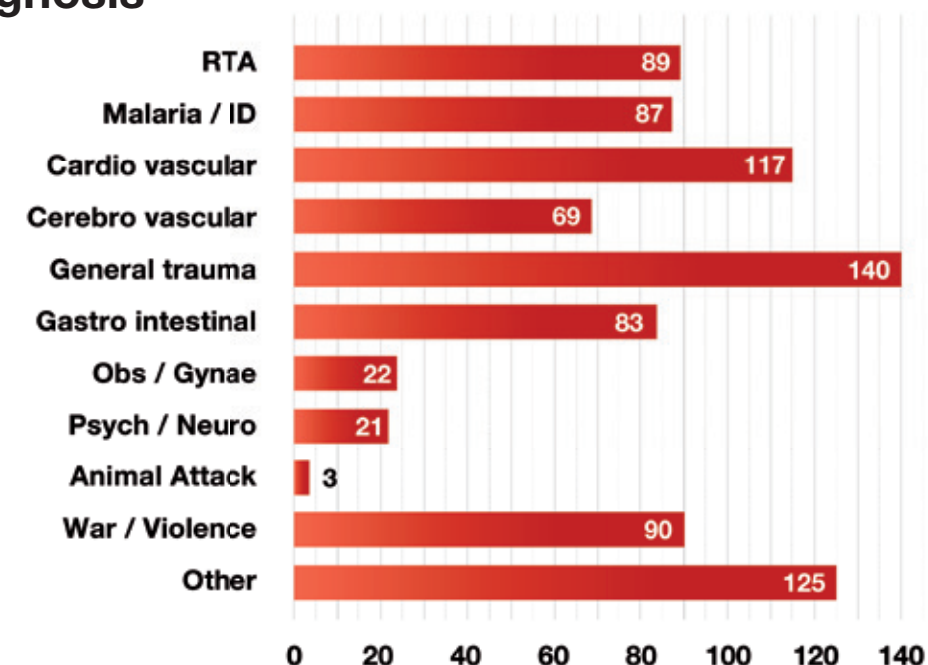


Clientele Status



EVACUATION MISSIONS BY AIR & GROUND

Patient Diagnosis





Maisha Diamond

An enhanced annual air ambulance cover with an in-patient benefit post-evacuation in Nairobi or South Africa (if the required specialised treatment is not available in Nairobi) and return on commercial flight.

To subscribe contact: sales@flydoc.org



www.flydoc.org

OUR SERVICES



Medical Services	Medical Assistance Services	Training
<ul style="list-style-type: none"> Air Ambulance Service <ul style="list-style-type: none"> - Maisha Annual (Maisha Bronze, Maisha Silver, Maisha Gold, Maisha Platinum, Maisha Diamond) - Maisha Tourist - Tourist Scheme B Medical escort on commercial airlines worldwide Medical standby at special events Elective ground ambulance transport Insurance & Assistance Evacuation Service Contracts (Service Provider Agreements) Adhoc evacuation services (Fee for Service) 	<ul style="list-style-type: none"> Hospital audits and assessment for suitability as service providers Guarantee of medical bills and related costs Retrieval of medical reports for in- and out-patients Hotel and flight ticket bookings for patients and accompanying passengers where applicable Arranging ground transfers to/from hospital and airports Cost control, verification of patient claims Cash advance and assistance with lost baggage or documents Funeral assistance, repatriation of mortal remains Home care assistance Medicine dispatch 	<ul style="list-style-type: none"> Basic Life Support (BLS) Advanced Cardiac Life Support (ACLS) Emergency First Aid and Basic Life Support Aviation Medicine Wilderness First Aid

MEDICAL SERVICES

Air Ambulance Services

Using our fleet of short- and long-range turboprop and jet aircraft, we provide air ambulance services from Africa to the rest of the world. All our aircraft are dedicated and configured as an air ambulance aircraft. A specialised medical team comprising of a flight physician and flight nurse accompanies the mission.

Medical Escort

We provide experienced English-speaking

doctors and nurses to accompany patients on commercial airlines worldwide. This includes arranging for medical clearance by the airline, assistance at the airport, ground transport and other logistics like coordinating hospital admission and contact with the receiving doctor.

Medical Standby

We offer medical standby services using ground ambulance, helicopter or fixed-wing aircraft for special events.

Ground Transport

Our ground ambulances, fitted with integrated patient transport stretcher systems and the latest medical equipment, ensure efficient ground transport service, world-class patient care and are available on request.

MEDICAL ASSISTANCE SERVICES

Hospital Guarantee

We guarantee payment of hospital bills and other medical expenses in East Africa and neighbouring countries. This is only available through contract.

Accommodation

We arrange hotel accommodation for patients after discharge from hospital or for the relatives.

Lost or Stolen Documents and Luggage

We can assist with local police formalities and renewal or replacement of documents.

Cash Advance

We can pay money to a beneficiary/patient in case of an unforeseen event such as accident, illness, death or crime.

Burial Arrangement

We can arrange a local coroner/undertaker to organise a funeral (burial/cremation), including the arrangement of the necessary documents. Special arrangements linked to the religion/cultural background can be organised where possible.

Repatriation of Human Remains

We can make necessary arrangements for the transport of human remains. This includes obtaining official documents, preparation of the body and coffin for transport and delivery to the airport.

Investigation for Cost Control

We can open an investigation file for assessing falsified claims/fraud and cost control.



Rhino charge



Lewa marathon

AMREF Flying Doctors is the leading Emergency Life Support skills training provider in the region. The highly skilled critical care personnel will ensure 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. 2018 has been a very busy year as we aspired to meet our clients' demands in offering both scheduled and non-scheduled training. During the year, we conducted a total of 20 training sessions.

BASIC LIFE SUPPORT (BLS): This targets all healthcare providers working in and out of hospitals. It is a one day course and is highly recommended to all healthcare providers as this forms the basis of all resuscitation. We offer this training at AMREF Flying Doctors every three months as a scheduled course or on request. Our BLS Course is conducted as per the standards of the American Heart Association guidelines. Some of the groups trained in 2018 included Tata Chemicals and our usual scheduled courses. A total of six BLS training courses were conducted in 2018.

