

# 2019 YEAR IN REVIEW





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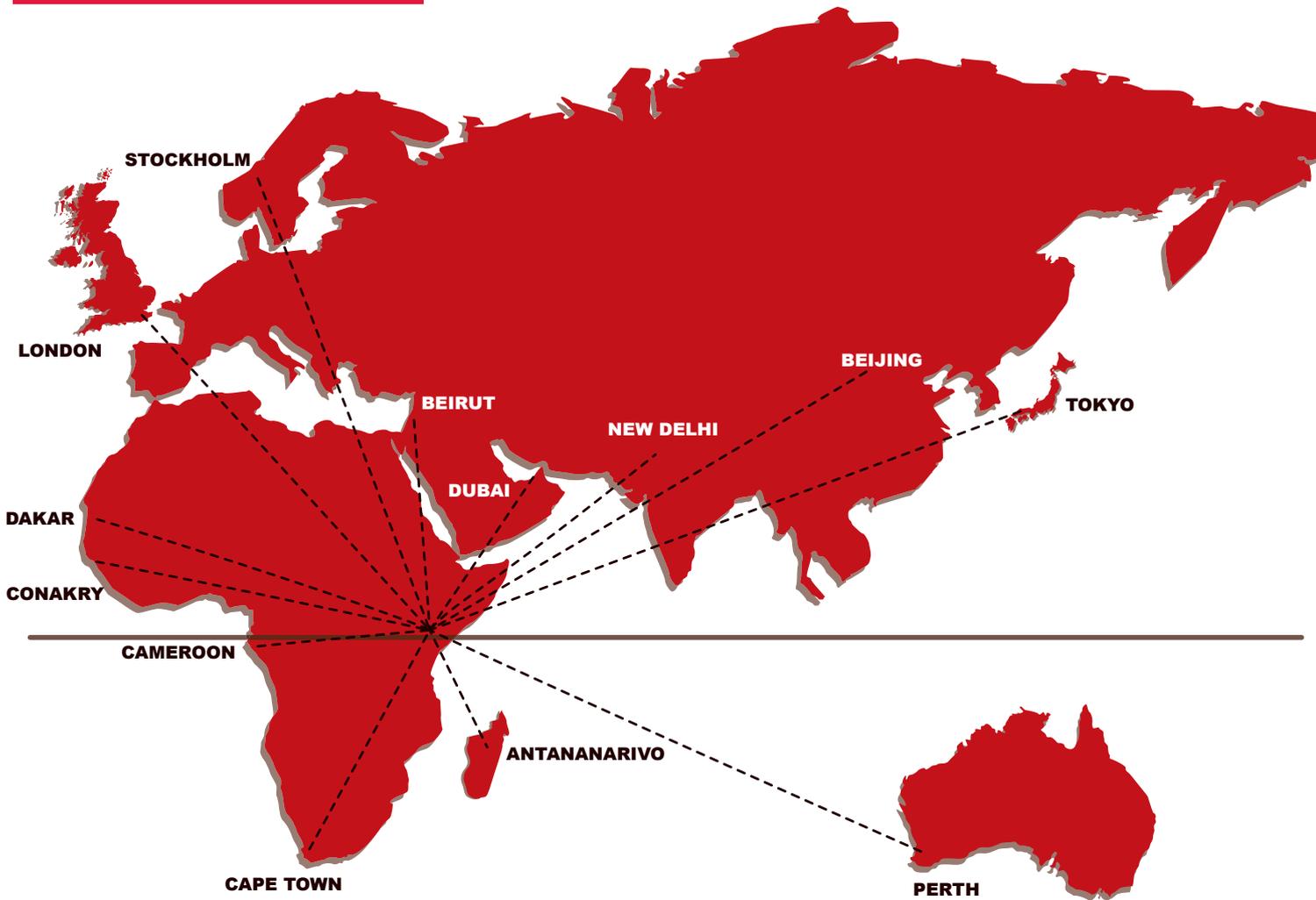
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**AMREF Flying Doctors' Editorial Team:**

*Dr. Bettina Vadera, Stephen Ombuya, Catherine Ochola, Henry Ogembo, Nicky Blundell-Brown, Flavier Esilaba and Jane Muthoni.*

## WHERE WE FLY

Some of the destinations we have reached around the world.



### WEST AFRICA

- ABIDJAN
- ABUJA
- BAMAKO
- BRAZAVILLE
- CONAKRY
- DAKAR
- DOULA
- FREETOWN
- GABON
- LAGOS
- NDJAMENA
- YAOUNDE

### SOUTHERN AFRICA

- ANTANANARIVO
- BEIRA
- BULAWAYO
- CAPE TOWN
- HARARE
- JOHANNESBURG
- MAURITIUS
- PORT ELIZABETH
- REUNION
- VICTORIA
- WINDHOEK

### EUROPE

- AMSTERDAM
- ATHENS
- BARCELONA
- BERLIN
- BERNE
- BIGGIN HILL
- BILBAO
- BOLOGNA
- BRUSSELS
- CARDIFF
- COPENHAGEN
- DUBLIN
- EDINBURGH
- EINDHOVEN
- FRANKFURT
- GENEVA
- GLASGOW
- HELSINKI
- IRELAND
- LEIPZIG
- LINCOLN
- LISBON
- LIVERPOOL
- LUXEMBOURG
- MADRID
- MILAN
- MUNICH
- NANTES
- NURNBERG
- THESSALONIKI
- OSLO
- PARIS
- INNSBRUCK
- HERAKLION
- LEEDS
- LONDON
- ROTTERDAM
- STUTT GART
- STOCKHOLM
- VENICE

### MIDDLE EAST AND ASIA

- ABU DHABI
- AHMEDABAD
- BEIRUT
- BEIJING
- CHENNAI
- DELHI
- DHAKA
- DUBAI
- HYDERABAD
- ISLAMABAD
- KUWAIT
- KABUL
- LAHORE
- MUMBAI
- MUSCAT
- NEW DELHI
- SALALAH
- SANAA
- TOKYO
- TEHRAN
- TEL AVIV

## OUR VISION

To be the leading aero-medical and health solutions provider.

## OUR MISSION

To deliver internationally accredited aeromedical and health assistance services through empowered people, leveraging the latest aviation and medical technology to ensure our patients receive unrivalled care. We complement the work of Africa's largest health development organisation, Amref Health Africa, to achieve lasting health change.

## OUR VALUES

### Integrity & Transparency

We put integrity and transparency at the heart of all we do ensuring ethical and moral standards are upheld at all times. We are open and honest in our business dealings.

### Patient care

We are committed to providing a world-class service, ensuring our patients receive the best possible management, 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.

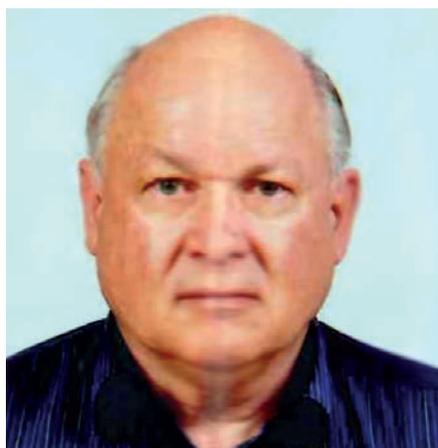
### Innovation & Creativity

We support innovation and creativity to ensure that relevant solutions are available to our customers at all times.

## John Stone

### Incoming Chair

2019 will be remembered as the year of significant change, with the recently acquired two new air ambulance jets becoming fully operational. This was a major achievement and the enormity of this task should not be underestimated. The management team must be commended for their enormous effort in achieving this within a relatively short time. At the April, 2019 Board Meeting, long-time Board Member and Chairman, Clyde Thomson, retired after he had served his maximum permissible time on the Board of AMREF Flying Doctors. With his astute diplomatic leadership, Clyde has served AMREF Flying Doctors with commitment and generously shared his wisdom and many years of experience for the benefit of the company. We are pleased that Clyde will continue as an advisor to the Board, for which we are extremely grateful. It was also at the April AMREF Flying Doctors Board meeting that Dr Bettina Vadera announced her resignation as Chief Executive



and Medical Director to relocate to Germany with her family later in the year 2020. Bettina's vision and leadership has seen AMREF Flying Doctors develop into the internationally respected air ambulance operation that it is today, which Clyde has so suitably described in his report. Suffice to say, in the short time that I have been involved with AMREF Flying Doctors, it has always been a pleasure to work with Bettina. Her commitment, energy and passion for AMREF Flying Doctors is

unsurpassed. We wish Bettina and her family all of the very best as they embark on this new chapter in their lives journey.

After a rigorous recruitment process, Stephen Gitau has been appointed as AMREF Flying Doctors CEO to succeed Bettina. Steve will take full responsibility of his new position from January 2020 and we wish him every success in his new position as CEO. We have great confidence that he will provide strong leadership to guide AMREF Flying Doctors through the next chapter of its development. We are also pleased that Mike Black has agreed to extend his contract as Chief Operating Officer for at least another 4-year term. His unique experience, leadership and skills add significant value to the top management team.

We thank all the members of the AMREF Flying Doctors team for their contribution to the growth and development of AMREF Flying Doctors and I would like to thank my fellow Board Members for their commitment, guidance and wise counsel. Finally, we thank all our business partners for their past support and look forward to developing these relationships into the future.

## Capt. Clyde Thomson

### Outgoing Chair

We have had another successful and challenging year at AMREF Flying Doctors, as we continue to develop our jet operations, which give us a global reach. Our new Operations and Emergency control Centre has enabled AMREF Flying Doctors to provide medical advice together with the efficient coordination of aircraft operations both domestically and internationally. In addition, we have continued to broaden our service profile through the expanded provision of medical assistance services and training. We have further developed our Maisha Air Ambulance Plan, Maisha, which has been expanded to include a Maisha Diamond category. This includes post-evacuation inpatient benefits and, if medically required, onward transport to South Africa. A significant event during the year was the decision of Dr. Bettina Vadera to resign from her position as Chief Executive and Medical Director for family related reasons. My term as Chair expired in 2019 and I am pleased to advise that Board member Mr John Stone who has considerable experience in the Aeromedical operations, will undertake the role of Chairman.



## MESSAGE FROM THE OUTGOING AND INCOMING CEO



### **Dr. Bettina Vadera**

**Chief Executive & Medical Director,  
AMREF Flying Doctors**

2019 was a challenging year for AMREF Flying Doctors, following the acquisition of two dedicated air ambulance jets in 2018. Flying hours across the fleet, including our two PC-12s and the new jets, were lower than expected in the first six months. The uptake of our Maisha cover started equally slow at the beginning of the year, leading to a financial performance below our expectations and the company's margin trends of the past eight years. However, I am pleased to report that a concise turnaround strategy and strong actions taken by management produced a marked

improvement in performance and financial results during the second half of the year, with an average of 200 flying hours on medical missions across the fleet and an overall profitable end of the year. We have continued to look after our Maisha members, providing them with medical advice, ground ambulance transport and close to 50 air evacuation flights throughout the year. Our Maisha membership base is growing and many Tour Operators in Kenya and Tanzania have made it compulsory to register their clients with our services for their safety and peace of mind. Additionally, we were pleased to win back the National Hospital Insurance Fund (NHIF) contract for medical evacuation services of Kenya's Disciplined Forces and Civil Servants and to sign a new contract with NHIF for the cover of all Secondary School Children in Kenya. Our new Operations and Emergency Control Centre launched in 2018 with state-of-the-art IT and communication equipment, has enabled us to become more efficient and improve the coordination of medical and aviation operations for our domestic and international aeromedical missions. Additional operations and flight crew have joined our work force in the course of 2019 to increase our capability and service availability. Following a difficult family decision to relocate to Germany in June 2020 for our childrens' education, I announced my resignation to the AMREF Flying Doctors Board of Directors in April 2019 with a heavy heart. Serving Amref Health Africa and AMREF

Flying Doctors for 21 years in different capacities from flight physician to Medical Director and CEO, has been the best, most challenging and gratifying experience in my professional life! I feel honoured and privileged for the opportunity to serve this unique and prestigious organisation. It has been an amazing journey for me! To work with and lead such an incredibly energetic and dedicated group of professional people has been a wonderful experience and I take great pride in all that we have accomplished together, with a special thanks to the Senior Management Team! As I am passing the baton into the capable hands of Steve Gitau, the incoming CEO and close colleague of mine over the last eight years, I thank the AMREF Flying Doctors Board of Directors for having placed their trust and confidence in my abilities to lead this great company and for their wise advice and guidance during my time as CEO.

