

Passenger Information on special travel needs

Kenya Airways offers a full range of services for our passengers who require special medical assistance on ground or on board. Please read the information below and contact us if you need any of the services outlined here.

Reservation requirement

Our recommendation is that you make your travel plans early to enable us give you the best service. You are required to declare any medical condition you could be having, at the time of booking your ticket or at least 24 hours before departure. This is because some conditions are aggravated by flying and in order to make your flight comfortable and for us to prepare to handle any complications that may occur during the flight, you need clearance from the KQ Medical team.

Medical clearance

Medical clearance is required to assess your fitness to fly if you have a medical condition. A medical information form (**MEDIF**) should be filled by your doctor or the Kenya Airways appointed doctor. It must be signed by you (or your guardian) and your doctor.

You are required to have the form filled if:

1. You had recent illness, injury, surgery or hospitalization.
2. You need special services such as
 - Oxygen supply
 - stretcher
 - medical escort/in-flight medical treatment and/or
 - carriage of medical equipment
3. You are travelling on a medical visa
 - You can obtain this form from your sales agent, booking office or download it before booking the ticket and have your Doctor fill it.

The medical information is handled confidentially. Once completed, the MEDIF must be scanned and sent to the KQ medical team within 24 hours on Doctors.KQ@kenya-airways.com The KQ medical team can also be reached through telephone numbers: +254 738 210065; +254 (20) 6423677/78; +254 (20) 3274747. After receiving the duly filled and signed **MEDIF**, the KQ medical team will either grant or deny clearance depending on the passenger's clinical status. If granted clearance, the team will issue you with a Passenger Medical Clearance certificate.

4. You are travelling back after seeking treatment in another destination.

If you traveled out due to seeking treatment in another destination, you will require to have another MEDIF filled for your return journey. The process above needs to be followed.

NB:

1. We must be notified immediately of any change in your medical condition prior to travel.
2. If you have a connecting flight with another airline, ensure that you have obtained clearance with them as well prior to your flight.
3. Kenya Airways reserves the right to deny clearance to any passenger who may not meet fitness to fly criteria.

Frequent Travelers Medical card

In order to make traveling easier for passengers with **disability, stable medical condition** or **special needs**, we offer the frequent travelers medical card (**FREMEC**). This card helps you to avoid the hassle of obtaining medical clearance for each journey, and automatically determines your special requirements. This form expires after some time and you will be advised at the time of issue.

Oxygen provision

KQ medical division provides oxygen for travelers who require in-flight supplementary oxygen at a cost. The amount provided depends on the need of the individual traveler. **All passengers requiring supplementary oxygen on board must be accompanied by a medical escort.**

Passengers can fly with their own concentrator but must notify the airline in advance to obtain clearance. A passenger owned Continuous Positive Airway Pressure (CPAP) machine is permitted. It must be battery operated and clearance must be obtained. The following are Portable Oxygen Concentrators (POCs) acceptable by KQ:

1. The AirSep FreeStyle,
2. AirSep LifeStyle,
3. Delphi RS-00400,
4. DeVilbiss Healthcare iGo,
5. Inogen One,
6. Inogen One G2,
7. International Biophysics LifeChoice,
8. Invacare XPO2,
9. Invacare Solo2,
10. Oxlife Independence Oxygen Concentrator,
11. Respironics EverGo,
12. SeQual Eclipse Portable Oxygen Concentrator.

These medical device units should:

1. Not contain hazardous materials

2. Be in good working order and well serviced
3. Be easy for the user to operate under a doctor's care.

To use your concentrator on board, let your attending physician provide the following information:

1. Brand model and type of concentrator,
2. The Doctor's report indicating medical need for using oxygen on board and ability of the user to understand the operations of the POC
3. Maximum oxygen flow rate corresponding to cabin pressure. Use of a POC on board a pressurized cabin requires double the amount of oxygen needed on the ground
4. The amount of oxygen required for the full flight. You and your Doctor are required to bring with you enough oxygen for the duration of the flight considering unforeseen delays

Stretcher cases

All passengers traveling on a stretcher **MUST** be accompanied by a medical escort. They are required to seek medical clearance at least 48 hours before their intended flight.