ADVANCED CARDIAC LIFE SUPPORT (ACLS): This course is vital for emergency care and is essential for all healthcare providers, especially those working in Emergency Departments and Critical Care areas. It is a three-day course covering cardiac emergencies taught by our skilled



team with experience in resuscitation. All our courses are conducted as per the American Heart Association. We also include an introduction to Aviation Medicine as a bonus in all our ACLS classes. We ran this course every three months or as requested. Some of the groups trained in 2018 include Tata Chemicals and Kenyatta National Hospital. In 2018, a total of six ACLS Courses were offered.

EMERGENCY AND FIRST AID and BASIC LIFE SUPPORT: This is a two-day course targeting non-healthcare 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 operators, drivers, camp staff and camp managers. Some of the organizations trained include Koiyaki Guiding School, Governors Camp, Snake Research Institute, Lion Guardians and the Embassy of Finland. We had a total of eight First Aid Courses.

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 healthcare is limited. Target groups are safari camps, tour guides etc.

For any inquiries on the above courses: write to education@flydoc.org or emergency@flydoc.org

visit our website www.flydoc.org
Call us on +254 701 470 506 or +245 722 207 350



AMREF FLYING DOCTORS' TRAINING COURSES



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- Advanced Cardiovascular Life Support (ACLS)
- First Aid refresher course
- 1 Day First Aid courses
- Wilderness First Responder
- First Aid refresher course
- Health talks
- Basic Trauma Life Support (BTLS)
- Emergency First Aid and Basic Life Support

HOW TO APPLY

For more information, please call our training department:

Call: +254701147506 / +254722207350

E-Mail: education@flydoc.org

**All our courses are conducted as per the American Heart Association Guidelines. We are approved by NITA as an Emergency Life Support Courses Provider.*

AMREF Flying Doctors takes delivery of first fully owned jet air ambulance

“The introduction of a Cessna Citation XLS jet into our fleet ends years of depending on a third-party aircraft provider for long-haul evacuation and repatriation flights,”

Dr Bettina Vadera,
Chief Executive & Medical Director
AMREF Flying Doctors

On 23rd November, AMREF Flying Doctors launched the first of our two fully owned, dedicated jet air ambulance Cessna Citation XLS aircraft – christened Sir Archie – and our new Operations & Emergency Control Centre.

The acquisition of the two jets is one of the biggest milestones for AMREF Flying Doctors since transformation from a programme within Amref Health Africa to a company limited by guarantee. With these acquisitions, AFD has made a leap from being a medical evacuation service operating a fleet of turboprop aircraft locally and regionally to an internationally recognised and accredited air ambulance provider that owns and operates a modern fleet of aircraft including two jets.

AMREF Flying Doctors can now enjoy our expanded in-house capability for aeromedical patient repatriation to or from other continents.

AMREF Flying Doctors simultaneously launched its newly-built Operations & Emergency Control Centre (OECC). The new OECC provides state-of-the-art ICT systems and communication equipment for our medical and aviation

professionals, who work hand in hand 24 hours a day to ensure aviation safety, quality, fast response and the finest of medical care for our patients. The jet air ambulance launch ceremony, held at the AMREF Flying Doctors hangar inside Wilson Airport, was presided over by Ambassador Raychelle Omamo, Cabinet Secretary, Defence and graced by several distinguished guests including Australian High Commissioner, Ms Alison Chartres; AFD Board Chair, Capt. Clyde Thomson; Amref Health Africa Group CEO, Dr Githinji Gitahi; AFD partners and customers, and a cross-section of the wider Amref Health Africa family.

In her speech during the ceremony, Guest of Honour Ambassador Omamo challenged AMREF Flying Doctors to build a robust brand to survive the ever-changing operating environment: “As we all celebrate AMREF Flying Doctors’ new status as a jet operation, we must remember that in an increasingly challenging medevac service such as this, there is need to make the most of the opportunities that lie ahead. I challenge you to continue elevating the prominence of your services in eastern Africa and the continent into a global level,” she said.



AMREF Flying Doctors’ CEO and Medical Director Dr Bettina Vadera giving a speech.



Cake cutting

L-R - Amb. Hessein Dado, Chief Administrative Secretary, Ministry of Devolution, AFD Board Chair Capt. Clyde Thomson, Ambassador Raychelle Awour Omamo, Cabinet Secretary Ministry of State for Defense, CEO and Medical Director Dr Bettina Vadera and Group CEO Amref Health Africa, Dr Githinji Gitahi.



L-R - Board members and VIPs:

Jonathan Dutton, Major Gen (Rtd) Charles M Mwanza, Jane Mbatia, Kellen Kariuki, Dr Bettina Vadera, Ambassador Raychelle Omamo, Cabinet Secretary Ministry of State for Defense, Amb. Hessein Dado, Chief Administrative Secretary, Ministry of Devolution, H.E. Alison Chartres, Australian High Commissioner, Chair Capt. Clyde Thomson, Joost Meijs, Dr. Githinji Gitahi, and Hugo Wood



L-R - Ambassador Raychelle Awour Omamo, Cabinet Secretary Ministry of State for Defense, CEO and Medical Director, Dr Bettina Vadera and Amb. Hessein Dado, Chief Administrative Secretary, Ministry of Devolution



L-R - Renee Ngamau MC, Jane Muthoni and Kui Kulinga

On Friday 16 November 2018, AMREF Flying Doctors hosted a charity golf tournament at Karen Country Club, Nairobi, in support of our Charity Evacuation Programme.

AMREF Flying Doctors often receives distress calls from rural medical facilities with patients in need of urgent medical attention but who are unable to afford the high cost of a life-saving air transfer to Nairobi for specialised medical attention – since road transport is usually not an option.

The AMREF Flying Doctors day at

Karen Golf and Country Club was seeking to raise funds in support of this programme, so we can keep doing what we do best – saving lives, irrespective of who is who.

Thanks to all the sponsors and individual players who joined us in support of this noble mission and hopefully had a fun day too!



Response-Med Managing Director, Diana Carson (right), presenting a gift to the Best Golfer Women category winner Kethi Kilonzo.



Lawrence Kiambi, Chairman of Karen Country Club



AMREF Flying Doctors Chief Executive Officer and Medical Director, Dr Bettina Vadera (on the right), presenting a gift to the overall golf winner, James Mburu, at the Karen Country Golf Club.



British Chamber of Commerce Kenya CEO Farida Abbas presenting a gift to one of the players

Thanks to all the sponsors for your contribution and support and, of course, the players who made it such an exciting day.