In my 21 years with AMREF Flying Doctors, I have made valuable business contacts and solid friendships within the industry and I thank all our clients and business partners for their support and the pleasure it has been for me to work with them.

What remains to be said is that our business plan for 2020-21, developed jointly with the AMREF Flying Doctors Senior Management Team and the incoming CEO Steve Gitau at the helm, is exciting and promising, setting AMREF Flying Doctors up to new, ambitious performance goals, while keeping our core values and in particular the care of our patients at the heart of all we do.

## NEW CEO ANNOUNCEMENT

### **Stephen Gitau**

**Chief Executive Officer Designate,  
AMREF Flying Doctors**

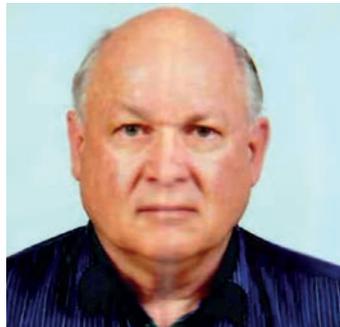
The AMREF Flying Doctors Board of Directors announced the appointment of Stephen Gitau as the new Chief Executive Officer Designate for AMREF Flying Doctors. Steve replaced Dr. Bettina Vadera, who retired from AMREF Flying Doctors at the end of 2019. Steve transitioned into his new role from 1st of October 2019 and fully assumed office on 1st January 2020. During the three month transition period, Bettina and Steve worked closely together. Steve has been the Chief Finance & Administration Officer (CFAO) of AMREF Flying Doctors for the last eight years. He holds a Master of Business

Administration (MBA) from Strathmore Business School, a BA in Economics from University of Nairobi and is a Certified Information Systems Auditor (CISA) and Certified Public Accountant (CPA-K). Steve joined AMREF Flying Doctors, when it was transitioning from a department of Amref Health Africa, to a commercial entity in 2011. During this time, Steve was providing vital support in strategic leadership, while managing the Finance, Human Resources, ICT and Administration units. He has been part of the AMREF Flying Doctors Executive Team all along and is determined to take AMREF Flying Doctors to the next level. Under his visionary leadership and with the support of the Board of Directors and the staff of AMREF Flying Doctors, the company is looking at prosperity and growth.



# BOARD

AMREF Flying Doctors is committed to excellence, not only in the service we provide to our partners and clients, but to the medical community at large. The Board provides governance and fiduciary oversight, sets policy, and assesses AMREF Flying Doctor's overall performance. We are extremely grateful for their dedication and contribution to our work.



John Stone



Jane Mbatia



Dr. Githinji Gitahi

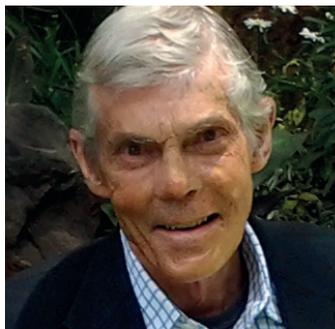
*"I am happy to note that you are already implementing several business initiatives to help bridge that gap in provision of emergency response in the country.*

*Through your existing expansion plans for you air ambulance fleet, your regional footprint and product diversification I believe you are in the right track towards attaining this objective."*

**Ambassador  
Raychelle Omamo**  
SC, EGH



Kellen Kariuki



Capt. Clyde Thomson



Dr. Terry Martin



Jonathan Dutton



Amb. Raychelle Omamo



Maj Gen (Rtd) Charles Mwanzia

# MEMBERS

# Dr. Bettina VADERA



As the past Chairman and Board member for six years I am incredibly grateful to Bettina for the energy, vision, and compassion that she dedicated to Amref Health Africa (AHA) and AMREF Flying Doctors in particular. Her 21 years of service as an emergency flight physician, head of emergency services, Medical Director and for the last eight years as the Chief Executive Officer have been exemplary. During her time with the organisation, Bettina was instrumental in achieving great changes. Under her leadership as CEO and Medical Director, AMREF Flying Doctors developed from an aeromedical Outreach programme of Amref Health Africa (AHA) into a successful, award winning accredited international air ambulance company that has become an important pillar and vital source of funding for AHA. These significant advances achieved by AMREF Flying Doctors could not have been achieved without the hard work and dedication of all our staff and I wish to thank them for their support. Significant accomplishments during Bettina's dedicated service included:

- Development of a professional, internationally recognised Air Ambulance and Medical Assistance company
- Awarded ITIC Air Ambulance provider of the year on two occasions
- International accreditation and consecutive re-accreditations by the European Aeromedical Institute (EURAMI)
- Creation of the Volunteer Physician and the Charity Evacuation Programmes
- Development of the Maisha Air Ambulance insurance schemes
- Building of a modern Operations and Emergency Control Centre
- Upgrading and expansion of the AMREF Flying Doctors aircraft fleet with two Turboprop PC12 and two Cessna Jet aircraft.

The Board is extremely grateful to Bettina for her dedication, passion and motivation she has given AMREF Flying Doctors over a span of 21 years.

## Clear Communication

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



## 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.



## Sharing our Heritage

AMREF Flying Doctors' 62-year history is captured in the Visitors' 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.



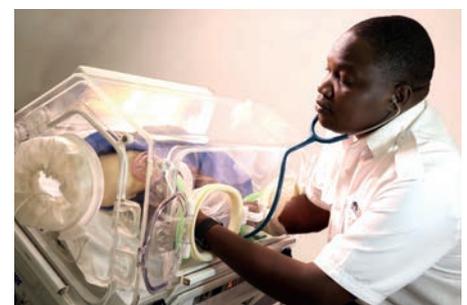
## We go where no one else goes

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.



## Maintain first-class Innovation

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



## We partner with others

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



## Caring for the Uncared

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



## Air Ambulance Services

Air Ambulance Services have remained the core business for AMREF Flying Doctors, supported by other related medical services and our Maisha Air Ambulance Cover. In order to remain competitive and take control over the aircraft fleet that is essential to AMREF Flying Doctors' air ambulance business, two jet aircraft had been acquired in 2018. 2019 was marked by bringing the new jet aircraft fully on line, including the recruitment and training of new jet aircrew. A number of necessary steps to fly both jets at their capacity were delayed due to unforeseen circumstances, but by the second half of 2019 a good

performance across the entire AMREF Flying Doctors aircraft fleet was recorded and management was complimented for the immense efforts it had taken to successfully implement the new jet operations in a relatively short time.

The newly gained independence from external aircraft charter companies has given AMREF Flying Doctors the strength to retain its competitive edge regionally and to provide long haul repatriation flights to other continents out of its own capacity. The significant advantage and return on the jet investment will become fully tangible in 2020 and will continue to do so over the coming years.

Other business activities that have been vital to AMREF Flying Doctors' success include our Maisha Air Ambulance cover that has continued to attract new members in 2019. Medical Assistance Services and Training have been additional areas of focus in 2019, with an outlook to increase their capacities and grow both units.

### Maisha joins FGM campaign

A conscious decision to contribute 15% of Maisha membership income towards Amref Health Africa's efforts to combat Female Genital Mutilation was made during the last quarter of 2019 and has given additional importance and meaning to our Maisha scheme.

## Business Memberships & Affiliations

The benefits of maintaining strong business and professional memberships in driving growth cannot be overstated – more so, for the MEDEVAC industry. During 2019, AMREF Flying Doctors continued to pursue and maintain such strategic memberships in the following regional and International organisations. Here is a little bit of background on some of them:

- International Assistance Group (IAG)** – IAG is the world's largest alliance of independent assistance companies and accredited providers and correspondents – currently numbering more than 140 and supporting over 118 million end users worldwide. IAG works with established local companies, hand-picked in line with stringent quality criteria, including an average of 15 years' experience in respective markets.
- Kenya Chamber of Commerce & Industry (KNCCI)** – The KNCCI is a membership-based trade support institution working to protect commercial and industrial interests of the Kenyan business community. KNCCI advocates for the creation of a favourable commercial, trade and investment environment that supports enterprise expansion.
- Kenya Association of Tour Operators (KATO)** – KATO is a leading tourism trade association in Kenya representing the interests of over 400 of the most experienced tour operators in Kenya.

- Kenya Association of Air Operators (KAAO)** – KAAO was established to promote, foster and protect the interests of all licensed commercial air operators and other authorised bodies engaged in the Aviation industry which are based in Kenya.
- Tanzania Association of Tour Operators (TATO)** – TATO is a membership organisation representing the interests of more than 256 tour operators from both mainland Tanzania and Zanzibar with the Government of Tanzania and its institutions on matters pertaining to policy development and planned programmes.

- British Chamber of Commerce Kenya (BCC Kenya)** – With a network of more than 320 active members – ranging from FTSE 100 companies to individual British consultants working in Kenya – BCC Kenya is an ideal forum for business networking for AMREF Flying Doctors and this included contact with the over 200 UK companies operating in the country.
- The African Travel & Tourism Association (ATTA)** – ATTA is a member-driven trade association that promotes tourism to Africa from all corners of the world. As the premier network of tourism product specialists in Africa and those in the rest of the world promoting tourism in Africa, ATTA offers extensive networking and marketing opportunities for AMREF Flying Doctors.

- Kenya Healthcare Federation (KHF)** – KHF is a private sector membership-based organization, constituting the health sector board of the Kenya Private Sector Alliance. KHF has a membership of 75+ organizations, consisting of corporate members, professional and institutional associations in the Kenyan health sector. KHF's goal is to have an enabling environment that supports quality affordable healthcare for all Kenyans. AMREF Flying Doctors is a corporate member and gains from this federation by being involved in the formation of healthcare policy.



International Travel & Health Insurance Journal

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



These awards and accreditations are a true reflection of the exemplary effort being put in by our highly skilled staff support from our local and international customers and partners.

**A** AMREF Flying Doctors staff are renown for being expertly trained and highly qualified. Backed by dedication and professionalism, our staff work tirelessly to ensure that our reputation as the leading Air Ambulance service provider in Eastern Africa is upheld.

## Medical staff

Our medical staff are exceptionally qualified and skilled at providing emergency and primary healthcare 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 for 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 medevac flights from regional bush airstrips, medium and long haul, as well as international missions – all to the highest international standards. They deliver safe, courteous, reliable, and first-class service to all our clients.



Sales and customer service team

## Support Staff

Working behind the scenes at the AMREF Flying Doctors is a dedicated team of support service personnel, who ensure our front line teams can keep focused on their roles and continue providing the finest service to our clients and customers. Whether it be in Finance, Human Resources, Sales, Customer Service, Operations, Engineering and Maintenance, or Marketing and Communications, these team members are providing crucial services to ensure AMREF Flying Doctors remains solely intent on delivering world class service.

*“Working with AMREF Flying Doctors for the last five years as a Customer Service Representative has been an amazing roller coaster. I have learnt that giving real service you must add something which can’t be bought or measured with money, and that is Sincerity and Integrity. At AMREF Flying Doctors, we aim to provide an excellent customer service experience full of sincerity and integrity.”*

Caroline Thiong'o  
Customer Service Representative



## New Appointments

### Dr. Joseph Lelo

#### Medical Director

Dr. Joseph Lelo is the newly appointed Medical Director at AMREF Flying Doctors. He is a practicing anaesthesiologist and an experienced flight physician, having performed complex and demanding aeromedical patient transfers across the globe. A graduate of The University of Nairobi's medical school, he holds a Master of Medicine degree in Anaesthesiology and a Bachelors degree in Medicine and surgery. He has a keen clinical interest in extreme physiology as well as healthcare economics and is an avid outdoorsman. He is also a certified aviation medical examiner with the Kenya Civil Aviation Authority. He holds certification in pre-hospital care and is a life support instructor certified by the American Heart Association. Prior to becoming the Medical Director, Dr. Lelo worked as the Chief Medical Officer at AMREF Flying Doctors and at Karen Hospital in Nairobi.



