



AMREF Flying Doctors'

FACT SHEET

A CLINICAL AND OPERATIONAL GOVERNANCE OVERVIEW



There for you; we safely go where no one else goes, since 1957

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A CLINICAL AND OPERATIONAL GOVERNANCE OVERVIEW

1. About Us

AMREF Flying Doctors (AFD) is Africa's leading and longest-serving air ambulance provider, delivering rapid medical evacuation services across Africa and globally.

Founded in 1957, AFD is a wholly owned subsidiary of **Amref Health Africa**, the largest Africa-based international health development organisation.

Surplus generated by AMREF Flying Doctors supports Amref Health Africa's humanitarian work and contributes to achieving its mission of lasting health change in Africa.

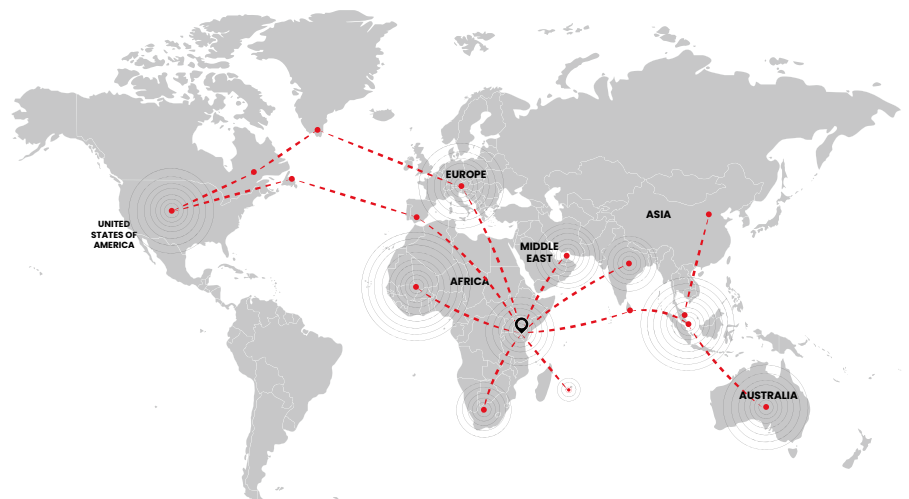
AMREF Flying Doctors today:

- Over 1,000 patient transfers annually (local, regional and international)
- Trusted by UN agencies, EU institutions, multinational corporations, diplomatic missions, Government of Kenya (Including disciplined forces and civil service), local and international insurance companies, hospitals and tour companies and travel agencies, medical institutions, families and individuals, among others
- A governance-led aero-medical model built on accreditation, oversight and institutional continuity.
- In exceptional circumstances, AMREF Flying Doctors undertakes charity air and ground ambulance evacuations at no cost for patients who are unable to afford the service.

2. Operational Scale & Reach

- Primary operations across Africa
- International evacuations to:
 - Europe
 - Asia
 - Middle East
 - Far East
 - USA and other global destinations

Medical Evacuation Routes			
Range			
Operation Base Wilson Airport, Nairobi, Kenya			
AMSTERDAM	CARDIFF	EUROPE	STUTTGART
ATHENS	COPENHAGEN	INNSBRUCK	HERAKLION
BARCELONA	DUBLIN	ISTANBUL	MADRID
BERLIN	EDINBURGH	LEEDS	MILAN
BERNE	EINDHOVEN	LEIPZIG	MUNICH
			NANTES
			NURNBERG
			VENICE
WEST AFRICA		SOUTHERN AFRICA	
ABIDJAN	LAGOS	ANTANANARIVO	SEYCHELLES
ABUJA	N'JAMENA	BEIRA	WINDHOEK
BAMAKO	YAOUNDE	BULAWAYO	
BRAZAVILLE		CAPE TOWN	
CONAKRY		HARARE	
MIDDLE EAST AND ASIA			
ABU DHABI	BEIJING	TEHRAN	
AHMEDABAD	TOKYO	TELAVIV	
BEIRUT	KUWAIT		
CHENNAI	LAHORE		
DELHI	MUMBAI		



WILSON AIRPORT P.O BOX 18617 – 00500 NAIROBI, KENYA



3. Governance-Led Positioning

AMREF Flying Doctors operates a governance-led, medically controlled aero-medical model built on accredited standards, direct operational oversight and over six decades of institutional experience.

Clients evaluating aero-medical service providers are encouraged to assess clinical qualifications, governance oversight, aircraft and ground ambulance control, accreditation status, insurance structures and audit transparency.

4. Clinical Governance & Medical Expertise

AMREF Flying Doctors operates under a structured clinical governance framework that ensures accountability and quality oversight.