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Maisha



We all spend so much time and effort trying to stay safe and healthy – away from medical emergencies. The best way to manage such eventualities is to always be prepared.

So, in 2012 AMREF Flying Doctors developed **Maisha Air Ambulance Cover**. The idea was to allow our clients to enjoy that peace of mind while in their day-to-day activities, knowing that, should they be in a medical emergency, they can call on AMREF Flying Doctors to evacuate them to a medical facility of choice.

During the seven years of its existence, the **Maisha Air Ambulance Cover** has helped save many lives throughout the Eastern Africa region. We have undertaken medevac missions from places as far-flung as South Sudan to locations just next door to our nerve centre within the city of Nairobi.

The **Maisha Air Ambulance Cover** promises the fastest response to our subscribers when they call in the event of a medical emergency. This means that as much as we respond and would like to offer services to non-members, our top priority is, and shall remain, to our Maisha members.

Growing Maisha with changing customer needs

As customer needs change, so do our products. In the year 2018, we introduced a new Maisha Air Ambulance cover known as **“Maisha Diamond”**. This is a ground-breaking medevac product which, for the first time, gives our clients access to the medical evacuation benefit, as well as the in-patient benefit that can be used before the member's

primary insurance comes in.

This benefit also provides for treatment in South Africa if the members' medical condition cannot be treated in Kenya. With such additional/innovative products, we aim at offering seamless service to our members, from the time an evacuation call comes through our operations emergency control centre to the time our member gets admitted to the hospital.

The Future of Maisha is Global!

Our **Maisha Air Ambulance Cover** extends throughout the eastern Africa region, including Kenya, Uganda, Tanzania, Rwanda, Burundi, South Sudan and Ethiopia. Our dream is to have the Maisha subscription available throughout the Africa Continent. This can be achieved through partnerships with various players in the Aeromedical industry, as well as local and international insurers.

Maisha is for All

Part of the reason behind the introduction of Maisha was to bring the benefits of air ambulance services to more people in this region. Air ambulance services had hitherto been perceived as a product of the rich and the 'haves'.

The myth has been going round that you do not need a Maisha cover if you already have private insurance! While this may hold water, it is not entirely true. Our Maisha cover is a key benefit, whether you have medical cover or not.

It Makes Sense

Our subscription rates to Maisha are very low compared to the benefits, should an emergency really happen. For example, a subscription to the Bronze cover for anyone residing in Kenya is US\$ 25. If a person in Mombasa without a Maisha membership was to pay per an evacuation, an upfront payment of about US\$ 10,000 will be required.

It is always gratifying to know that a simple subscription to the Maisha cover worth US\$ 25 went a long way to impact someone's life positively.



Brenda Akweywa – Head of Sales

During 2018 our Sales team participated in a number of exhibitions in Kenya and Tanzania. Our goal is to use these opportunities to raise the profile of AFD and its Maisha membership; also to emphasize the quality of service offered by AMREF Flying Doctors.

These exhibitions are an important platform for AMREF Flying Doctors to network and strengthen local & regional relationships, as well as providing an opportunity for AMREF Flying Doctors to present and discuss our air ambulance services.

Some of the exhibitions attended include:

KARIBU / KILIFAIR

In 2018, the Karibu Fair run by Tanzania Association of Tour Operators (TATO) and KILIFAIR, both well-known tourism fairs, recently joined into one. This made the event by far the largest and most important Tourism Trade Fair in East Africa.

The newly formed “KARIBU / KILIFAIR” held in Arusha, Tanzania, hosted more than 350 exhibitors from East and Central Africa, as well as approximately 4,000 trade visitors who visited during the 3 days of the Fair.

2018 KARIBU / KILIFAIR provided AMREF Flying Doctors a platform to hold meetings and showcase our tourism products, particularly the Maisha membership.

MAGICAL KENYA TOURISM EXPO, Kenya

The Magical Kenya Tourism Expo has progressively become one of the fastest growing exhibitions in East Africa's tourism industry. The Expo held at Kenyatta International Conference Centre, Nairobi, attracted visitors from all aspects of Tourism in the region, as well as raising the profile of East Africa as a destination. This event gave a chance for AMREF Flying Doctors Sales and Marketing team to meet and conduct business particularly on the Maisha membership, with the many visiting agents and other operators.



United Nations Security Expo 2018



The Fifth Annual Devolution Conference 2018 at Kakamega county



Karibu / Kilifair



The Emergency Care Symposium 2018 (#ECS2018) held at the Safari Park Hotel in Nairobi, Kenya on the 28th and 29th of June 2018



Magical Expo



AMREF Flying Doctors appreciates the potential of achieving business growth through strategic business partnerships.

Such business partnerships, with industry leaders, will continue to be one of the most significant vehicles for expanding and/or enriching our diverse MEDEVAC services.

In 2018, AMREF Flying Doctors signed a joint venture with Aeroworx, an International Evacuation and Medical Management company based in South Africa that specializes in developing insurance plans to improve access to quality medical care.

The partnership led to **Maisha Diamond** – an enhanced annual air ambulance cover aimed at providing quality and affordable medical evacuation services with

post-evacuation hospitalisation benefit in Nairobi or South Africa (if the required specialised treatment is not available in Nairobi).

Traditional evacuation schemes did not cover medical treatment and hospital plans did not cover evacuation. Maisha Diamond offers both combined.



VISITS

During 2018, many people from all different walks of life visited AMREF Flying Doctors. Starting in the AFD Museum, which reflects all aspects of AFD's work from its initial days in 1957, it illustrates all the changes and developments to 2019, including the purchase of two air ambulance jets.



With its long links with the Royal Flying Doctor Service in Australia, AMREF Flying Doctors was delighted to host the Australian High Commission, H.E. Ms Alison Chartres.



Prof Volker Klauss, a long-term member of Amref Health Africa's Health Programme Committee of the Board receiving a copy of Michael Wood's book 'No Turning Back' from Jane Muthoni in Marketing. (Copies of this book available from Marketing, at \$20)



Catherine Ochola, Marketing Manager, presenting a special award to Hugo Wood, son of one of the founders, Sir Michael Wood, together with his wife Rachel.