### Margaret Kariuki

#### Operations Manager

Margaret Kariuki will be succeeding Stephen Ombuya as AMREF Flying Doctors' new Operations Manager. Known for her resilience and enthusiasm, she brings to the organization a longstanding experience in Flight Operations. Margaret is a licensed Flight Operations Officer, Aeronautical Information Officer and is currently pursuing project management at the University of Cape Town. She joined AMREF Flying Doctors in 2015 as a Flight Operations Officer and has grown within the organization to the role of Operations Manager, responsible for the Operations Department. She has over 10 years of experience in flight operations and aeronautical information working with different organizations in the aviation industry. Prior to joining AMREF Flying Doctors, she worked at African Inland Mission Air, Fly Emirates, Precision Air and at Dar-es-Salaam's Julius Nyerere international airport where she worked as Flight Operations and Aeronautical Officer.

### Stephen Ombuya

#### Chief Commercial Officer

Stephen Ombuya has recently been promoted to be AMREF Flying Doctors' new Chief Commercial Officer. He brings to the organization a unique combination of sales, marketing and aviation operational management experience. Stephen is a licensed Flight Operations Officer and a Certified Aviation Management professional. He joined AMREF Flying Doctors in 2012 as a Flight Operations Officer and grew within the organization to the role of Operations & Network Manager, responsible for the Operations Department as well as the international client network. He has over 10 years of experience in customer relationship management, working with different organizations in both the retail and hospitality industries. Prior to joining AMREF Flying Doctors he worked at a Corporate Branding firm in South Africa as a Marketing Merchandise Specialist.



# TALENT

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

## Medical Department



**Jared Oyayo**  
Emergency Flight Nurse

*"It's been an amazing time to be part of this wonderful team. For the five months that I have been here, I have received great mentorship and feel so much at home. I have been able to fit in my job well with the help of my mentors and colleagues, and continuing to learn each and every day as it is a different setting from what I was used to. I am looking forward to another wonderful year AFD."*



**Anne Kamontho**  
Emergency Flight Nurse

*"It is eight months now since I joined AFD. It has been a very exciting journey full of adventures and great learning experiences in diverse environments and scenarios. Best place to be!"*



**Neville Segera**  
Emergency Flight Nurse

*"It has been an amazing experience for me. Maisha evacuations tops it all. Seeing the smile on our clients after a successful Maisha evac is the most satisfying bit in working for this prestigious organization."*



**Joan Ndirangu**  
Emergency Flight Nurse

*"It has been an amazing journey so far full of learning experiences. I thank the AFD team for the support given as I settled in the new working environment."*

*"Nothing could be more satisfying than being part of a team delivering social good in the health space."*

**Gideon Nyaga**  
Sales Executive

## Sales Department



**Nicholas Kioko**  
Sales Executive

*"Thank you AFD for giving me a chance to utilize my God-given talents and skills."*



**Irene Karaba**  
Sales Executive

*"Happy to be part of the team and looking forward to the journey ahead."*



**Ann Watetu**  
Sales Executive

*"Customer service shouldn't just be a department; it should be the entire company. You are serving a customer, not a life sentence. Learn how to enjoy your work."*



**Gideon Nyaga**  
Sales Executive

*"Working at AFD is very exciting and fulfilling. There is great happiness working in a team that is inspired and focused on saving lives by ensuring that emergency medical service is provided with utmost care and professionalism."*

**Operations Department**



**Evans Mukuhya**  
Aircraft Towing Operator

*"It's a great honour to be part of AMREF Flying Doctors family as a ground operation crew. My work is to prepare medevac flights on time for emergency responses, it's a quite fascinating experience."*



**Eric Salago**  
Aircraft Towing Operator

*"Working with AMREF Flying Doctors gives me pride and satisfaction when I prepare medevac flights on a mission to save a life."*

*"In AFD we strive to instill a new style of thinking, a new culture and dedication to doing things right and learning when things go wrong."*

**Rufus Mutwol**  
Quality and Compliance Manager

**Maintenance Department**



**Rufus Mutwol**  
Quality and Compliance Manager

*"It has been an exciting experience diving into a work-environment that inspires you to realize real potential; an environment that personal and professional growth never stops; an environment of highly cohesive and collectively productive teams that motivates you to stretch your limits."*



**Irine Ojow**  
Continuing Airworthiness Officer

*"The company and its employees embrace change, accommodate new trends and technology, and incorporate new skills. I am happy to be part of this team."*

Each year we receive a growing number of enquiries from young professionals interested in furthering their career experiences with AMREF Flying Doctors. In 2019, 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.

**Interns**



**Mary Matogo**  
Sales Unit

*"Glad to get on board alongside such a wonderful and dedicated team!"*



**Daniel Mwangi**  
Sales Unit

*"...AMREF Flying Doctors is enriching with a flair for the challenging..."*



**Mercy Nkirote**  
Sales Unit

*"As a sales person, I have learnt not to celebrate closing a sale but rather celebrate opening a relationship. I am proud to be part of this great team!"*



**Victoria Mburu**  
Sales Unit

*"AFD provides a strong and positive work culture with numerous growth opportunities; I can say I am happy to be part of the AFD family"*



**Christine Kasera**  
Medical Unit

*"Amazing staff dedicated to duty. So far, good time!"*



**Patrick Warigi**  
Operations Unit

*"Professionalism is key in achieving your goals. Coupled with hard work and persistence, your vision is achieved."*

## Sharing life-changing medical experience

For doctors from different parts of the world the Volunteer Physicians Programme offers a unique opportunity to work with Africa's most recognised Air Ambulance service. This programme was launched in 1997 and during the last 23 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.



Dr. Katie Flower



Dr. Andrew Darby Smith



Dr. Pol Quintana Mathe



Dr. Ferdinand Daniel Ulbricht



*“My experience as a Volunteer Physician with AMREF Flying Doctors cemented my passion for stabilisation and transfer of critically ill patients. It also provided the opportunity to work alongside a unique and brilliant team – an experience I will never forget. I would whole heartedly recommend the programme to anyone with an interest in Transfer & Retrieval Medicine.”*

**Dr. Adam Low**  
 Volunteer Physician 2010-11  
 Currently Consultant Neuroanaesthetist,  
 University Hospital Birmingham; Consultant  
 in Pre Hospital Emergency Medicine,  
 Midland Air Ambulance Charity & West  
 Midlands Ambulance Service (MERIT)



Dr. Patel Nirav Ashokkumar



Dr. Samir Ali



Dr. Dermot McGuckin



Dr. Barnaby John Dykes



# PLANNING A VISIT TO **East Africa?**



GET YOUR 30-DAY  
**TOURIST**  
AIR AMBULANCE COVER

To subscribe contact: [sales@flydoc.org](mailto:sales@flydoc.org)

[www.flydoc.org](http://www.flydoc.org)



# The Future of Maisha is Global!

**We all spend a great deal of time and effort trying to stay safe and healthy – away from medical emergencies. But prevention does not always work and the next best way to manage should the emergency happen is to be prepared.**

As part of a wider Emergency Preparedness, AMREF Flying Doctors developed the Maisha Air Ambulance Cover scheme in 2012. The concept was to allow clients that peace of mind while going about their day-to-day activities and travels, knowing that they can call AMREF Flying Doctors for assistance should they get caught up in a medical emergency. Under the Maisha cover assistance can range from medical advice via telephone to ground or air evacuation to Nairobi.

During the eight years of its existence, the Maisha Air Ambulance Cover has helped save many lives throughout the Eastern Africa region. We have undertaken hundreds of medevac missions from places as far-flung as South Sudan to some of the best medical facilities on the continent here in Nairobi.

The Maisha Air Ambulance Cover promises a fast response to our members who are our priority, and enjoy preferential service. However, we also offer our air evacuation services to non-members, where our capacity allows.

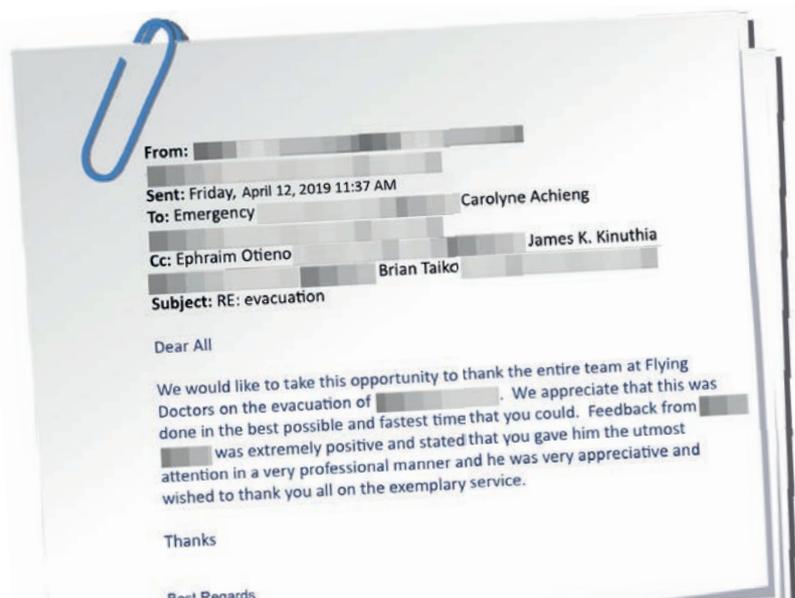
## Growing Maisha with changing customer needs

As customers' needs change, so do our products. In 2018 we developed a new Maisha Air Ambulance Cover known as "Maisha Diamond", which became the cover of choice for many in 2019. This is a groundbreaking medevac product that gives our clients not only access to our medical air evacuation services, but comes with a post-evacuation hospitalisation benefit to ensure a smooth admission and access to hospital treatment without any delay.

Additional benefits of the Maisha Diamond

product also include transfer and medical treatment in South Africa if the members' medical condition cannot be treated adequately in Kenya. With such additional/innovative products, we aim to offer a seamless service to our members, from the time of an evacuation to admission in hospital.

Our Maisha Air Ambulance Cover extends throughout the Eastern Africa region and includes Kenya, Uganda, Tanzania, Rwanda, Burundi, South Sudan and Ethiopia. Our goal is to have Maisha subscriptions available throughout the African



## OUR SERVICES

Continent. In order to achieve this AMREF Flying Doctors is reaching out to partners and other players in the Aeromedical industry, including local and international insurance companies.

### 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, but the affordable prices of Maisha have made air ambulance cover affordable to a wide clientele. The myth that once medically insured you do not need our Maisha cover is also untrue, as with Maisha the costs for an air evacuation are no longer deducted from your in-patient



benefit, it is a stand-alone cover which leaves your in-patient premium untouched. Maisha Air Ambulance Cover is for everybody.

### It Makes Sense

Our subscription rates for Maisha are very low compared to the benefits, should an emergency really happen. As an example, a subscription to Maisha Bronze covering anyone residing in Kenya, is US\$25 per year (approx. 2500Ksh). In comparison, if a person in Mombasa without a Maisha Membership was to pay for an evacuation to Nairobi, an upfront payment of about US\$10,000 would be required. The positive testimonies from our Maisha members who have been evacuated clearly demonstrate the difference this cover has made to their or their loved ones lives.

# Maisha



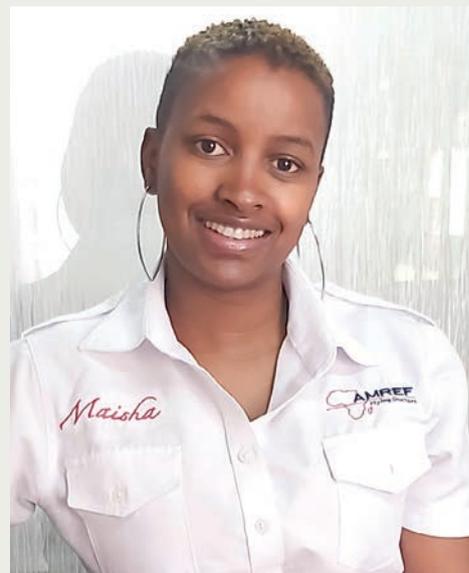
## My STORY

### **BILHAR GITHINJI** *Regional Sales Executive (Corporate)*

AMREF Flying Doctors has been a great pillar in the growth of my career by creating opportunities to present medical evacuation services to both individuals and corporate clients.

