



Global & African Solutions

Air Ambulance

Assistance

Maisha Plan

Training



The *Content*

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*Advocates for excellence,
humanity and unrivalled care.*

Anytime. Anywhere.



Who we are



About *us*

- Established in 1957
- Owned by Amref Health Africa
- Leaders in Lasting Health Change in Africa
- Based in Nairobi, Kenya
- Fleet located at Wilson Airport, Nairobi, Kenya



Leadership Team



**Stephen
Gitau**

Chief
Executive
Officer



**Laura Eva
Oliwa**

HR and
Administration
Manager



**Major Kefa
Kihara (RTD)**

Director of Flight
Operation



**Dr. Joseph
Lelo**

Medical
Director



**Joe
Muturi**

Chief
Finance Officer



We *are*

- Leaders in Global Aero-Medical Transports.
- A One-Stop Solution for Assistance Support in Africa.
- Offering reliable evacuation coverage for everyone traveling in Africa.
- Educating people to save lives.
- Passionate about providing lasting change to Africa's Healthcare.
- Always going above and beyond for all patients and clients.

We treat everyone like family.

Our *Values*



Passion for What We Do

Whether we are in the air or on the ground, the wellbeing of our patients, passengers and staff is our utmost priority. Passion for what we do always gets us through.



Passion for Our Customers

We are committed to our customers, ensuring they receive the best possible care with compassion and speed.



Passion for Our People

We know that when we support each other internally with passion, we get ourselves in the appropriate mental state to serve our customers with even greater care.



Get it Done! Now

We provide fast and efficient responses, even in difficult and challenging circumstances. We will always get it done.



Find a Better Way

Continued improvement is our culture. We love innovating to ensure the most fitting solutions are available to our customers at all times



*For more information on how
AMREF Flying Doctors can
bring your patients home visit*

flydoc.org/air-ambulance



**AMREF Flying Doctors'
Air Ambulance**

*Putting the Medical
in Aero-Medical.*

AMREF Flying Doctors' *Air Ambulance*

Global Leaders in Aero-Medical Transport, AMREF Flying Doctors' Air Ambulance is dedicated to the highest quality in aviation and medicine.

With a rich history and decades of experience, AMREF Flying Doctors is a trusted provider for Assistance and Insurance Companies worldwide and a trusted partner for fellow air ambulance operators.

With a diverse fleet, specialized for all types of missions, AMREF Flying Doctors is a one-stop solution for all aero-medical needs.

Mission *Statistics 2023*

1705 Air Ambulance Missions

37 Countries flown to

1705 Patients transported

63% of patients were critical



Our *Fleet*

Due to the optimized composition of aircraft types, AMREF Flying Doctors is able to perform a variety of missions.

- Short Haul Missions
- Mid Haul Missions
- Long Haul Missions
- Remote Missions
- Critical Region Missions

Citation XLS C560



Range (Nm) 2100 •

Speed (Knots) 420 •

Capacity 2 stretchers & 1 sitting •



Range (Nm) 2020 •

Speed (Knots) 350 •

Capacity 2 stretchers & 1 sitting •

Citation Bravo C 550



Pilatus PC-12



- Range (Nm) 1800 •
- Speed (Knots) 240 •
- Capacity 2 stretchers & 1 sitting •



- Range (Nm) 2500 •
- Speed (Knots) 425 •
- Capacity 2 stretchers & 3 sitting •

Citation Sovereign C680



AMREF *Our Equipment*

AMREF Flying Doctor's team is composed of a specialized team of flight physicians and nurses, each experts in their field.

State-of-the-art equipment and regular trainings assure that each patient on AMREF Flying Doctors' aircraft is not only cared for by the best professionals but always feels safe and comfortable.

AMREF Flying Doctors –
the true flying doctors.





Where we *operate*

Due to AMREF Flying Doctors' diverse fleet, we are able to operate worldwide, helping you and your patients anytime, anywhere.





*AMREF Flying Doctors' Air Ambulance
has been a trusted partner for 100+
Assistance & Insurance Companies
worldwide.*

*Your top choice for all global
Aero-Medical needs.*



What we *offer*

- Dedicated Team of Aero-Medical Specialists
- Trusted network of partners in Medicine, Aviation and Logistics
- Multilingual Staff
- 24/7 Operations Center
- Vetted Transport Partners
- Responsive and reliable communications



*For more information on how
AMREF Flying Doctors
can help you in Africa visit*

flydoc.org/assistance



AMREF Flying Doctors' Medical Assistance Services

*Putting the assist
in Assistance.*





Assistance's Trusted *On-the-ground Support in Africa*

AMREF Flying Doctors' Assistance Services are designed to support global assistance companies with all needs on the African Continent.