Amref Flying Doctors in the Netherlands had put together a team of 100 bikers raising money for Flying Doctors and other project. The participants who earned the highest sponsorship won a place on the FD plane. The total raised was over one million euros.



St George's University. The Vice-Chancellor of St George's University, Grenada, is Professor Calum Macpherson. A former Amref Health Africa staff member and scientist who worked on Hydatid Disease, Prof Macpherson brings a group of young medics to experience various aspects of healthcare in East Africa every year.



The Museum visit is followed by a walk around the premises including the hangar and meeting staff. Students from the Mpesa Foundation were able to interact with the pilots.



Twenty years ago, two cities in East Africa fell victim to one of the worst acts of terrorism in recent times. The American Embassies in Nairobi and Dar es Salaam were simultaneously attacked and many people lost their lives and many more were left injured.



Nairobi Bomb Blast. Twenty years ago! Twenty years ago, two cities in East Africa fell victim to one of the worst acts of terrorism in recent times. The American Embassies in Nairobi and Dar es Salaam were simultaneously attacked and many people lost their lives and many more were left injured.

In Nairobi, the hours following the blast put immense pressure on the country's first responders, healthcare workers, security agents and scores of volunteers who joined the rescue operation.

AMREF Flying Doctors stepped up very easily in the aftermath of the attack, initially



Tribute to former Chief Pilot, Capt. Joe Moran

Surgical team preparing for Specialist Outreach in the 1980s with Chief Pilot Captain Joe Moran – (L) in sunglasses. In 1996, after 30 years of service with AMREF Flying Doctors, Joe retired to Ireland. Whilst with AFD Joe flew more than 12,000 hours, which represents two million miles, about 143 times round the Earth. In 2018, Joe died in his beloved Ireland, leaving behind his three daughters and wife, Dr Una. Joe was always a good friend to everyone and much missed when he left.



providing ambulance transfers for critically injured to nearby hospitals. Dr Bettina Vadera (currently Chief Executive & Medical Director) was then deployed together with another 14 doctors assembled by Amref Health Africa to support different hospitals in Nairobi that were overwhelmed by the influx of the injured casualties. AMREF Flying Doctors' Emergency Control Centre became a coordination hub between responders and hospitals.

An appeal for blood donation was launched and AMREF's laboratory was quickly converted into a donation centre. In just three days, the makeshift donation centre received blood from at least 300 donors.

AMREF Flying Doctors staff were also helping in search and rescue efforts. In the days to follow, the whole Amref laboratory staff continued to offer any support to the disaster management team.

AMREF Flying Doctors stands with the families and friends of the 213 individuals who lost their lives on that fateful day and the 2,000 victims who were badly injured – some of whom have not recovered to date.

AMREF Flying Doctors appreciates and compliments all emergency services and volunteers for their support offered on that challenging day. We are glad to have been part of this effort. We also remain humbled by the Certificate of Appreciation from the President of Kenya in recognition of our role as one of the organisations that had been at the forefront in helping Kenyans in a moment of national crisis.

On the November evening that the AMREF Flying Doctors' jet ambulance was launched, Dr Gitahi, Global CEO of Amref Health Africa, shared with the guests at the party his personal experience of AFD's work



Testimony from Dr Githinji Gitahi, Global CEO, Amref Health Africa

In 2009, six years before Dr Gitahi joined Amref Health Africa, his brother was travelling with some other university colleagues to Maralal for a meeting with local elders to discuss herbal medicine. They were involved in a shooting incident close to Rumuruti and the driver and others were injured as the car rolled. One of the passengers was Dr Gitahi's brother, Dr Kiama Gitahi. AMREF Flying Doctors was called in to evacuate those injured in the accident and, as a result of AFD's help in saving their lives, Dr Kiama Githinji is today Professor and Principal of the College of Agriculture and Veterinary Services at Nairobi University.

Dr Gitahi congratulated AMREF Flying Doctors on this work and how it illustrated how lives had been saved over the last 60 years from when the organisation was set up by its three founders: Sir Archie McIndoe, after whom the new jet is named; Sir Michael Wood; and Dr Thomas Rees – the founders whose original spirit and philosophy were reflected in 'No Turning Back', the title of Sir Michael Wood's book.

Dr Gitahi noted how the founders' philosophy was one of human rights and not financial gain. The founders recognised that there were too many disadvantaged individuals who had no access to health services – such

as the child bitten by a snake nowhere near a health facility, the individual needing further treatment outside of Kenya, and the patient being brought into Kenya to get necessary treatment. It is good to see that AMREF Flying Doctors continues to develop to meet this ever-increasing need.

Dr Gitahi also remarked how Governor Dado had been the governor's representative at the time of the massacre at Garissa. This meant that he had flown up to Garissa and also had first-hand experience of AMREF Flying Doctors' work.

Amref Health Africa, the parent organisation of AMREF Flying Doctors, serves the greater good of creating lasting health change in this great continent of Africa.

Dr Gitahi closed his testimony with the words that, as head of Amref Health Africa, he is proud of the 'adult' that AMREF Flying Doctors has become.

Dr Gitahi thanked all those that had helped make this happen, particularly Dr Bettina Vadera and her staff, the AFD Board, International Board members of Amref Health Africa and its various subsidiary countries and entities, the various arms of the Government of Kenya, our supporters through the Maisha membership, and all those attending the event.

Charity evacuation

Baby with intestinal obstruction evacuated to Nairobi

On the afternoon of 8 November 2018, the AMREF Flying Doctors' Control Centre received a distress call from medical doctors in Lamu requesting the urgent aeromedical evacuation of a two-year-old boy suffering from intestinal obstruction.

The patient had undergone two unsuccessful

surgeries at the Lamu County Hospital, with the second resulting in excessive bleeding and other complications.

Following a quick consultation within AMREF Flying Doctors' management team on the case, the plane took off from Wilson Airport as soon as possible. This young patient

required specialised doctors and expertise that wasn't available in Lamu.

After a one-hour flight, the team landed at the Lamu airstrip. There was a quick transfer of the patient's relevant medical records to the AMREF Flying Doctors' medical team, after which the baby was moved from the vehicle into the aircraft for stabilisation.

The team was soon airborne and after a relatively smooth flight during which the little boy was carefully monitored, the team landed back at Wilson Airport where an Advanced Life Support (ALS) ground ambulance waited to take him to Nairobi West Hospital.