Previously I worked with Multichoice Kenya as a Branch Sales Team Leader. My reasons for joining AMREF Flying Doctors was for international exposure, career and personal growth, as well as the association with a strong brand. The impressive image of AMREF Flying Doctors in our community through its decades of help to its people has made it easier for me to create product awareness to everyone. I have gained a passion to share our

affordable air and ground evacuations schemes with many people as not only as a cover but for their own peace of mind. Maisha's major target is to make sure every East African resident does not incur huge costs to access emergency evacuation to a medical facility of their choice. With the help of the management and close team work we have seen our sales' database grow gradually with exciting new prospects in the pipeline. My best moment is when I find out that a Maisha member has been evacuated and their life saved. It feels great knowing he/she had a team of professionals on standby just for that crucial moment. The testimonials we



receive in the Maisha office for the amazing experience had by our members goes beyond appreciation and encourage all the staff greatly.

A close-up photograph showing a person's hands performing chest compressions on a medical training mannequin. The person is wearing a white and blue striped shirt. The mannequin is lying on a grey mat. The background is slightly blurred, showing other people in a training environment.

# AMREF FLYING DOCTORS TRAINING COURSES

## **COURSES OFFERED**

- 1. **First Aid course including;**
  - Health talks
  - Refresher courses
  - Tailor-made courses
- 2. **COVID-19 Preparedness Training**
- 3. **Heart Saver First Aid**
- 4. **Basic Life Support (BLS)**
- 5. **Wilderness First Responder**
- 6. **Basic Trauma Life Support (BTLS)**
- 7. **Advanced Cardiovascular Life Support (ACLS)**



# AMREF FLYING DOCTORS TRAINING COURSES



**REGISTER NOW**  
*with AMREF Flying Doctors  
for a certified course*

## HOW TO APPLY

Call: +254701147506 / +254722207350

E-mail: [training.afd@flydoc.org](mailto:training.afd@flydoc.org)

*AMREF Flying Doctors is an accredited American Heart Association training centre.*

*We are approved by National Industrial Training Authority (NITA) as a Provider of Emergency Life Support Courses.*

**[www.flydoc.org](http://www.flydoc.org)**

## Expanding training to meet increasing market demands

*AMREF Flying Doctors is the leading Emergency Life Support skills training provider in the region. The highly trained critical care team with vast experience assures quality training.*

Our training department has grown tremendously in the last year both in terms of number of training courses, number of trainers and also our training equipment. We are an American Heart Association (AHA) Centre in this region for both Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS). All our flight nurses are now involved in active training of Emergency First Aid and Basic Life Support. We have a total of 16 First Aid trainers. This means, we can comfortably run 2 courses concurrently without affecting other medical units.



### Emergency First Aid and Basic Life Support

This is a comprehensive two-day training to equip individuals with necessary skills to deal with emergencies at the workplace, at home or out in the field. Target Audience: Everyone! All company workers, Drivers, Emergency Vehicle operators, Tour Operators, Lodge Managers, Tour Guides, Domestic Workers, Airline Crews, Ground Operations for Airlines, Teachers, and Students. This training helps individuals to cope with emergencies before a medical team arrives. This course can be done at our facility or we can go to the client and offer the course in their environment. In the year 2019, we hosted a total of six First Aid Courses.



### Basic Trauma Life Support (BTLS)

This is a two-day training course, tailored for the group that has already completed the Emergency First Aid and Basic Life support: an advanced training for First Aid with a focus on trauma emergency. This is most essential for all Safari lodges and anyone working in the wilderness with minimal resources. To qualify for this, you must have done our First Aid training and performed excellently.

**Certificate is valid for two years.**

Training is done as per the medical standards of AMREF Flying Doctors.



### Basic Life Support (BLS)

This is a one-day American Heart Association training course; a must for all healthcare professionals: Doctors, Nurses, Clinical Officers, Laboratory Technicians, Pharmacists, Healthcare Assistants, Orderlies, Physiotherapists, Pre-hospital Providers. Anyone who has contact with patients. This Course gives you the basics of initial recognition and management of patients in cardiac arrest before the advanced team arrives.

# COURSES

## Basic Life Support & Advanced Cardiovascular Life Support

### Basic Life support (BLS)

Our Course is accredited and certified by the American Heart Association. Certificate is valid for two years. We also offer re-certification course.

### Advanced Cardiovascular Life Support (ACLS)

This is a two-day AHA training course recommended for all Doctors, Nurses, Clinical Officers and Paramedics. However, more important for anyone working in the emergency and critical care set-up like Casualty departments, Critical Care Department, Operating



Emergency First Aid Training at Olonana - Sanctuary Retreat in Maasai Mara.



**4** ACLS Courses held in 2019

Theatre, Pre-hospital providers and any resuscitation team member. This covers, in depth, the advanced recognition and management of cardiac Emergencies. Topics covered include, Management of Pre-cardiac Arrest Rhythms, Cardiac Arrest Rhythms, Airway Management, Electrical Therapy i.e. Defibrillation, Cardioversion and Pacing, Acute Coronary Syndrome and Stroke. Our ACLS Course is accredited and

certified by the American Heart Association.

**Certificate is valid for two years.** We also offer a re-certification course.

### Tailor-made courses

This is where we conduct specific trainings for specific groups as per their request.

**4** BLS Courses held in 2019



## My STORY

### ANTHONY KIHARA

*Aeromedical and Training Coordinator*

Over the years, AMREF Flying Doctors has been conducting Emergency Courses, including: First Aid; Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) - but at a local level. In 2019, we started on a journey of becoming an American Heart Association (AHA) Centre. This involved going through vigorous training, testing and auditing. This will certainly be a huge milestone for AMREF Flying Doctors

as the anticipated accreditation will open the ways for expanding our trainings to meet the needs of our people both within Kenya and beyond.

We will also be responsible for developing emergency courses instructors and monitoring how they are conducting their trainings. We are very hopeful for a good year ahead in training as we take-up the new challenges in improving emergency medicine in this region.

# MEDICAL ASSISTANCE SERVICES

*Our Medical Assistance Services provide a vital local link for our International Insurance & Assistance Partners*

AMREF Flying Doctors provides medical assistance services within the Eastern Africa region, including Kenya, Uganda, Tanzania, Rwanda, Burundi, Ethiopia, South Sudan, Djibouti and beyond, on a case to case basis. Medical Assistance Services are Medical and Technical support services that we provide

on behalf of our clients – mainly International Insurance and Global Assistance partners numbering over 200. The profile of these clients is as diverse as Tourists, Expatriates, Corporates, Kenyans living abroad and visiting Kenya on holiday, together with Airline staff, volunteers and students. The services are offered only to clients

who have signed a Service Provider Agreement with AMREF Flying Doctors. Category of services includes: Medical Assistance, Arranging Transport and Accommodation; Funeral Assistance and Repatriation of human remains; Financial Assistance; Investigation Services, and Medicine Dispatch.

## 1. Medical Assistance

This involves Hospital Guarantees, booking appointments for various therapies, performing medical assessments, providing medical advice and follow up of medical progress reports.

## 2. Arranging accommodation

This includes hotel accommodation for patients after their discharge from hospital, accommodation for their family members, short term accommodation in apartments or hostels for clients undergoing long periods of treatment such as physiotherapy and dialysis but don't need to be in hospital.

## 3. Transport

This can be in the form of arranging flights to include train and ferry tickets.

## 4. Funeral Assistance and Repatriation of human remains

This involves identifying a local coroner to obtain the necessary documents, make arrangements for burial or cremation and transport of the human remains to the deceased's home country.

## 5. Financial and Legal assistance

This includes cash advance, helping in retrieving lost or stolen documents or luggage, and arranging legal representation or referral.

## 6. Investigation services

Includes assessment of invoices and receipts related to the case where there is a suspected fraudulent claim. It also involves engaging an investigator where necessary.

## 7. Medicine dispatch

This service entails delivery of medicines or substitute medicines for a patient, as well as issuing of prescription if required.



## My STORY

### Jane Munyua

*Medical Assistance Manager*

The opportunity to head the Medical Assistance docket in the capacity of Medical Assistance Manager was not only a growth curve in my career given the years that I have served at AMREF Flying Doctors, but was also an indication of the Senior Leadership's confidence in my ability to lead people, and contribute to the growth of the Company through this revenue stream. Taking on this challenge has enabled me to streamline the processes of the Assistance Services initiative in regards to the day to day case management, staffing, invoicing as well as engagement with our local and regional service providers and improving on

the client experience. There has also been a definite relationship development with our International partners through platforms such as the International Assistance Group (IAG) Academies and Fora which have enabled me to market AMREF Flying Doctors' capabilities in the health assistance arena. The number of cases handled per year has also grown. Performing audit visits of our service providers ensures that we can reliably and confidently recommend them to our International Assistance and Insurance clients when they seek medical and technical services within our network. In line with the company wide strategy, my goal is to see the assistance docket meet the budget goals and surpass them. All in all, AMREF Flying Doctors should be considered the reliable solution when health assistance services within the African continent are sought after by our International partners.

# OUR SERVICES



The Rhino Charge

## 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 accompany the missions.



Every year, AMREF Flying Doctors provides standby services to sporting events. In 2019, we partnered with the following major events to provide necessary medical care.

### Kenya Polo Association tournaments

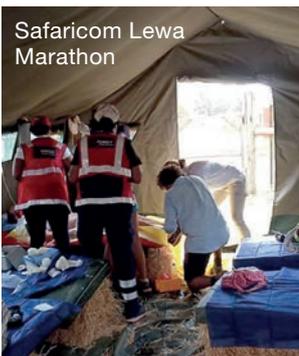
- Gilgil
- Nairobi
- Timau
- Manyatta

### Horse Association of Kenya

- Gilgil Horse Show
- Nanyuki Horse Show
- Jamhuri Horse Show

### National Events:

- Safaricom Lewa Marathon
- The Rhino Charge



Safaricom Lewa Marathon



## 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 doctors.

## 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.

# AIRCRAFT AVAILABLE



**CITATION XLS C560**

RANGE (NM): 2,100

SPEED (KNOTS): 420

CAPACITY: 2 STRETCHERS & 1 SITTING



**CITATION BRAVO C550**

RANGE (NM): 2,020

SPEED (KNOTS): 350

CAPACITY: 2 STRETCHERS & 1 SITTING

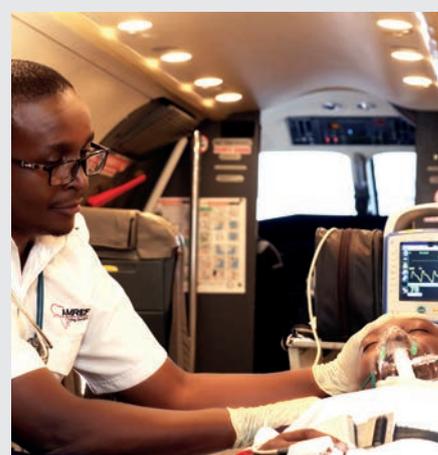


**PILATUS PC12**

RANGE (NM): 1,800

SPEED (KNOTS): 240

CAPACITY: 2 STRETCHERS & 1 SITTING





# Jet Operations

## One year on

In November 2018, AMREF Flying Doctors took delivery of the first of two fully owned air ambulance jets that the organisation had set out to acquire. The acquisition of the jets, a Cessna Citation XLS and Cessna Citation Bravo, was a bold business leap from an operation with largely leased aircraft fleet to a fully-owned fleet of dedicated air ambulance aircraft. One year down the line, the new jets have drastically enhanced AMREF Flying Doctors in-house capability for aeromedical patient repatriation to and from many destinations across the globe. Nicky Blundell-Brown set out to find out more detail from Mike Black, the Chief Operating Officer (COO). Here are the highlights:



Mike Black, Chief Operating Officer

### What prompted AMREF Flying Doctors to purchase its own jets?

Jet Air Ambulance flights make up the biggest part of our business, making us a truly international Air Ambulance operator. Using third party aircraft to carry out this part of AMREF Flying Doctors' business became limiting and eventually became a business risk because we could not control the pricing nor the operational availability of aircraft and/or aircrews.