Local Experts with a global outlook, AMREF Flying Doctors fully understands its client's needs and acts as a one-stop solution for all cases.

Case *Statistics 2023*

2046	Assistance Cases overall
1160	Cases in Medical Assistance
840	Cases in Logistical Assistance
46	Medical Escorts performed

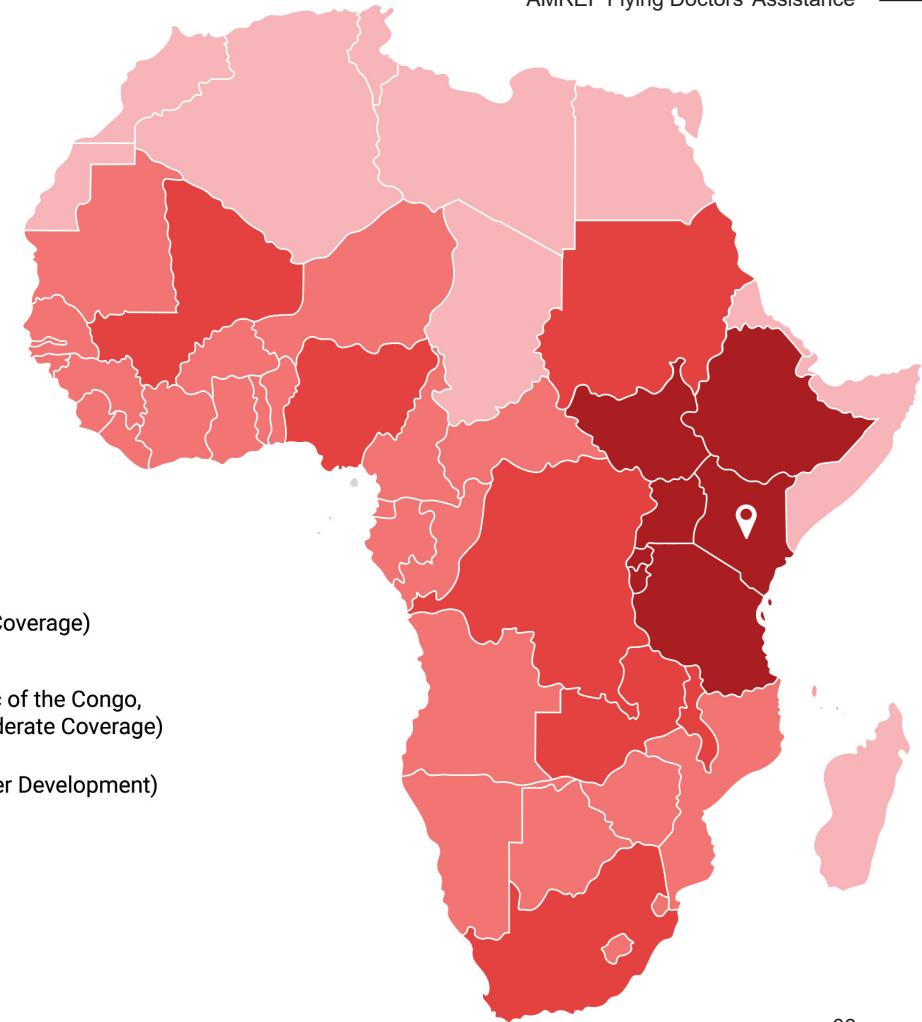
Coverage *Regions*

AMREF Flying Doctors provides Medical Assistance Services on the African Continent and is located at Wilson Airport in Nairobi, Kenya.