Charity evacuations such as these are carried out free of charge. AMREF Flying Doctors is extremely appreciative of all those across the globe who fundraise for us so we can keep doing what we do best – saving lives.

AMREF Flying Doctors was founded on the principle of providing critical medical assistance to patients – mostly in remote parts of Eastern Africa – who are unable to afford it.



AMREF Flying Doctors in Partnership with E-Plus Rescue a Five-Month-Old Baby for Specialized Treatment

AMREF Flying Doctors in partnership with Emergency Plus Medical Services (E-Plus) carried out an air evacuation for a five-month-old baby with a congenital extra-cranial tumour from Mandera county to Nairobi for a specialized medical treatment. The baby was received by Dr Bettina Vadera, AMREF Flying Doctors Chief Executive Officer and Medical Director and E-Plus Medical Director, Dr Muthoni Ntonjira at Wilson Airport and transferred to

Kenyatta National Hospital for neurosurgical care.

Ms Julie Gichuru of Arimus Media reached out to AMREF Flying Doctors after Abdi Hussein Mohammed, a nurse at Mandera County Referral Hospital, made the appeal. AMREF Flying Doctors offered to airlift the baby, and E-plus catered for the medical bill. The baby was airlifted from Mandera County Referral Hospital accompanied by the parents and transferred to Kenyatta Hospital

by the AMREF Flying Doctors medical team.

According to the nurse in Mandera, the parents had lost hope for their ailing baby because they could not afford transport to Nairobi and the life-saving treatment needed for the baby. The baby was born at home with the extra cranial tumour and when it progressively became bigger, the parents sought medical care at Mandera County Referral Hospital. He was treated at the hospital for one week and later referred to Kenyatta National Hospital for neurosurgical intervention.

"We are glad to be of assistance to get baby Mustaab Dakane to a specialised medical care in Nairobi," says Dr Lelo, Chief Medical Officer, AMREF Flying Doctors.

Speaking after the arrival of the baby, Dr Bettina Vadera, CEO of AMREF Flying Doctors' called upon the National and County governments to join hands with service providers like AMREF Flying Doctors to establish an emergency fund which is easily disbursed to make life-saving evacuation flights like this accessible to vulnerable Kenyans.

AMREF Flying Doctors, fully owned by Amref Health Africa, are committed to offering advanced pre-hospital emergency medical services and Emergency Plus Medical Services, fully owned by the Kenya Red Cross Society.



Baby and mother awarded ticket back to Mandera after a successful surgery

When AMREF Flying Doctors was founded in 1957, its primary project was to provide specialist surgical care to the patients in the remote hospitals of eastern Africa.



Tanzanian Outreach Team

This service has continued over the last 61 years. In 2018, this programme fell under Health Systems Strengthening whose mandate is improving the capacity of health-care systems to deliver quality clinical care and diagnostic services to under-served communities in Kenya, Tanzania, Uganda and Ethiopia. In Kenya, to ensure sustainability of these services, the Amref Medical Specialist outreach services has developed the Amref Medical Specialist Consortium, which is an improvement of the existing

specialist outreach services where the 47 county governments provide financing. Despite increases in the number of static health facilities in Kenya, the great majority of the population still lives more than 30 kilometres from health facilities. In Uganda, access to emergency and surgical care is still low in rural areas. Many of the hospitals in Uganda do not meet the minimum standards that WHO deems essential for providing surgical care. The number of health workers per 1,000 is still far below the WHO threshold of 2.5 medical staff per 1,000. Medical camps were conducted in four hospitals: Kitgum, Nebbi, Anaka and Kalongo and 1,500 were treated resulting in improved sight for 155 people whilst 376 health workers received Continuing Medical Education. Target surgeries were done which included Urological, Gynaecological, Orthopaedic and eye surgeries. This also provided training to the health workers. The project will continue to advocate for more participation and contributions from the Ministry of Health, Regional Referral Hospitals and District Local Government. In Ethiopia, the Outreach focus was increased access to Clinical and Surgical Services on Uterine Prolapse Repair (UVP) and Basic Burn Care (BBC). **UVP:** Women in Ethiopia have a one in 52 likelihood of dying from pregnancy-related causes as opposed to one in 3,700 in developed nations. Implementation of the projects' aims will be done based on lessons learnt, service provision, strengthening partnerships and professional networking. **Basic Burn Care:** This activity is a

Table 1: Outreach Visits made

Visit Dates	Dates	Hospitals visited
1	11th – 15th June 2018	Dareda, Makiungu, Iambi, Sikonge hospitals and Nyerere DDH

Table 2: Types of Specialists Transported to Rural Hospitals

Hospitals visited	Dareda	Makiungu	Iambi	Sikonge	Nyerere DDH
1	Urologist	Reconstructive Surgeon +PhysioT.	Gynecologist + Sonographer	Urologist	Ophthalmologist

Results:
A total of 292 medical consultations and 47 surgeries were conducted in June, 2018.

Number of Health Care Workers received On-Job Training during Outreach Activity

Grand total	
Male	47
Female	67

reflection of Amref's original outreach work, with its three founders all being reconstructive surgeons who saw the large amount of children suffering from burns and were moved to found an organisation that could do something to help them. The project in Ethiopia is a collaboration between the Centre for Global Burn Injury Policy and Research at Swansea University UK, together with the Federal Ministry of Health, 12 medical colleges, as well as countrywide hospitals. Since 1957, Amref Health Africa in Tanzania has implemented the Medical Specialist Outreach programme where it supports 16 rural hospitals which are divided into three circuits. The three circuits are designated under referral hospitals, which send specialists out to support the rural hospitals depending on the most pressing health needs of the area. A mixed approach is used to transport specialists to reach rural hospitals, which includes the use of an AFD plane for the Kilimanjaro Christian Medical Centre (KCMC) circuit, roads and commercial plane for Bugando Medical Centre (BMC) and Muhimbili National Hospital (MNH) circuits. Amref Health Africa, Tanzania Country

Office (TCO), receives in-kind support whereby the AFD plane supports transportation of medical specialists for the KCMC circuits to reach their destinations in the rural hospitals. The programme manager requests for a plane

from the AFD team whenever an outreach activity is being conducted. During this project year, 2018, the AFD plane has managed to support one outreach visit for the KCMC circuit – in June.