### What were the biggest hurdles bringing the two jets online?

The challenges in creating a jet capability, capacity and supporting infrastructure included firstly sourcing and purchasing the two jets, the aircraft financing and structuring thereof. We then had to import, and get the aircraft registered, compliant and operational under Kenyan Civil Aviation regulations. Followed by employing and training jet aircrews, as well as creating a

jet maintenance capability. This involved expanding and upskilling the aviation operations capability and applying for and getting Third Country Operators to operate in Europe so that the operational control of jet operations and ensuring the Safety and Quality requirements were all in place.

### How has the acquisition of the two jets impacted your Air Ambulance capabilities?

First and foremost, the acquisition has allowed AMREF Flying Doctors' to service its extensive client base better by allowing Air Ambulance flight pricing and availability options not previously available. This has made us a truly international Air Ambulance provider. Second, we are one of the very few Air Ambulance service providers globally to offer both short (including capability to operate out of bush/unprepared strips of less than 900 metres) and long haul/international air ambulance

capability to its clients, due to of the diverse capabilities of the aircraft in its fleet.

### Can you recall a flight performed by one of the new jets that was particularly challenging or rewarding?

Air Ambulance flights are by their very nature rewarding, knowing that without the service our patients would not be able to access the quality medical care needed with sometimes fatal consequences.

We have also done a number of wing to wing flights with air ambulance partners on very long range flights, where a single operator is limited due to crew flight and duty restrictions. We have recently successfully completed two Cape Town to UK patient transfers this way.



In 2019, AMREF Flying Doctors took delivery of two Jet Air Ambulances: a Cessna Citation XLS (christened, Sir Archie) and Cessna Citation Bravo (in the image, left and far right, respectively)



## ...Captain Wainaina Ngiya

### *Safety first*

At AMREF Flying Doctors, our day shift starts at 6.30 AM if first on call on the PC12s.

If standby on the jets we don't have to be in the office but we standby at home.

The first hour is spent on getting ready.

***“No two days are ever the same at AMREF Flying Doctors. The weather and the incidents we attend are different hour by hour and day to day. Some things don't change though, so I'll give you an insight into what we do.”***

First we do a pre-flight where we check if the aircraft is airworthy and serviceable, check if the documentation is in place and the aircraft is fueled ready for takeoff. After that, we check on the current NOTAM's (notice to airmen) and weather, as well as familiarize ourselves with the current happenings around the country, as well as the region in terms of security. At any given day we have 1<sup>st</sup>, 2<sup>nd</sup> and night stand-by's. Having the 2<sup>nd</sup> and night team in place means we can respond to calls efficiently. The process is very similar, but we must factor in crew rest as it is of great importance. The crew on night duty are supposed to be well rested as they might have to fly all night.

### *Ready for take off*

Our shifts completely depend on what incidents we are tasked to attend to. We face all kinds of medical emergencies – the worst being animal attacks or accidents. It's rare that we don't go out at least once a

day. The operations and medical team will always get the details of a medical case.

***“Happiness does not come from doing easy work but from the after-glow of satisfaction that comes from achieving a difficult task that demands our best.”***

As pilots, the most important piece of information we need is where we are going as the planning is always dependent on the destination. After the confirmation, we walk out to the aircraft and follow our company's standard operating procedures to execute a mission. Within a few minutes the next crew are called in after the first crew has left for a flight!

Our dedicated Operations & Emergency Control Centre (OECC) provides state-of-the-art technology – including flight tracking systems – for our medical and aviation professionals. The teams work hand in hand 24/7 to ensure aviation safety, quality, fast response and the finest of medical care to our patients. All staff are fluent in English and local vernaculars.



Our medical store is at the heart of our evacuation missions. Always fully stocked with medication, supplies and internationally certified equipment, including Patient Transportation Chambers, Stretcher Systems and Monitors – just to name a few.



## Mwangala completes London Marathon in a feat of endurance

Mwangala Lethbridge walked the 2019 London Marathon with a prosthetic leg. She had lost her leg in a motorbike accident whilst on a trip to Zambia to



visit her family. Mwangala was flown from Zambia to Kenya by AMREF Flying Doctors, who she remains grateful to ever since. Her sister Notulu together with other race officials encouraged her through the long race that took her 10 hours and 45 minutes to complete. At the crossing of the finish line, Mwangala was awarded a medal. She had successfully raised £3,500 for the Flying Doctors that gave her a new chance in life. Mwangala decided to enter the London Marathon to raise funds to help other people needing AMREF's specialised care. "I want to contribute towards another person's evacuation," said Mwangala. "For two years after my accident I hid my leg, but it is not something I am ashamed of. I am alive because of charities like AMREF Flying Doctors. "They do amazing work which does not receive enough publicity." Mwangala is now resting at home with husband, Adam but has no plans to compete in any more marathons. "I will never do a marathon again but I do want to raise more funds for AMREF so I am thinking of other ideas." Mwangala's

husband Adam, and her father-in-law Christopher Lethbridge, have long been associated with Amref Health Africa in the UK and in East Africa.



## Airlift to Specialist Treatment

*AMREF Flying Doctors evacuates three minors following bandit attack at Furole in Marsabit*

On the afternoon of Sunday, 25th August 2019, AMREF Flying Doctors' Control Centre received an urgent distress call requesting the airlift of three critically wounded minors from Kalacha to Nairobi for specialized treatment.

The three, included two boys (16 and 14) and a girl (6), who had sustained severe gunshot wounds following a bandit attack at Furole in Marsabit district – on the border with Ethiopia. Their medical condition was dire and beyond the capacity of the local medical facility thus requiring specialist care only available in Nairobi. The three patients were therefore referred to Kenyatta National Hospital which is the largest referral hospital in East Africa. Relatives of the minors could not afford the cost of a crucial medevac to Nairobi and road transport was not an option due to their condition and the long distance to Nairobi on unpaved roads. The case was discussed with the AMREF Flying Doctors Medical team, and the decision was reached to evacuate them. Our team departed from Wilson Airport at 14h30 and touched down at Kalacha Airstrip at 18h50. At the airstrip,

there was a quick transfer of the patients' relevant medical records. The three patients were barely conscious with very weak pulses. They were stabilized and immediately loaded onto the aircraft where they were all put on life support machines. The plane was soon airborne back to Nairobi whilst the emergency crew continued to monitor the vital signs of the patients. The aircraft landed at Wilson Airport at 21h00, from where the patients were rushed to Kenyatta National Hospital in our Advanced Life Support Ground Ambulance. They were all in a critical condition when they were handed to Kenyatta National Hospital. Charitable evacuations such as these are carried out free of charge paid for by the funds raised through the Maisha membership scheme. AMREF Flying Doctors greatly appreciates all those who fundraise for us across the globe, so we can keep doing what we do best – saving lives.



This evacuation was carried out at a cost of US\$ 9,000

## AMREF Flying Doctors joins the “Say No to FGM” Campaign



Amref Health Africa “Say No to FGM” campaign is set to benefit from a new plan by AMREF Flying Doctors that will see 15% of sales generated from Maisha subscription support the anti-FGM (Female Genital Mutilation) campaign by Amref Health Africa. The new arrangement kicked off in January 2020 and will run for an initial three years

and is intended to raise up to US\$200,000 annually for the campaign which intends to end FGM by 2030. Stephen Gitau, new Chief Executive Officer for AMREF Flying Doctors made this announcement during the 2019 Client Thanks you Cocktail event: “Our mother-company, Amref Health Africa, is already making a profound impact in

the communities through the anti-FGM campaign. We want to help take it a notch higher and we also want to deliver more value to our subscription product, Maisha.” Say No to FGM #endFGMCampaign targets girls throughout Eastern Africa at risk of FGM and offers an alternative rite of passage to the communities.

### My STORY

**Silas Saitoti**  
*Emergency Flight Nurse*

“My waking up to prepare for any imaginable case has been a usual trend during my time with AMREF Flying Doctors. It has taught me to prepare for the worst case scenarios, as well as maintaining a high speculation index and at the same time hoping for the best. My most exciting and rewarding moments materialize when I derive real satisfaction from delivering medical care to clients at their weakest and needy moments in life.

Strong values such as strength, courage, discipline and being a good listener as well as a key observer have been quite key in aeromedicine. Dedication and professionalism coupled with the availability of the best medical equipment in the state-of-the art tailored Air ambulance. This enables us to offer the best to our clients and expedites their access to emergency medical care within the golden window periods.



# HIGHLIGHTS

## 12th Year of Accreditation by EURAMI

Yet another re-accreditation marks the continuing advancement of AMREF Flying Doctors

Following a successful completion of a voluntary and exhaustive audit process during June 2019, AMREF Flying Doctors attained yet another re-accreditation from EURAMI (the European Aero Medical Institute).

This is the 4th re-accreditation since the first accreditation was achieved in 2007 – marking the twelfth consecutive year of the prestigious EURAMI accreditation. The re-accreditation covers Long-Range / Intercontinental Fixed Wing and Commercial Escort Accreditation categories and endorsements on Adult Critical Care. This confirms clients can depend on AMREF Flying Doctors to provide the utmost quality services at international standards.

“On behalf of all the leadership at AMREF Flying Doctors, I would like to congratulate everyone who contributes, on a daily basis, to the provision of high-quality care through our air evacuation services. To be re-accredited by EURAMI is a wonderful independent endorsement of the quality of service we deliver,” Dr Lelo. EURAMI is a world leader in aeromedical accreditation and only recognizes air ambulance services with the very highest medical protocols and aviation records. EURAMI accreditation is just one of a number of prestigious accreditations held by AMREF Flying Doctors who have also been twice the winner of the prestigious ITIJ (The International Travel & Health Insurance Journal) Air Ambulance of the Year Award.

## MALARIA BREAKFAST

In June AMREF Flying Doctors joined hands with Response-Med, the British Chamber of Commerce, AFEX, and JW Seagon, a local insurance agent and long-time supporter of AMREF Flying Doctors, hosting a breakfast meeting for business partners and corporate clients to create awareness on the recent World Malaria Day. The event also provided a valuable opportunity for us to strengthen connections with stakeholders in the health industry.



### DIGITAL INNOVATION IN CLIENT SERVICE AWARD

During the 2019 Smart SMB Summit & Gala Awards ceremony, AMREF Flying Doctors won the Digital Innovation in Client Service Award – in recognition of the outstanding effort in deploying digital transformation strategies.

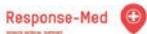


Commercial Airline Medical Escort



Adult Critical Care

# AMREF Flying Doctors Charity Evacuation Golf Tournament



The second edition of the AMREF Flying Doctors' annual Charity Evacuations Golf Tournament took place on the Friday October 22 at the Karen Golf and Country Club. Thanks to the huge turnout of golfers and sponsors the day was a great success. We were honoured to have a record 22 sponsors (double the number from 2018) and over 180 golfers (over 60% more than 2018). The Charity Evacuations programme is very dear to us. Saving lives, caring for patients, is at the heart of what we do. For decades we

have ensured that our services are also available to those in desperate but without any means to pay. This is what makes the Annual Charity Evacuations Golf Tournament such an important activity in the AMREF Flying Doctors calendar. 2020 will see us make a significant change to the tournament. We will be incorporating the Amref Health Africa, "Say No to FGM" Campaign as one of the beneficiaries. Thanks to all the sponsors and individual players who joined us in support of this noble mission and hopefully had a fun day too!

**Thank you to the players and our generous sponsors for supporting the 2019 AMREF Flying Doctors Charity Evacuation Golf tournament**



## CLIENT COCKTAIL AND DR VADERA'S FAREWELL



# *Kwaheri* to long-serving CEO Dr Bettina Vadera

AMREF Flying Doctors family recently bid farewell to Chief Executive and Medical Director, Dr Bettina Vadera who has retired after 21 years of service. The occasion, which took place together with the annual Client Thank you Cocktail on Friday 22 November 2019, brought together AMREF Flying Doctors' Customers, Partners, Friends and Staff.



Clockwise from top left: Desta Lakeuw, Mette Kinoti, AMREF Flying Doctors Board member Dr Elizabeth Wala & Kellen Kariuki; Lizz Ntonjira, Kellen Kariuki with Bettina; Bettina with Ambassador Raychelle Omamo; AMREF Flying Doctors staff presenting Dr Vadera with commemorative rug; Bettina with her family, Hanna, Jojo and husband Bilu; Incoming CEO Steve Gitau and former Chair, Clyde Thomson giving an AMREF Flying Doctors picture to Dr Vadera.

