



## **How do you choose a commercial airline medical transport service?**

How do you select a reputable provider and the correct type of service to meet you or your family member's needs? You may be faced with a devastating set of circumstances and need to move quickly and with confidence. Do you need an air ambulance or can the patient be transported on a commercial aircraft for a fraction of the cost? As this may be a decision you only make once in your life, you need to be fully informed and ask the correct questions.

We at Flying Nurses International would, of course, like you to use our service. We do, however, understand that you may elect to use another provider. Our priority is that you, as a prospective client, make a choice based upon sufficient information. We have provided you with some of the pertinent questions you should ask a provider. Please also view our website for greater detail.

<b>With regard to Safety:</b>	
Does the service have dedicated long term staff with a 100% safety record? Can they offer you references that have a ten year history with their company?	At FNI, we have organized commercial airline transports for over 20 years. We have transported over 7500 patients to over 90 countries and 6 continents with a 100% safety record. We can confidently state that we are a leader in the industry.
Is the flight staff all licensed ICU/ER RN's and currently practicing in their field?	The team at FNI consists of a 100% U.S. trained RN's. Each nurse has a critical care or an emergency medicine background and is required to be actively practicing in their field.
Medical escort and Air Ambulance are different services. What is their specialty?	The program at FNI is dedicated exclusively to commercial airline transports. We do not offer air ambulance service. Commercial airline regulations are ever changing. We have expertise in this field.
Does the organization have "standards of care" for their personnel for commercial air transport? If using multi-licensed personnel how are the standards uniform with different scopes of practice for licensure and training from different countries? (RN, N-aide, Paramedic, EMT, Resp Therapist, MD)	FNI utilizes only US trained registered nurses. Our flight nurses follow the guidelines within their state scope of practice for licensure and are consistent with every commercial air transport per FNI "standards of care".
What is their professional liability coverage?	FNI carries professional liability insurance on every flight nurse. Our nurses practice under the direction of an MD.
Are standard MD orders used for every patient?	FNI has a policy in place to obtain specific MD orders from the discharging physician to meet the patient's unique needs for their commercial air flight.
Have the RN's been trained in flight physiology specifically designed for commercial airlines?	FNI provides our RNs with flight physiology training specific to the needs of commercial air transport and to the medical needs of our patients.

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<b>With regard to Value:</b>	
Is there eligibility screening by an RN, for unique airline requirements, on the initial call?	With FNI, you will speak with an RN from your first phone call to your last. One of our flight coordinators will take your initial call and provide you with a set of questions to determine eligibility.
What advance patient preparation is offered to assist health care team and family members?	FNI flight RN coordinators have established relationships with most of the major air carriers to facilitate medical clearance. We guide the health care team to safely prepare the patient for acceptance to fly on commercial airline.
Are you assigned a personal RN/ flight coordinator 24/7 to manage all details from bed to bed?	From your first phone call with FNI, you will speak with a flight RN coordinator who will make all travel arrangements bed to bed and be available to you 24/7. We can be ready to travel in 48-72 hrs.
<b>With regard to Cost:</b>	
Is there in-house travel agent assistance available to make sudden changes and manage costs?	FNI has a travel department that is available 24/7/365.
Does the service utilize a contracted and insured ground transportation service for cost control?	FNI has extensive contacts with domestic transportation services as well as global contacts.

NOTES:

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