Rural hospital in Ethiopia



Eye Camp, Uganda

ITIC: International Travel & Health Insurance Conferences have been connecting the global travel and health insurance community for over 25 years. It provides the perfect environment for companies to develop partnerships that serve global travellers worldwide.



Delegates at ITIC Global in Geneva 2018

ITIC Global brings together expert speakers and panellists for four days of knowledge sharing and debate on key topics pertinent to the global travel and health insurance industry. Through speaker presentations, forums – namely the Air Ambulance & Medical Assistance Forum; International Provider Network Forum; and Medical Directors Forum – and case study analysis, ITIC Global attendees are privy to the latest thinking and can share their insights on the issues that matter most.

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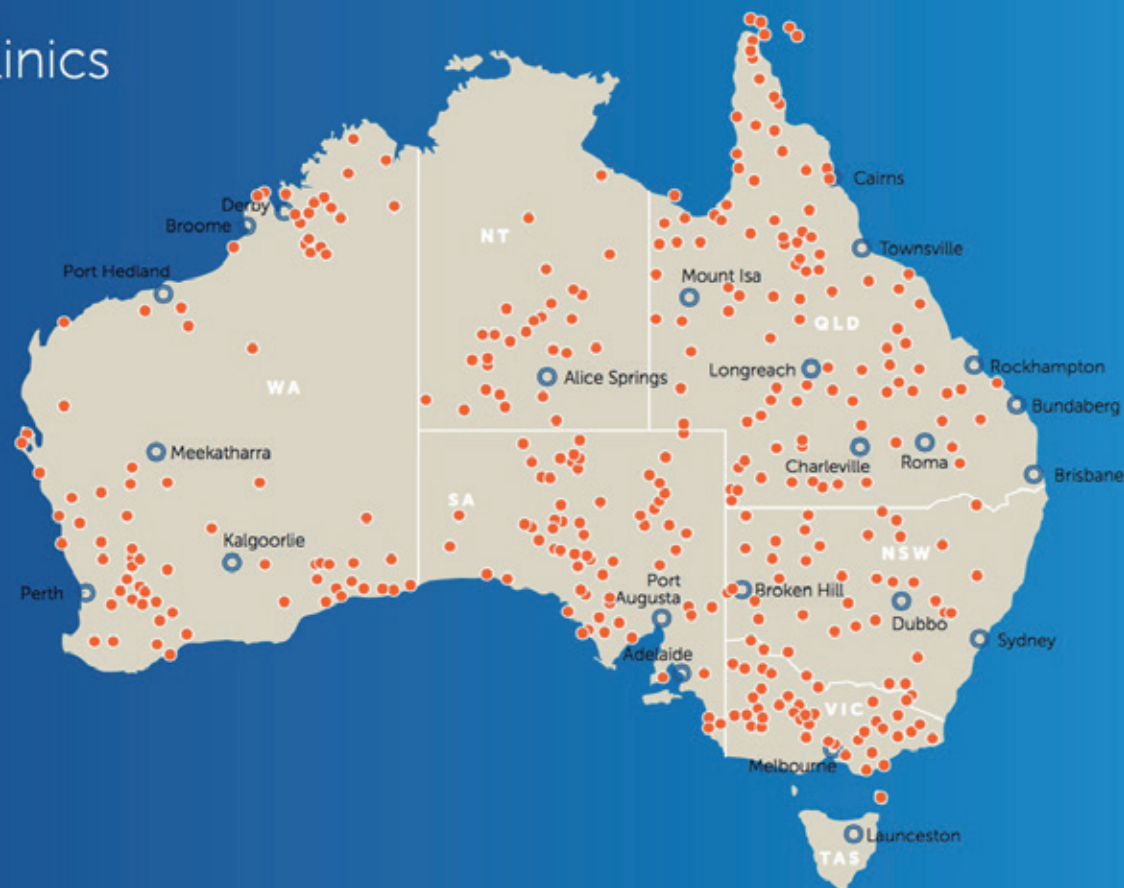
Dr Vadera speaking as a panelist at ITIC Global in Geneva 2018

Annual Returns - Finance Note

Despite operating in a highly competitive environment with depressed net margins, AMREF Flying Doctors continued to invest heavily towards the improvement of customer experience and efficiency in delivery of the core business. Key investments in aviation assets, operations equipment, medical equipment, work place/office and staff training were made in 2019 with a total cost outlay of approximately \$8.5 million.



Bases and clinics



Royal Flying Doctor Service

Celebrating 90 years of the Royal Flying Doctor Service 1928-2018

Stats for RFDS in 2018

Miles flown:	26,863,558
Aircraft:	71
Area covered:	7.69m+ km ²
Patients seen:	335,125
Patients in rural areas who used telehealth services	88,177

The Royal Flying Doctor Service of Australia is one of the largest and most comprehensive aeromedical organisations in the world. Formed out of need in 1928, the Flying Doctor has come a long way in 90 years. From a single leased Qantas plane in 1928, today the RFDS has a fleet of 71 planes, 123 road service vehicles and 1,500 professionals providing extensive primary healthcare and 24-hour emergency services to people over an area of 7.69 million square kilometres. The RFDS had over 330,000 patient contacts just in the last year.

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 Wood's, was to provide a 'Mantle of Safety' for the people of the bush.

Ninety years of service is cause for celebration – for the Australian individuals, communities and townships the RFDS services; for the dedicated staff who make the service possible; and for the lives saved, work accomplished, and dreams made possible in country as a result of RFDS. AMREF Flying Doctors is grateful for the

assistance from the RFDS Central Operations CEO Mr John Lynch and their Director of Flight Operations Damian Heath for their assistance with the introduction of our Pilatus PC X11 into our operations.

By Capt. Clyde Thomson who served with the RFDS for 40 years.



Nicky Blundell Brown presenting Mike Black with picture of RFDS' first plane, a de Havilland Rapide. Nicky was, at that time, International Co-ordinator for AMREF UK and was visiting RFDS Centre in Broken Hill in 1984 where she bought the picture. Artist Pro Hart.



Malteser

...weil Nähe zählt.