# CLIENT COCKTAIL AND DR VADERA'S FAREWELL



The Chief Guest was Ambassador Raychelle Omamo Cabinet Secretary for Defence. Gifts for Dr Vadera and her family were given by AMREF Flying Doctors staff, whilst congratulatory and appreciative speeches were made by former Board Chair, Clyde Thomson, Global CEO of parent company Amref Health Africa, Dr Githinji Gitahi, as well as the Chief Guest, Ambassador Raychelle Omamo.

Under Dr Bettina Vadera's leadership, AMREF Flying Doctors made significant growth and development of its services in and out of Eastern Africa. Mr. Stephen Gitau who takes over from Dr Vadera as the new CEO assumed office on 01 January 2020. Stephen was previously the Chief Finance & Administration officer at AMREF Flying Doctors for the last eight years.

**Clockwise from top left:** Kellen together with Bettina and Hanna Vadera; Cake Cutting with GCEO Amref Health Africa, Dr Githinji Gitahi, on the left, Bettina and her family, together with Kellen Kariuki, Ambassador Omamo and Steve Gitau; AMREF Flying Doctors staff welcoming a guest at Registration.



**Clockwise from far left:** Bilu and Bettina Vadera open the dancing; a great turn out for the occasion with customers from the tourism sector; Aero Club Java staff; Oskar von Malzan, Regional Director for KFW Kenya and Somalia, with his wife Katharina; Dr Gitahi with Dr Vadera; Bilu and his children talking with musician and artist Sam Madoka, who together with his band provided the entertainment; Mansoor Jiwani from Go Places with Nicky Blundell-Brown.



## Marketing and Promotion

During 2019 AMREF Flying Doctors Sales Department participated in a number of exhibitions in Kenya and Tanzania. The goal is to use these opportunities to raise the profile of AMREF Flying Doctors and the Maisha Air Ambulance Cover, as well as to emphasize the quality of service offered by AMREF Flying Doctors.

These exhibitions are an important platform for AMREF Flying Doctors to network, strengthen local and regional relationships and also provide an opportunity for AMREF Flying Doctors to present and discuss our Air Ambulance Services.

*Some of the exhibitions attended include;*

**Left to right: Magical Expo 2019; handing out information at Karibu / Kilifair; KIMS Members Forum; Karibu / Kilifair registration**



### KARIBU-KILIFAIR

The 2019 Karibu-Kilifair was an outstanding success. The Fair, which was at Friedkin Recreation Centre, Arusha, attracted high quality buyers and exhibitors from across Africa and beyond. From June 7th to 9th, the expo provided AMREF Flying Doctors with a platform to hold meetings and showcase our tourism products, particularly the Maisha Scheme B.

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.



Kenya Institute of management - Members Forum

### 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 as it raised the profile of the destination and the region as a whole. This Event gave a chance for AMREF Flying Doctors Sales and Marketing team a chance to meet and conduct business with the many visiting agents and and tourist operators.



## Marketing and Promotion

### In 2019 AMREF Flying Doctors was well represented at the ITIC conferences hosted by the Voyageur Group

International conferences are important platforms for AMREF Flying Doctors to strengthen its global presence and relationships. These conferences provide an opportunity for representatives from the insurance/ assistance industry worldwide, as well as air ambulance operators to network and discuss medical service standards together with quality of patient care. In 2019, AMREF Flying Doctors' senior management participated in a number of conferences, including the global International Travel and

Insurance conference (ITIC) which took place in Malta. This event prides itself with hosting over 1000 delegates. AMREF Flying Doctors had a shared exhibition with Capital Air Ambulance under the "Wing to Wing" banner. AMREF Flying Doctors' outgoing CEO, Dr Vadera, participated in panel discussions and gave presentations on all aspects of AMREF Flying Doctors' work. Other international conferences attended during this year included ITIC in UK and Hong Kong.



AMREF Flying Doctors team joined the global Travel and Health Insurance community in Hong Kong for a three-day conference and exhibition.

<b>1000+</b> attendees	<b>5</b> days	<b>70+</b> countries	<b>560+</b> organisations
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Delegates at ITIC Global in 2019





## The Golden Circle Strategy at a Glance



## Amref Health Africa Global Strategy Pillars



## Amref Hosts the 3rd Africa Health Agenda International Conference (AHAIC)

Amref Health Africa, in collaboration with the Rwandan Ministry of Health co-hosted the 3rd edition of the Africa Health Agenda International Conference (AHAIC) at the Kigali Convention Center in Kigali, Rwanda on March 5-7, 2019. The conference was opened by Dr Diane Gashumba, the Rwandan Minister for Health and Guest of Honour, following a brief video-link message from the WHO Director General for Health, Dr Tedros Adhanom Ghebreyesus. The three-day conference brought together more than 1,800 delegates, among them scientists and researchers, leaders from government, multilateral agencies, the private sector, civil society, development partners, youth, advocates for health, as well as delegates from 49 countries to discuss, debate and share the latest scientific knowledge and evidence for achieving the vision of Universal Health Coverage (UHC) in Africa. Organised around the theme ‘2030 Now: Multi-sectoral Action to Achieve Universal Health Coverage in Africa’ the conference focused on four sub-themes – Access, Quality, Financing and Accountability, with specific objectives to bring together diverse stakeholders to address how Africa can accelerate progress towards UHC, exchange scientific knowledge and best practices on how new research, innovation and political commitments can solve Africa’s health challenges and advance UHC. At the same time, the aim was to identify and discuss gaps and challenges in implementing UHC in Africa, as well as share home-grown solutions to address these challenges. The main conference was preceded by a Youth Pre-conference (March 3-4, 2019) which was attended by more than 350 young people. Several announcements were issued during



Dr Githinji Gitahi, Group CEO Amref Health Africa addresses delegates at the 3rd edition of the Africa Health Agenda International Conference (AHAIC)

the conference:

- President Paul Kagame received the UHC Presidential Champion award for his relentless political leadership and accountability to advance UHC in Rwanda, and serving as an example for the region while Ethiopia’s Minister of Health was also recognised for efforts to strengthen Primary Health Care, receiving the UHC Ministerial Champion award.
- Amref Health Africa and Results for Development launched the Strategic Purchasing Africa Resource Centre (SPARC), a new resource centre to help African countries get more value for money from health spending.
- The Women in Global Health (WGH) Africa Regional Hub was launched to drive greater gender equity in global health leadership in Africa.
- Parliamentarians from Ghana, Kenya, Rwanda, Senegal, Tanzania and Zambia launched the ‘Kigali UHC Communiqué’ committing to advance Universal Health Coverage in their countries, including by strengthening

health systems, addressing health inequities, supporting community health and ensuring universal access to immunization.

- i-PUSH, an initiative of Amref Health Africa and PharmAccess Foundation, was launched at the conference with the aim to leverage mobile technology to directly connect women to healthcare financing, quality healthcare and information empowerment.



Delegates at the Africa Health Agenda International Conference (AHAIC)

- The inaugural Excellence in Health Journalism Awards were presented by the Africa Media Network on Health, recognising health champions in the media. The award ceremony honoured outstanding merit in health reporting, and launched a new curriculum for journalist education in health.



AHAIC 2019 was convened through the generous support of GlaxoSmithKline (GSK), Swiss Agency for Development Cooperation (SDC), Takeda Pharmaceuticals, Philips, General Electric, Access Accelerated, Global Health Strategies, Elsevier, Result for Development (R4D), AMREF Flying Doctors, and the Strategic Purchasing Africa Resource Centre (SPARC) among other partners.

## A First for Amref International University



Above from left: Prof Margaret Kobia, Chairperson of the University Council, Dr Githinji Gitahi, Group CEO Amref Health Africa, Mr. Omari Issa, Chairman of the Amref International Board of Trustees, H.E Festus Mogae, AMIU Chancellor and Prof Marion Mutugi, Vice Chancellor at the Inauguration of the first Chancellor

2019 was a historic year for the Amref International University (AMIU), a pan-African university that focuses primarily on health sciences training with a commitment to progressively develop innovative programmes catering to the present and future needs of African populations. Early in the year, the University inaugurated H.E. Mr Festus Mogae, the third President of Botswana as the First Chancellor who will serve in the position for a term of five years. He will confer Degrees and award Diplomas and Certificates during graduation ceremonies among other duties. The inauguration of the chancellor positioned AMIU to hold graduations. The first graduation of the first cohort of students who

had completed their programmes in Comprehensive Reproductive Health and Registered Community Health Nursing was held in December 2019. This was the institution's first graduation ceremony after transitioning from the Amref International Training Centre (AITC) into the Amref International University (AMIU). Amref International University is an affiliate of Amref Health Africa, and had been operating as Amref International Training Centre. According to World Health Organisation (WHO), Africa has a shortfall of more than 800,000 health workers and there is an urgent need to increase the health workforce by 140% to meet the health needs of people. The University already contributes towards filling this gap.

## Bill & Melinda Gates offers \$2.55 million grant to Amref Health Africa

A big win for Amref Health Africa in 2019 was securing a grant of \$2.55 million from the Bill and Melinda Gates Foundation to support general operations. The funding was offered after an extensive review through its Partner Organization Effectiveness (PoE) process, and is meant to address the key areas identified for our organization to move from fixing mode to growth and these are:

### BILL & MELINDA GATES foundation

Culture of empowerment, Enabling One Amref, Strategy execution and External focus for partnerships and thought leadership. This funding is a first of its kind and will run for over three years.

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## Amref Health Africa Holds Golf Tournament to Raise Funds to Support Fistula Repair



Above: Chief Guest at the 2019 Fistula Challenge Tournament First Lady H.E Mrs Margaret Kenyatta receives a token of appreciation for her support towards ending female genital fistula from Amref Group CEO Dr Githinji Gitahi and Health Services Strengthening Programme Director, Dr Elizabeth Wala.

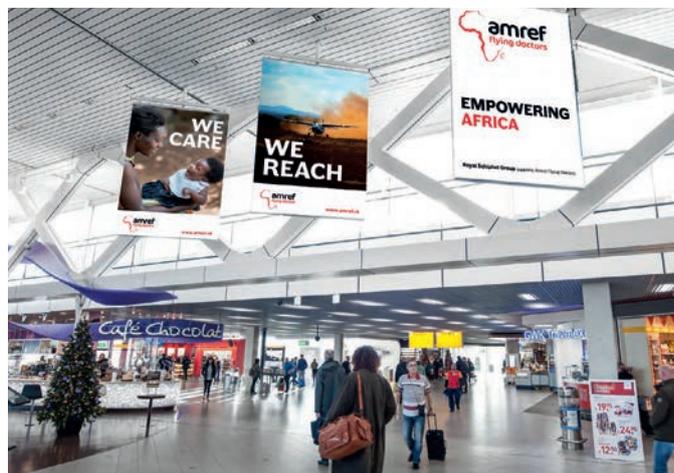
Amref Health Africa in Kenya hosted the Fistula Challenge Golf Tournament on November 29, 2019 at the Karen Country Club to raise funds to support reconstructive surgery for women living with fistula. Kenya's First Lady H.E Mrs Margaret Kenyatta, a champion for women's health through the Beyond Zero Initiative, graced the event and reaffirmed her commitment to ensuring mothers have access to antenatal care and skilled deliveries to eliminate obstetric fistula

and maternal morbidity. The event raised Kshs 1.2M that will be used to meet the cost of reconstructive surgery for women living with complications caused by obstetric fistula. "Although maternal morbidity and obstetric fistula are preventable, the two health conditions have continued to be a major challenge to women due to lack of access to proper care during delivery," noted the first lady.

## Partnership with Schiphol Airport

For the last three years Amref Flying Doctors in the Netherlands has been

working with Royal Schiphol Group - the 3rd largest airport in Europe. The airport is visited by around 70 million passengers annually. As well as the promotional campaign which has raised over \$200,000, there are around 20 collecting boxes where travellers can leave their foreign currency. Schiphol employees, partners and passengers have raised over \$900,000 in the past three years.



