

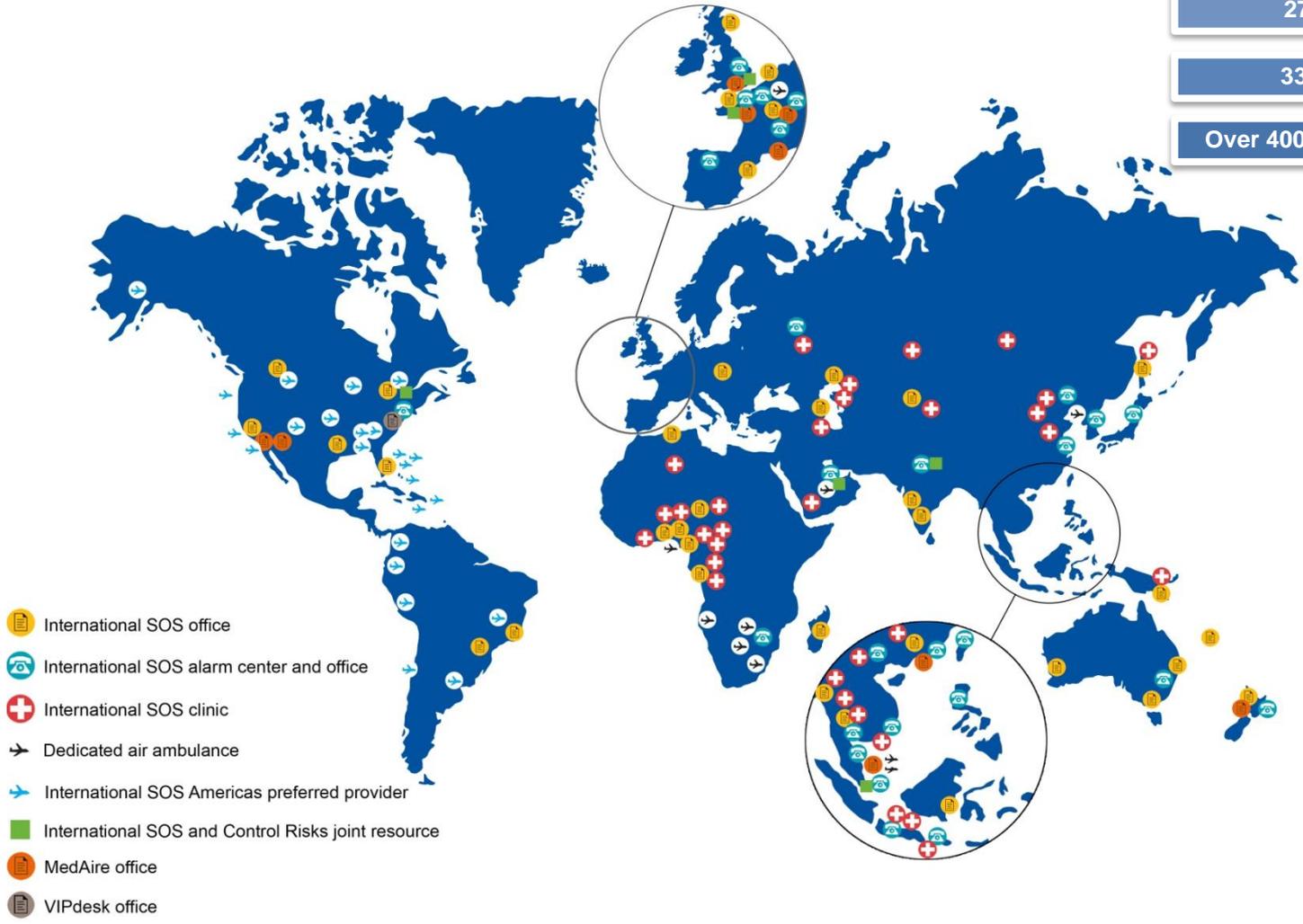
International SOS: Aeromedical Evacuation

Seventh Fleet Operational Medical Symposium
January 28, 2012



Worldwide reach Human touch

Worldwide Reach



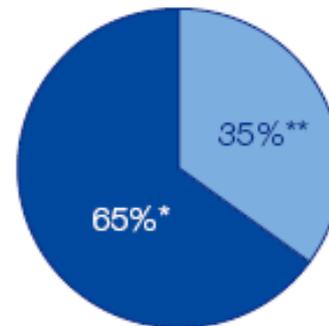
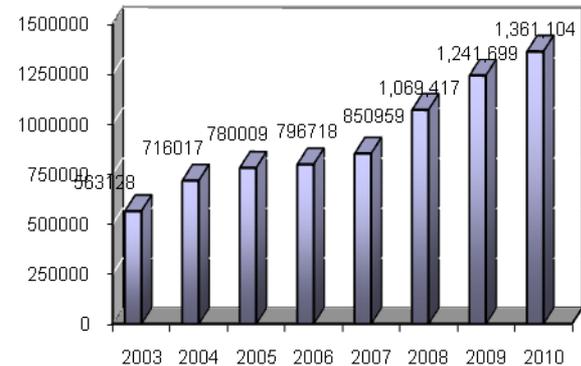
Map not to scale