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Website:
www.malteser-service-center.de

In a joint and relentless effort, Malteser and AMREF Flying Doctors are constantly aiming to provide the best medical care to patients. Malteser Service Center has been using the high-quality services provided by AMREF Flying Doctors for over 20 years. The ability to evacuate a patient out of an area with limited medical care and bringing him or her to Nairobi for further stabilization is a key process in organizing medical evacuations. Once the patient has been stabilized, the Malteser Service Center is able to bring the patient to his or her home country via air ambulance or commercial airline with a medical escort. Malteser Service Center is established as one of the leading medical assistance companies in Germany. National and international clients have placed trust in 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, Propacq LT, I-STAT Blood Gas Analyser, Zoll AED, Intensive Care Bag, Akkuvac Recuse Suction Unit, Fresenius Injection Pumps and additional special equipment, as needed depending on the patient's condition.



Malteser QUICK AIR



• **DEDICATED FLEET OF 10 COMPANY OWNED AMBULANCE AIRCRAFTS**

• **EURAMI CERTIFIED:**
✓ ADULT CRITICAL CARE
✓ PAEDIATRIC CRITICAL CARE
✓ NEONATAL CRITICAL CARE

• **WORLDWIDE SERVICE**
AOC D-061

• **PARTNERSHIP SINCE 1992**

• **SPECIALLY TRAINED TEAMS**

• **LATEST MEDICAL EQUIPMENT**

• **OWN AIRCRAFT MAINTENANCE**

24 / 7
Air Ambulance
Service

+49 (0) 221 9822 9503

Base

Cologne Bonn Airport, Germany (EDDK / CGN)

eMail

ambulance@malteser.org

WING 2 WING AIR AMBULANCE ALLIANCE



The Wing 2 Wing air ambulance alliance between Capital Air Ambulance and AMREF Flying Doctors allows us to provide a consistent level of high-quality patient care and a rapid response, on a global basis – with a guaranteed bed-to-bed service. There is a natural fit to our partnership as we are both EURAMI accredited to the same high international standards, our combined jet fleet can mobilise fast, connecting the two largest continents with the rest of the world.

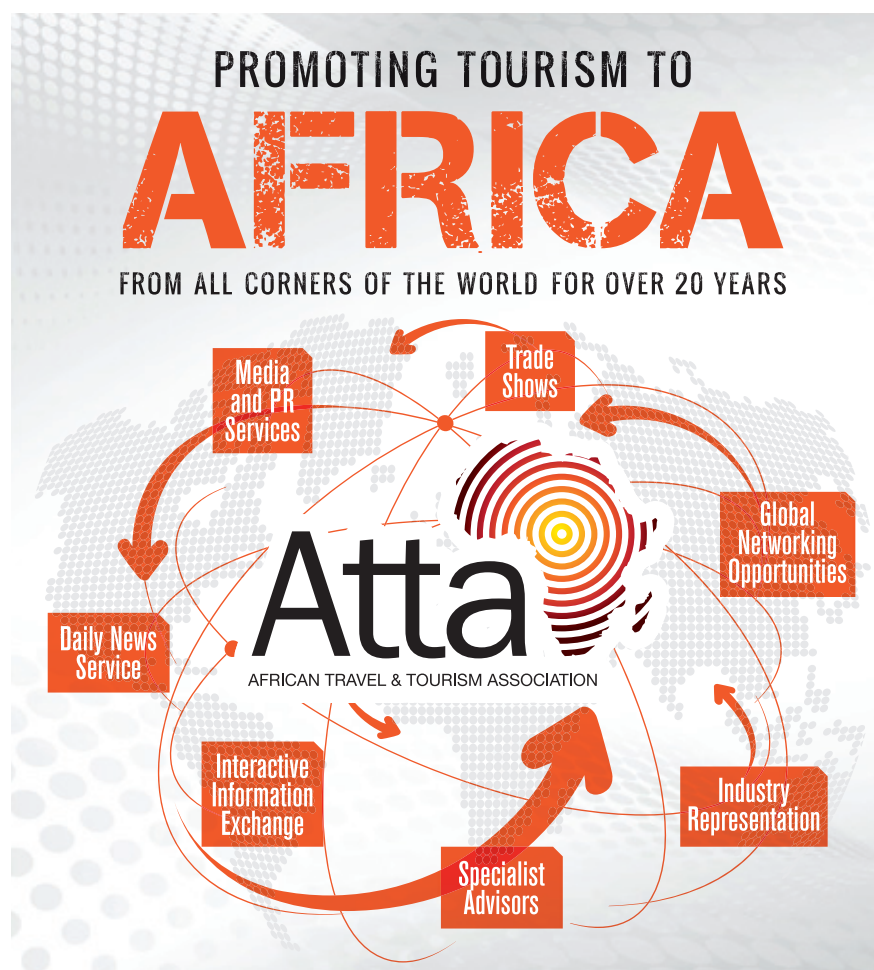
We have aligned our medical protocols, equipment and staff to operate at the same levels which means, for insurers and assistance companies, arranging a global medical assistance flight is now more convenient, straightforward and reliable – with only one operations centre and set of logistics to deal with. We are highly competitive on price, compared to using two separate air ambulance services to complete the transfer and, through our fleet of ground ambulances, we can transfer patients seamlessly from

the tarmac to hospital bed – providing an unparalleled quality and continuity of care, from start to finish.



Lisa Humphries, Managing Director of Capital Air Ambulance, together with Dr Bettina Vadera at the signing of the Wing 2 Wing Agreement between AMREF Flying Doctors and Capital Air Ambulance at the ITIC Conference, Geneva, November 2018.

ATTA



AttA, recognised as the Voice of African Tourism, is a trade association serving and supporting business leaders in Africa representing the elite buyers and suppliers of tourism products across 22 African countries. Join our knowledgeable and experienced membership to increase awareness and visibility of your company.

Join AttA today!
+44 (0)20 7937 4408

info@atta.travel
www.atta.travel



Kenya Airways connects Africa to the World and the World to Africa

KATO



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: www.katokenya.org

Kenya Association of Tour Operators KATO
Place (opposite Shelter Afrique Center),
Upper Hill,
P. O. Box 4846100100, Nairobi, KENYA
Dropping Zone No. 174, Biashara Street,
Revlon Plaza Phone: +020 2713386 /
2726517/ 2622961 / 2417864 Cell: +0722
434845 / 0713 762076

Email: info@katokenya.org

Website: www.katokenya.org

TATO



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 the 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, and 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 to 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 co-ordinate 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.tatatz.org

For more information, contact
11 Simeon Road, Phyllips Area
P.O Box 6162
Arusha
Website: www.tatatz.org

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 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 2 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 co-ordinates a fleet of 6 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 of Sales and Marketing at EAA.