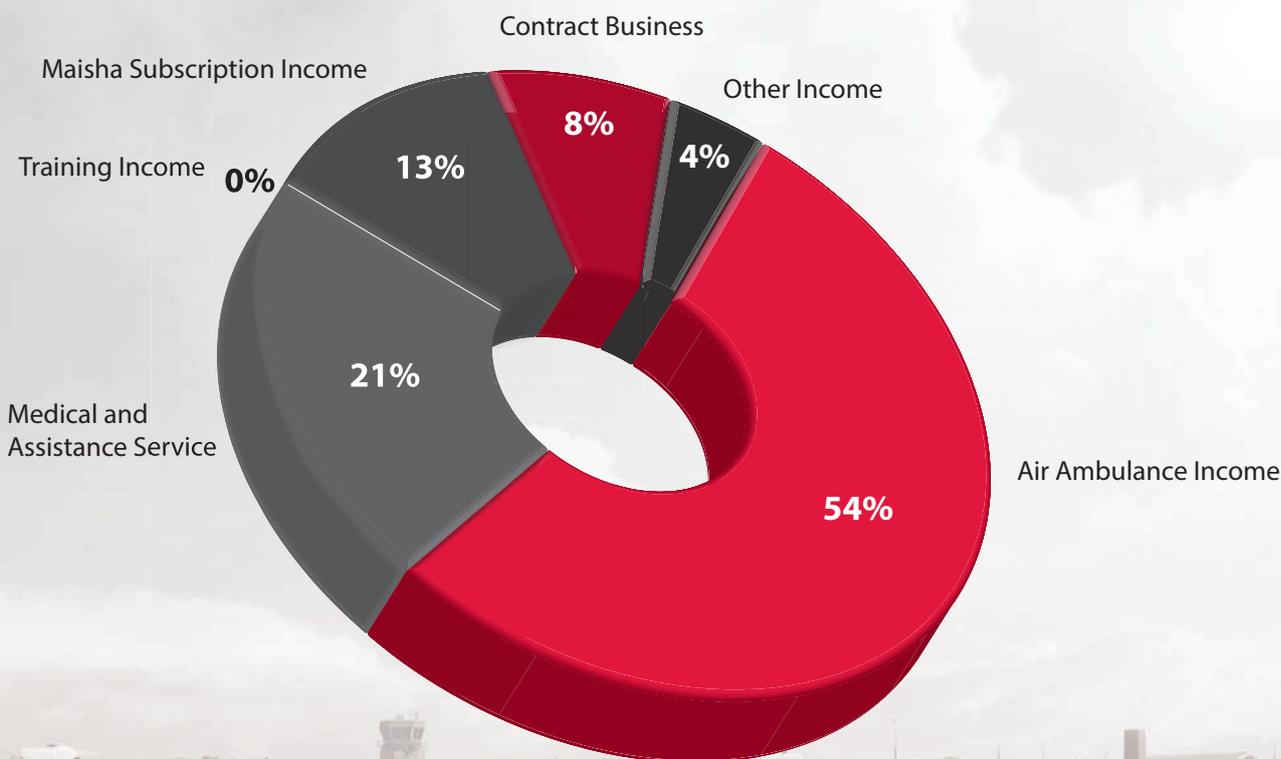
## Finance and Investments

Despite going through a challenging first half of 2019, AMREF Flying Doctors was able to generate a net surplus by the end of the year.

During 2019, the Group fully launched its jet fleet operations. However, operational challenges and additional costs were

experienced in the first half of the year leading to losses as the full overhead was in place without corresponding revenue. For instance, there was the cost of hiring and training new pilots for the jets early on in the year with the jets coming into full operations later in the year. There were also challenges on the Maisha cover income and this also

contributed to the weak performance in the year. These challenges were addressed in the second half of the year leading to a turnaround, with the second half of the year sales being higher than the first half of the year sales. The net effect of this weak performance was a very tight liquidity position for the better part of 2019.



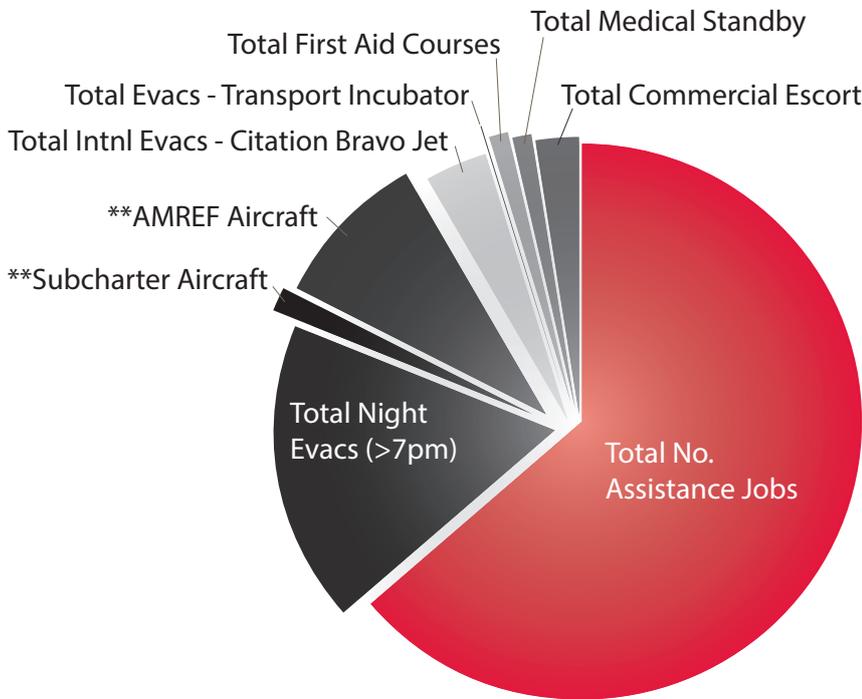
### Future prospects

With the investment in jets made in 2019 fully in place, improved future financial performance is projected. The acquisition of its own fleet makes AMREF Flying Doctors more competitive going into the future with better control of staff, operational

costs, aircraft availability and pricing. Plans are also underway to invest in an internal satellite maintenance station which will further address aircraft repair costs and availability, as well as boosting the Group's competitiveness going forward.

The 2020 - 2024 strategic plan was recently concluded and one of the focus areas of this plan is for AMREF Flying Doctors to expand into new lines of business and growth of existing lines of business even further.

## Operational Activity



## Total Patients

**9** Charity Evacs in 2019

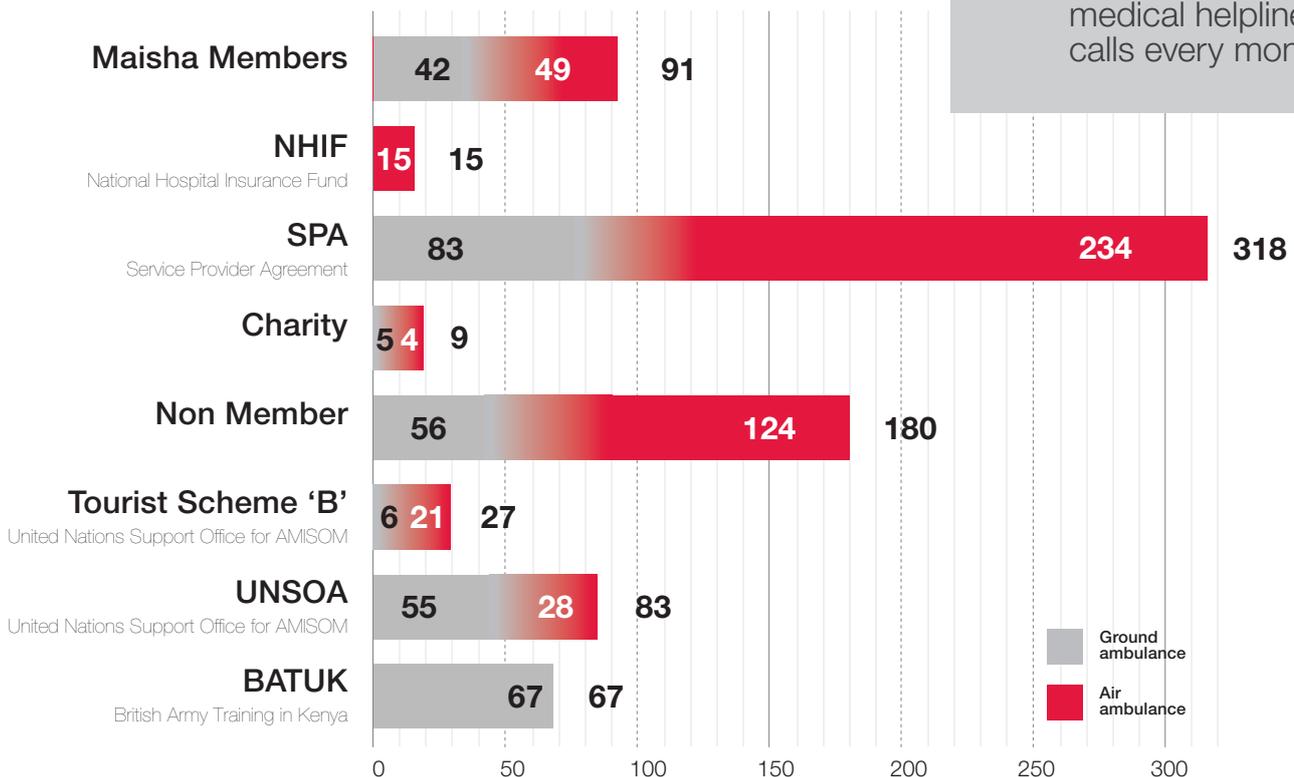
**62** years in the aeromedical transport industry

**100,000+** subscriptions from the tourism industry for short-term air ambulance cover every year

**793** total no patients  
 318 ground | 475 air

**500+** medical helpline calls every month

## Clientele Status



## Six Decades of Delivering Specialist Care

In 1957 the three founders of AMREF Flying Doctors, Sir Archie McIndoe, Sir Michael Wood and Dr. Tom Rees, all reconstructive surgeons, had been caring for patients in the remote hospitals of Kenya and Tanzania. They had seen the need for Specialist surgical care to be taken to these rural hospitals of East Africa, as they had seen patients waiting in these hospitals for months. They recognised that if they could take their expertise to these places, these patients could benefit. By setting up AMREF and its Flying Doctor Service, this Specialist Outreach project became the corner stone of the Organisation. 62 years later the original concept of taking specialist care to the needy areas still continues, although with better roads, mobile coverage and domestic air routes, the programme has changed. These pages reflect how the patients of Ethiopia, Kenya, Tanzania and Uganda still benefit from the original dream of AMREF Flying Doctors's Founders.



### Sir Archie McIndoe's grandson visits AMREF Flying Doctors

Jamie Bebb, grandson of AMREF Flying Doctors' Founding Father, Sir Archibald McIndoe, pointing out the name Sir Archie on the new AMREF Flying Doctors' jet. Jamie was visiting with Angie his wife, together with UK Director of Fundraising, Katie Greywood, and other UK Philanthropy Team members, Patrick Disney, and Charles Fitzherbert. The UK team were hosted by Dr Joseph Lelo, James Kimuri, Ephraim Kanuri and Carolyne Achieng.



### Kenya

## Restoring the Dignity of Women with Fistula

Dr Anthony Wanjala is an Obstetrician-Gynaecologist, Fistula and Head of the Department of Reproductive Health at Kapenguria Country Teaching and Referral Hospital in Western Kenya. Dr Wanjala started working with the Specialist Outreach Programme in September 2016

and has provided corrective surgery services to over 250 Fistula patients and over 300 gynaecological cases in that time.

**213** Fistula surgical repairs carried out in 2019

Dr Wanjala feels that 'The partnerships that this programme has forged with County Governments have had a positive impact on health promotion and well-being of the general population'.

### Uganda



Outreach Eye Camp, Kitgum, Northern Uganda.

## Ethiopia

Amref Health Africa in Ethiopia mobilised gynaecologists and an anaesthetist from Addis Ababa to perform the UVP (Uterine Prolapse Repair) for women suffering from this problem. Here, a patient is receiving the services of the clinical and surgical Outreach for UVP in one of the rural communities in Jinka, Southern Ethiopia.