Doctors' Qualifications include:

- Experienced and specialised doctors with background in critical care, anaesthesia and emergency medicine and with super-specialised neonatal transport teams

Nurses Qualifications include:

- Licensed Critical Care Nurses
- 3-year Diploma in Nursing
- 18-month Higher Diploma in Critical Care
- Minimum 5 years ICU hospital experience
- Retrieval medicine training and field deployment expertise
- Continuous professional training in medical evacuation protocols
- UK-certified in Critical Aero-medical Transport

Clinical oversight includes:

- 24/7 specialist medical doctor support
- Advanced Life Support capability
- Regulated scope of independent advanced clinical practice
- Comprehensive professional indemnity and insurance coverage

5. Operational Control & Asset Model

AMREF Flying Doctors operates a directly controlled aero-medical system, ensuring full oversight of both clinical and aviation operations.

Core capabilities include:

- A fleet of 6 dedicated, fully equipped air ambulance aircraft
- Medically configured aircraft maintained under AFD standards
- ICU-standard medical equipment onboard
- Access to additional fixed-wing aircraft and helicopters as required



- Four Advanced Life Support ground ambulances, fully equipped and staffed for rapid response
- A robust network of vetted third-party providers, enabling additional aircraft and road ambulance support to ensure seamless operations and extended reach
- Intensive driver training including defensive driving and endorsed patient transport licensing
- 24/7 specialist medical doctor support

Aviation Operations staff and flight crew:

AMREF Flying Doctors' aviation teams meet the highest international aviation standards and bring extensive experience in both regional and long-haul medical evacuation operations.

Key strengths include:

- Highly qualified staff meeting the highest aviation standards
- Ongoing professional development with training at renowned international institutions
- Expertise in remote and bush airstrip operations
- Proven capability in complex international medevac missions, adhering to the highest safety and service standards

AMREF Flying Doctors prioritises deployment of its own trained staff and assets, supported where necessary by carefully vetted providers under direct oversight. Clients engage directly with the service provider, not through intermediary brokerage structures.

6. Emergency Coordination & Response

AMREF Flying Doctors operates a 24/7 Operations and Emergency Control Centre (OECC) based at Wilson Airport, Nairobi.

The centre provides:

- Medically led coordination of all evacuation missions
- Integrated air and ground response oversight
- Structured case management and real-time clinical supervision
- Dedicated emergency response hotlines

7. Accreditations, Compliance & Quality Assurance

a. Accreditations & Certifications:

- EURAMI accredited for over 19 years (first in Africa)
- Certified American Heart Association Training Centre
- Member of the International Assistance Group (IAG) Network



- Two-time recipient of the International Travel & Health Insurance Journal (ITIJ) Air Ambulance Provider of the Year Award (2011, 2014), reflecting our clinical and operational excellence.
- Recipient of the International Travel & Health Insurance Journal (ITIJ) Marketing Campaign of the Year Award (2022, 2024), recognising our brand leadership and strategic communications.

b. Regulatory Compliance:

- Kenya Civil Aviation Authority (KCAA)
- European Union Aviation Safety Agency (EASA)
- Tanzania Civil Aviation Authority (TCAA)
- Kenya Revenue Authority (KRA)
- Social Health Authority (SHA)
- Directorate of Occupational Safety & Health Services (DOSHS)

c. Audited by Trusted Global Institutions:

- United Nations
- World Food Programme (WFP)
- British Army Training Unit in Kenya (BATUK)
- International SOS / SGS
- TotalEnergies
- Clients are welcome to conduct independent audits of staff, equipment and operational readiness

8. Safety, Quality and Continuous Improvement

- Strict aviation and medical safety protocols
- Continuous investment in aircraft, medical equipment, and staff training
- Compliance with international aviation and medical standards
- Ongoing quality assurance and audit processes

9. Scope of Services

AMREF Flying Doctors provides a comprehensive range of aero-medical and aviation services, including:

- a. Emergency & Medical Transport
 - Domestic and international air ambulance evacuations
 - Ground ambulance services
- b. Medical Assistance Services
 - Medical solutions
 - Logistical solutions
 - Medical Escort
 - Corporate and institutional standby medical coverage



- c. Membership-Based Medical Evacuation Programmes (Maisha)
- d. Training & Support
- e. Clinical training and emergency response programmes
- f. Aviation Services
 - Charter flight services
 - Aircraft maintenance

10. What Sets us Apart

- Strong leadership and corporate governance
- Integrated Care Model: air, ground, and medical assistance under one system
- Global Reach
- 24/7 Rapid Response Capability
- Highly Skilled Aviation and Medical Teams trained for complex evacuations
- Mission-Driven Organisation: Surplus supports healthcare access across Africa
- Trusted Partner within the global assistance and insurance ecosystem

Explore more
www.flydoc.org

or scan



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