Making the impossible possible.

SUN. 05:30

Remote Russia. Patient faces grueling 12-hour drive to airport. Likely won't survive the trek; Gateway International EMS is called to help find a better way.

SUN. 08:30

Turn and Burn. Medical crew flown to remote area; patient is loaded in helicopter.

LIFT-OFF

We achieved the impossible by turning a 12-hour drive into a 4-hour transport, ensuring the safety and comfort of the patient.

SUN. 06:30

Solution Found. We coordinated ground ambulance and helicopter transportation.

SUN. 10:30

Arrive at Airport. Within 4 hours, patient handed over to Air Ambulance company.



Our network of 3,000+ providers across the globe help close the gap when your patients need it most.

Worldwide EMS Solutions, Simplified™ | Call Us 24/7: +1-888-828-5258 | gateway-ems.com | operations@gateway-ems.com

the ISTAT foundation

Quality communications is a major factor in the success of AMREF Flying Doctor, aero-medical operations. It is, therefore, so appreciated to get the ISTAT Foundation donation of \$6,000 in support of upgrading the current equipment.



The ISTAT Foundation supports individuals and institutions that promote the advancement of commercial aviation and humanitarianism.

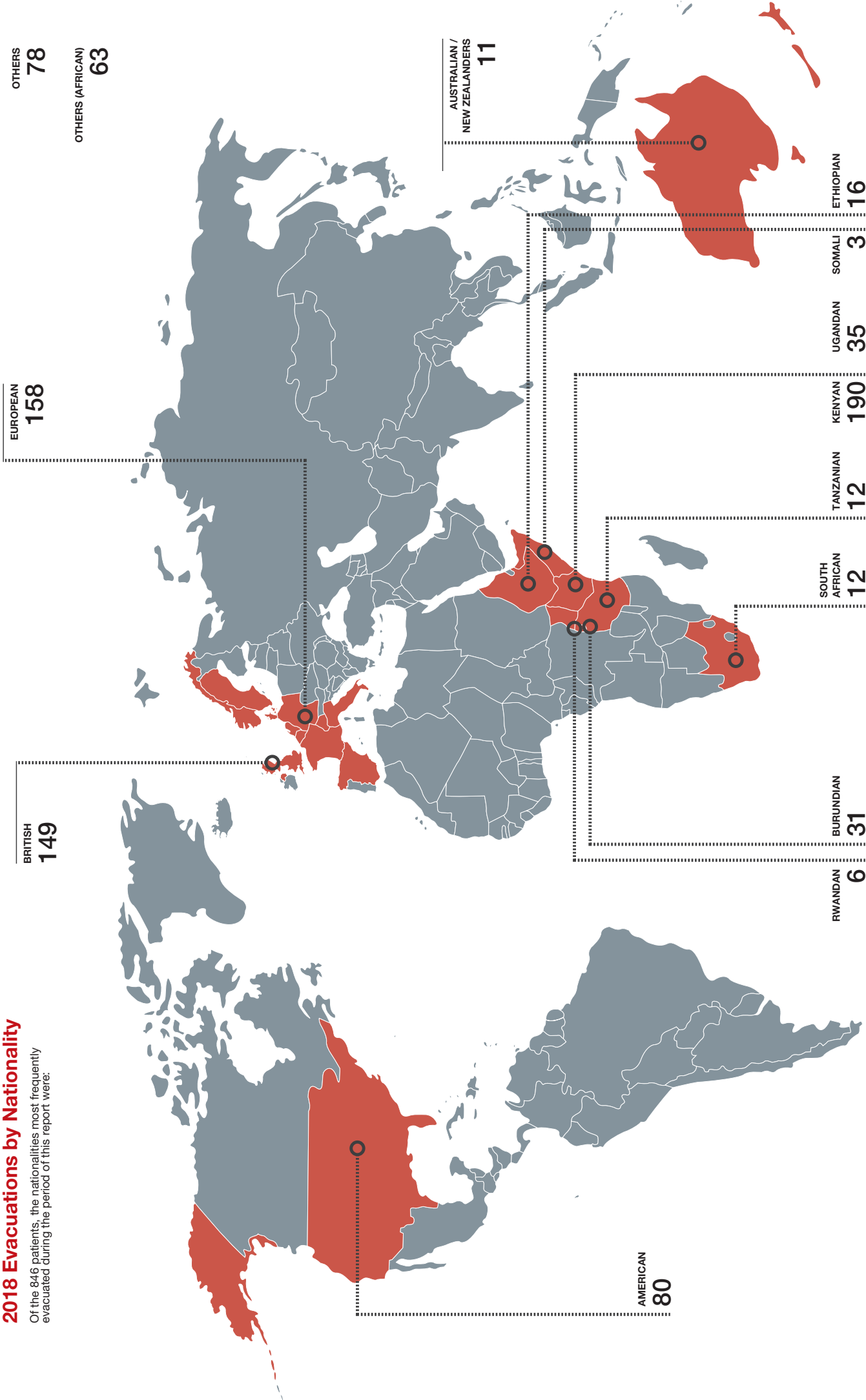


Proud to support
the work of AMREF
Flying Doctors



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**



2018 Evacuations by Nationality
Of the 846 patients, the nationalities most frequently evacuated during the period of this report were:

AMREF Flying Doctors 24 Hour Emergency Contacts

Emergency

Tel: +254 20 699 2222 / +254 20 699 2299

Fax: +254 20 600 0665

Mobile: +254 730 811 811 / +254 709 962 811

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 20 699 2000

Mobile: +254 730 811 000 / +254 709 962 000 | **Fax:** +254 20 600 0665 | **Email:** info@flydoc.org

Amref Health Africa's National Offices

Amref Health Africa in Africa

Amref Health Africa in Ethiopia

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Amref Health Africa S. Africa

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amref.org/south-africa

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Email: info.SouthSudan@amref.org
Website: www.amref.org

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Amref Health Africa West Africa Hub

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Website: www.amref.org

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Fax: +254 20 600 0665
Email: info@flydoc.org
Website: www.flydoc.org

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Website: www.amref.at

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Website: amref.fr

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