Amref Ethiopia clinical outreach intervention – 2019

Activities	beneficiaries /participants
Patient operated on	50
Consultations made	65
International TOT essential and basic burn training for doctors & nurses	40
International advance burn training for nurses	32
Local essential basic burn training for nurses and doctors	102
Basic burn training for community workers (health extension workers)	125
Community research and survey on burn prevalence	1
Annual assessment of Key hospital burn services	4

## Tanzania

Specialists from KCMC referral hospital in Arusha, packing their medical equipment into an AMREF Flying Doctors plane before departing to different remote communities in Tanzania. These specialists will attend

patients from five different rural hospitals. The Specialist Outreach Programme continues to provide specialist healthcare services to rural and hard to reach communities as it has for the last 62 years.



### TOP 5 CONDITIONS ATTENDED TO:

Urological conditions, Cardiovascular, Diabetes, Gynaecological, ENT Consultations	432
Medical Staff trained in Ophthalmology	62
General Operations	559
Medical Staff trained by General Surgeons, Gynaecologists, specialists in Neonatal, Obstetrics, Urology, Endocrinology, Ophthalmology, ENT and Biomedical Engineers	1780

## Constance van Haeften In Memoriam

In September 2019, the former Executive Director of AMREF Flying Doctors in the Netherlands, Constance van Haeften passed away. From 1994-2004 Constance led the office's transformation from a volunteer organisation to a high successful fundraising organisation. During that time King Willem-Alexander (then Crown Prince) became Patron of the organisation in the Netherlands, and Constance organised successful visits for the Patron to revisit AMREF's work in Kenya. These followed the Crown Prince's original three-week stay with AMREF in 1989, when as well as seeing work in the field he frequently flew the AMREF Flying Doctors planes. Constance was responsible for the Government of the Netherlands' sponsorship of two Grand Caravan Cessna aircraft to AMREF Flying Doctors. After her retirement Constance was honoured by receiving the Order of Orange Nassau. She retained a close interest in AFD's work until her death.



## Tribute to Specialist Outreach Surgeon: Professor Jimmy James

In 1977 Michael Wood invited Jimmy James to work with Amref's Specialist Outreach programme to do Leprosy reconstruction and general surgery. Jimmy brought his family to Kenya where he worked until 1981. He also learnt to fly and frequently piloted himself. In 1996 Jimmy was highly involved in setting up COSECSA (College of Surgeons for East Central and Southern Africa) and became its Secretary General. He was also responsible for setting up a Burns Unit in Malawi. Jimmy retired to Scotland and died of cancer at his Scottish home in December 2019.



Remembering Jimmy James: Dr Bill Adams Ray, who followed Jimmy as Reconstructive Surgeon for the Specialist Outreach programme. "Jimmy James turned out to be a wizard of surgery. Humour,

connecting and teaching colleagues and staff, trying to explain to worried parents what is planned for their child, are all where Jimmy James excelled."



# Royal Flying Doctor Service

The words of the Revd. Dr. John Flynn, the founder of the Royal Flying Doctor Service of Australia (RFDS) to provide a 'Mantle of Safety' for pastoralists, miners, road workers, railwaymen and other settlers, of the remote Australian bush inspired Sir Michael Wood in 1957 when he was struggling to set up the Flying Doctors of East Africa (later to become AMREF Flying Doctors).

In addition to the aircraft Revd. Flynn realized early on the need to have a radio network and was responsible for the Traeger's famous pedal radio which had a transmission range of 300 miles! The RFDS radio network linking up the rural and distant hospitals, was also a feature that Sir Michael Wood recognized as vital to the success of the Flying Doctor Services.

At one time the AMREF Flying Doctors radio network was the largest in Eastern Africa. In 2019 the AMREF Flying Doctors Operations and Control Centre radio network boasts a continent wide capability.

The RFDS is now one of the largest and most comprehensive aeromedical organizations in the world, and has come a long way since its



beginning 91 years ago. In those days they had a single DH 50 Victory plane leased from Qantas on a one year trial.

In 2019 the RFDS has a fleet of 71 planes, 123 road service vehicles and 1,500 professionals provide extensive primary healthcare and 24-hour emergency services to people over an area of 7.7 million square kilometers covering the whole continent of Australia.

***RFDS travels the equivalent of 34 trips to the moon and back every year.***

RFDS recommended that AMREF Flying Doctors should procure two Pilatus aircraft. This advice has proved invaluable. AMREF Flying Doctors is grateful and proud to

have the continuing support and sharing of expertise with the RFDS, particularly through former AMREF Flying Doctors Chair, Capt. Clyde Thomson who served with the RFDS for 40 years.

It is interesting to note that H.R.H. The Prince of Wales is Patron both of the RFDS as well as the AMREF Flying Doctors support office in Amref Health Africa UK.

**The RFDS provides the finest care to over 280,000 people each year. That's one person every two minutes!**



Rio Tinto LifeFlight PV-24 jet 'Kimberley', Jandakot Base, Western Australia Images provided and owned by Royal Flying Doctor Services



**Malteser**  
...weil Nähe zählt.

In a joint and relentless effort, Malteser and AMREF Flying Doctors are constantly aiming to provide the best medical care to patients. Malteser Service Centre 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 Centre is able to bring the patient to his or her home country via air ambulance or commercial airline with a medical escort. Malteser Service Centre 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.

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



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,



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.

ATTA

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## 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 Subcommittee 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](http://www.katokenya.org)

Kenya Association of Tour Operators KATO Place (opposite Shelter Afrique Centre), 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](mailto:info@katokenya.org) Website: [www.katokenya.org](http://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](http://www.tatatz.org)

For more information, contact 11 Simeon Road, Phylipps Area P.O Box 6162 Arusha Website: [www.tatatz.org](http://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

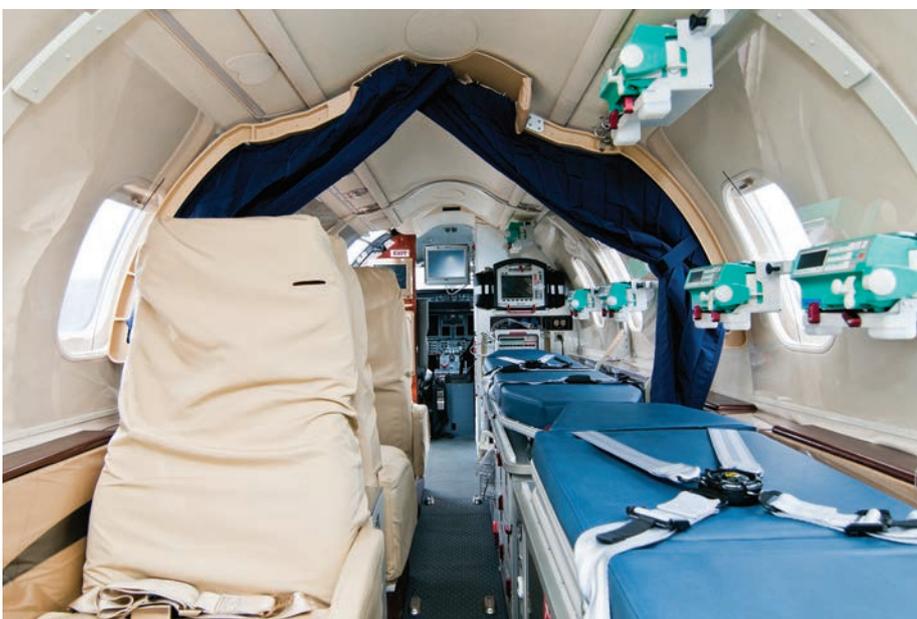
assistance companies, governments and NGOs, corporations and individuals.

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.



**Gateway**  
International EMS

*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.



# INVESTING IN THE FUTURE

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

Proud supporters of AMREF Flying Doctors



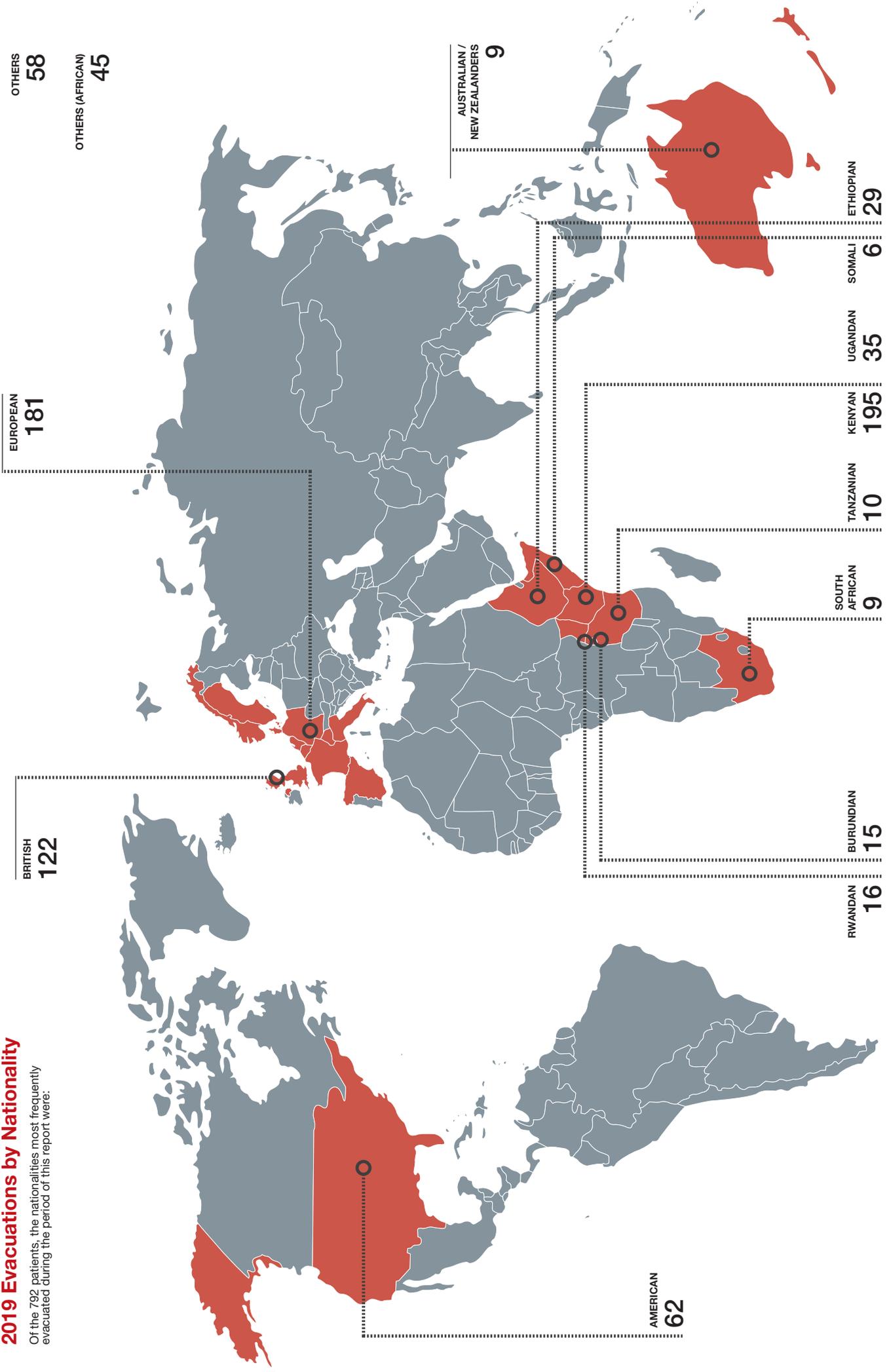
AMREF Flying Doctors would like to say a very special thank you to all our professional partners. With their help and generosity, we have been able to produce our most comprehensive annual report to date.

**A HUGE THANK YOU TO YOU ALL**



## 2019 Evacuations by Nationality

Of the 792 patients, the nationalities most frequently evacuated during the period of this report were:



# AMREF Flying Doctors 24 Hour Emergency Contact Details

## Emergency Contacts

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

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

**Fax:** +254 20 600 0665

**Email:** [Emergency@flydoc.org](mailto:Emergency@flydoc.org)

## Radio Frequencies

HF: 9116kHz LSB / 5796 kHz LSB

[amreflydoc](#)



[amref\\_flydoc](#)



[AMREFFlyingDocs](#)



[amref-flying-doctors-kenya](#)



## General Contacts

**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](mailto:info@flydoc.org)

[www.flydoc.org](http://www.flydoc.org)