Assistance *Support Regions*

KEY:

- - Zone A - East Africa Countries (Strongest Coverage)
- - Zone B - Mali, Nigeria, Democratic Republic of the Congo, Malawi, Zambia South Africa (Moderate Coverage)
- - Zone C - Sub Sahara and West Africa (Under Development)
- - Zone D - North Africa (No Coverage)



AMREF Flying Doctors' *Logistical Assistance*

- Repatriation of Human Remains
- Funeral and Cremation Assistance
- Flight Ticket Booking
- Hotel Bookings
- Cash Advance
- Legal Referrals
- Fraud Investigation
- Translation Services



AMREF Flying Doctors' *Medical Assistance*

- GOP and payment solutions
- Organization of outpatient appointments
- House Calls
- Monitoring of In-Patient care in case of admission
- Ground Ambulance Transports
- Commercial Airline Medical Escort
- Cost Containment
- Telemedicine

AMREF Flying Doctors' *Medical Escorts*

As an alternative to air ambulance transports, AMREF Flying Doctors' Assistance Division can arrange Medical Escorts Worldwide.

Services include:

- Bed to Bed Transports
- Booking of Business Class or Stretcher Flights
- Medical Clearance
- Organization of Ground Transportation

Transported on Commercial Flights, AMREF Flying Doctors offers impeccable care for non-critical patients on all major airlines. Fast, reliable and cost effective – with the AMREF Flying Doctors' Human Touch.



What we *offer*

- Dedicated Team of Assistance Specialists
- Trusted network of partners in Medicine and Logistics
- Multilingual Staff
- 24/7 Operations Centre
- Vetted Transport Partners
- Responsive and reliable communications



AMREF Flying Doctors' Medical Assistance has been a trusted partner for 100+ Assistance & Insurance Companies worldwide.

Africa's on-the-ground support for all Assistance needs.



*For more information on how
AMREF Flying Doctors can
bring your patients home visit*

flydoc.org/maisha-plan



AMREF Flying Doctors' Maisha Medical Evacuation Plan

*Putting you at ease,
wherever you go.*

AMREF Flying Doctors' *Maisha Plan*

High Quality and Affordable Care.

The Maisha coverage is aimed at providing coverage for air and ground transportation for Individuals, Groups or Corporates in the Eastern African Region.

Tailored to all needs, the Maisha Medical Evacuation Plans offer the perfect solution for all requirements, so you and your loved ones can feel safe and taken care off, wherever your trip takes you within the East African Region.

Maisha Plan *Statistics 2023*

76.433+ Maisha Plans sold

18.315+ Travellers supported

8 covered Countries within Africa

Maisha's *benefits*

A wide range of benefits ensure that our subscribers have peace of mind, AMREF Flying Doctors' Maisha Medical Evacuation Plans include:

- Access to our 24-hour Medical Helpline anytime from anywhere for medical advice
- Unlimited evacuation flights per year for medical emergencies
- Unlimited ground ambulance transfers within Kenya
- Direct contact to AMREF Flying Doctors' and the medical professionals – no third party



The Maisha Diamond *Plan*

- Top-notch Annual Cover for Individuals, Groups or Corporates
- Post-Evacuation Benefits for in-patient stays in Nairobi or South-Africa
- Return on Commercial Flight in case of a hospitalization in South Africa
- Repatriation of mortal remains
- Annual Plan with 12 month coverage

Going above and beyond
– the MAISHA Diamond Plan

The Maisha Plan Options



Maisha Bronze

Ksh 3100

Per Person Per Year



Kenya
(Air and Ground Evacuation)



Maisha Silver

USD 56

Per Person Per Year



Kenya, Tanzania



Maisha Gold

USD 66

Per Person Per Year



Kenya, Tanzania, Uganda,
Rwanda



Maisha Platinum

USD 120

Per Person Per Year



Kenya, Tanzania, Uganda,
Rwanda, Burundi,
South Sudan, Ethiopia

Maisha Diamond

This is an enhanced Maisha annual cover for individual, group and corporate subscribers with an inpatient benefit post-evacuation in Nairobi or South Africa (if the required specialised treatment is not available in Nairobi).

USD 255

Per Person Per Year



Kenya, Tanzania, Uganda, Rwanda,
Burundi, South Sudan, Ethiopia



*Trusted partner for thousands of
travellers from, within East Africa.*

*AMREF Flying Doctors' Maisha Plan –
the best solution for every traveller.*

Maisha Traveler's *Plans*

Maisha Bronze

USD 10

Period: 15 Days



Kenya
(Air and Ground Evacuation)