Wheelchair Services

Disabled person or person with reduced mobility means any person whose mobility when using transport is reduced due to:

1. Any physical disability (sensory or locomotor, permanent or temporary),
2. Intellectual disability or impairment, or any other cause of disability,
3. Age, and
4. Any situation that requires special attention not normally made available to all passengers.

Passengers with reduced mobility may travel alone or accompanied. They may travel alone if they are considered to be self-sufficient/self-supporting.

Passengers requiring the use of wheelchairs and other mobility aids like lifting aids are advised to make their travel plans in advance and inform the airline at the time of ticket reservation. They shall then be easily identified by special remarks in the Passenger Name Request (PNR): for example,

“Passenger needing a wheelchair (WCH R, S or C),

Passenger needing medical leg rest (EXST)”

For these passengers, KQ arranges wheelchair transport from check-in to the boarding gates and to the aircraft; and from the aircraft to the arrivals hall at your destination.

Travelling with your wheelchair is acceptable but it will be checked in as luggage.

People living with disability do not require medical clearance but they need to inform our sales team or agents at the time of reservation.

KQ Crew are not able to provide an individual with special assistance throughout the flight. Should you require such assistance, you will need to travel with a companion

Ambulance services

KQ offers ambulance services from the airport to the hospitals within Nairobi and vice versa, at a cost.

Travelling with Medication

You are advised to keep the medication you will require during the flight in your hand luggage, and have a medical letter at hand outlining your condition and medication. You may be required to show it to the officials at the airports.

All excess medicines and liquids are to be carried in your checked in baggage.

All prescription medicine, syringes and needles used by diabetics must be sealed and properly labeled

The number of syringes and needles you carry must be limited to the amount you require for the flight.

Inform our cabin crew should you need to dispose of needles, lancets, syringes or empty insulin cartridges while on board. Do not leave the items in the toilets or seat pockets.

Expectant mothers

Single pregnancy uncomplicated

A clearance certificate from a Kenya Airways doctor is needed after 28 weeks.

Passengers will not be accepted after 36 weeks.

Multiple pregnancy uncomplicated

A clearance certificate from a Kenya Airways doctor is needed after 28 weeks.

Passengers will not be accepted after 32 weeks.

Any complicated pregnancy

A clearance certificate from a Kenya Airways doctor is required for all complicated cases.

NB:

1. All pregnant women beyond 28 weeks of gestation must provide a letter from their Gynecologist/GP or Midwife stating:

- The gestation of the pregnancy in weeks,
- Whether it's a single, multiple or high risk pregnancy,
- Any associated complications and
- Other relevant information.

Note that your Doctor's letter will not serve as a clearance certificate but will guide KQ medical team in determining your fitness to fly.

2. Note that you will be required to seek medical clearance from our medical team for your return journey if you experience any medical complications during your travel.
3. Your return journey must be within the 36 or 32 weeks limit, otherwise you will not be accepted
4. We recommend that you ensure your health / travel insurance cover includes pregnancy-related problems while travelling abroad.

Colostomy bags

Travelers dependent on colostomy bags must ensure that they change to an empty one at the start of the journey. You are responsible for carrying enough bags for the trip, and their disposal in a responsible manner upon arrival at your destination

Nut and other allergies

If you have any allergy, you are required to bring it to the attention of our reservations team at the time of booking.

Note that KQ cabin crew can only provide first aid and are not authorized to administer injections or other medication.

For more information, please contact:

Kenya Airways Medical Centre

Tel: +254 738 210065; +254 (20) 3273677/78; +254 (20) 3274747

E mail: Doctors.KQ@kenya-airways.com