Maisha Silver

USD 24

Period: 30 Days



Kenya, Tanzania, Zanzibar

Maisha Gold

USD 32

Period: 30 Days



Kenya, Tanzania, Uganda,
Rwanda

Maisha Platinum

USD 80

Period: 30 Days



Kenya, Tanzania, Uganda,
Rwanda, Burundi,
South Sudan, Ethiopia



*For more information on how
AMREF Flying Doctors can
bring your patients home visit*

flydoc.org/training



AMREF Flying Doctors' Emergency Life Support Training

*Putting you up
for any challenge.*





AMREF Flying Doctors' *Training Solutions*

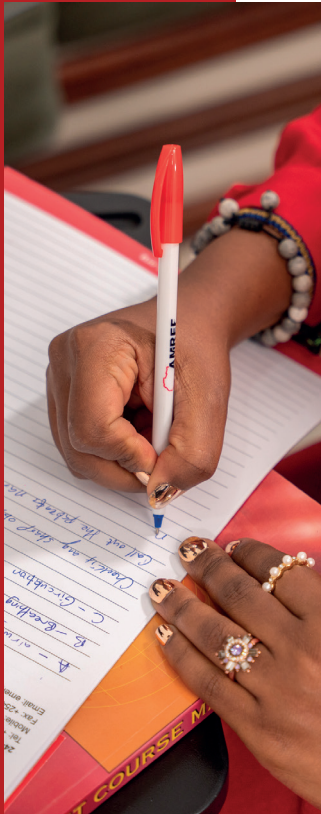
State-of-the-art trainings solutions for local professionals.

We are:

- Registered by the Kenya Medical Practitioners & Dentis Board (KMPDB)
- Registered by the National Industrial Training Authority as a government recognized training provider organization
- Certified by the American Heart Association (AHA)

We offer:

- Basic Life Support (BLS) Training
- Advanced Life Support (ALS) Training
- Emergency First Aid and Life Support Training
- Basic Trauma Life Support (BTLS) Training
- Wilderness First Responder Training



AMREF Flying Doctors' *Training Statistics*

- 680+** Trainings conducted
- 350+** Heart Saver First Aid courses performed
- 250+** BLS courses taught
- 80+** ACLS courses held

Passionate about learning and teaching,
AMREF Flying Doctors' is the go-to-
solution for all regional training needs.

*Trusted partner for hundreds of people
advancing their skills in the healthcare
and first aid field.*

*The perfect solution for everyone
striving to do more.*



Customized *Training*

Regardless of what you need, we will create
a tailored training solution for you and your team.

- Regional.
- Practical.
- State-of-the-art.



*Find out more about
AMREF Flying Doctors
by visiting our website
via www.flydoc.org.*



Why AMREF Flying Doctors?

*One Stop Solution for
all your needs*

*Regional Experts with
Global Experience*

Multilingual Team

*Global Leaders in
Aero-Medical Missions*

*Trusted Partner for
African Assistance
Solutions*

*Proven Quality and
Recognition worldwide*



Why AMREF Flying Doctors

EURAMI Accreditation

Fully audited by the renowned European Aero-Medical Institute (EURAMI), AMREF Flying Doctors is accredited in Fixed Wing and Commerical Airline Medical Escort Services.

Accreditations:

- Long-Range / Intercontinental Fixed Wing Air Ambulance
- Commercial Airline Medical Escort

Medical Endorsement

Adult Critical Care



IAG

AMREF is a member of the International Assistance Group Network since 2013.

A reliable key player and go-to solution in Africa, AMREF Flying Doctors supports IAGs members with all their assistance and aero-medical needs. Always only one call away.



AHA

AMREF Flying Doctors is a certified American Heart Association (AHA) Training Centre.

This allows for AMREF Flying Doctors to provide the highest level of education and quality in all training solutions alongside the latest technology.





Internationally Recognized

A serial winner and finalist of the prestigious ITIJ Award for the Air Ambulance Provider of the Year AMREF Flying Doctors, has been voted for by its valued clients and partners, demonstrating trusted excellence and recognition in the field of aero-medical transports.

A benchmark for excellence, only given to outstanding companies in the global healthcare community.

„For more than six decades, AMREF Flying Doctors has been helping thousands of patients – either on the Ground or in the Air.

A reliable Provider for more than 100 Clients all over the World, AFD continues to be the one-stop-solution for all cases in Africa. With our dedicated team we always strive to provide the best care to our patients.

From Africa to the rest of the world.“

Stephen Gitau, CEO

*Local Assistance Support.
Global Air Ambulance Reach.
Experts in the Air & on the Ground.*



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