Worldwide reach Human touch

International SOS Worldwide

- Manage the health and safety of over 60 million people throughout the world
- Handle over 4.2 million calls and manage 1,724,994 medical, non-medical and security cases
- Managed 694,987 medical cases in 2011
- Performed over 19,541 medical evacuations and repatriations in 2011

Number of worldwide cases, years 2003-2011



65%
medical cases

35%
**non-medical
and security
cases**

International SOS Clinics



Remote Site Medical Services



- Over 500 Project Sites

Global Fleet of Dedicated Air Ambulances



Worldwide reach Human touch

Global Fleet of Air Ambulances



INTERNATIONAL SOS WORLDWIDE RESPONSE CAPABILITY

- International SOS dedicated air ambulance
- International SOS Americas preferred provider

- Air Ambulance Range without refuelling stop
- Air Ambulance Range with refuelling stop

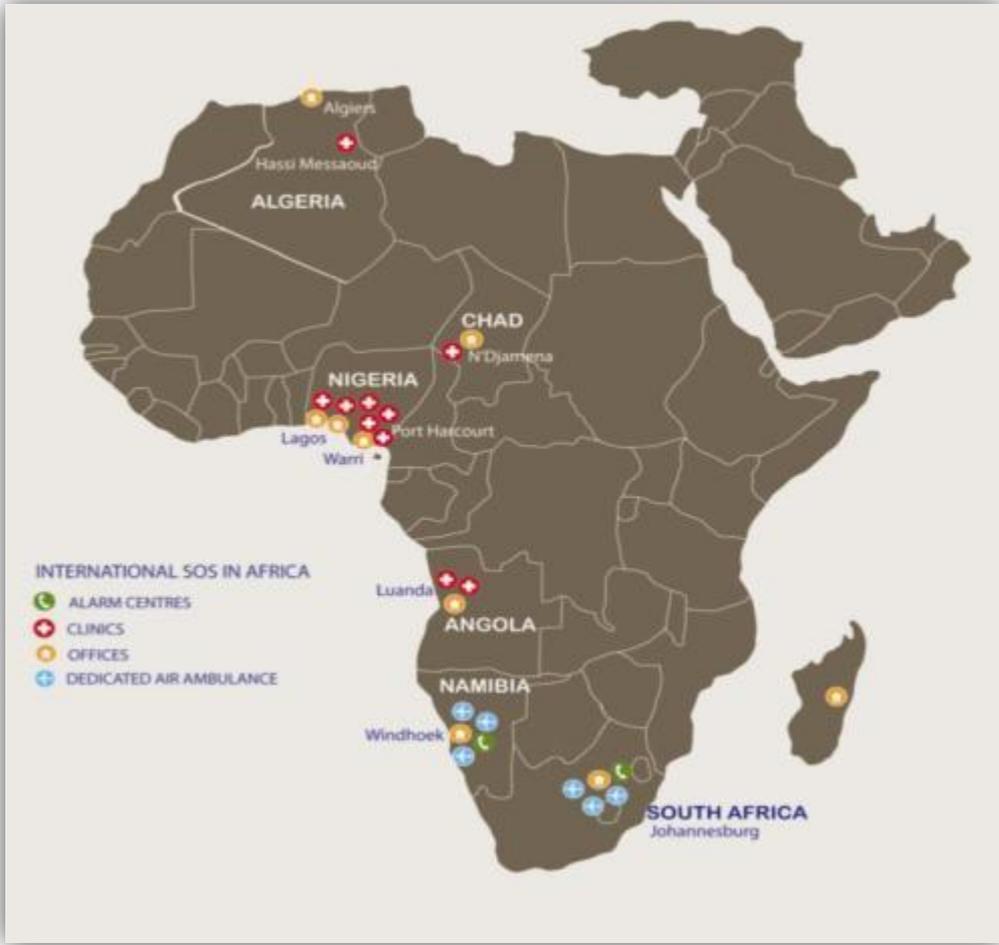
Asia and Australia Regions



EMEA Area of Operations



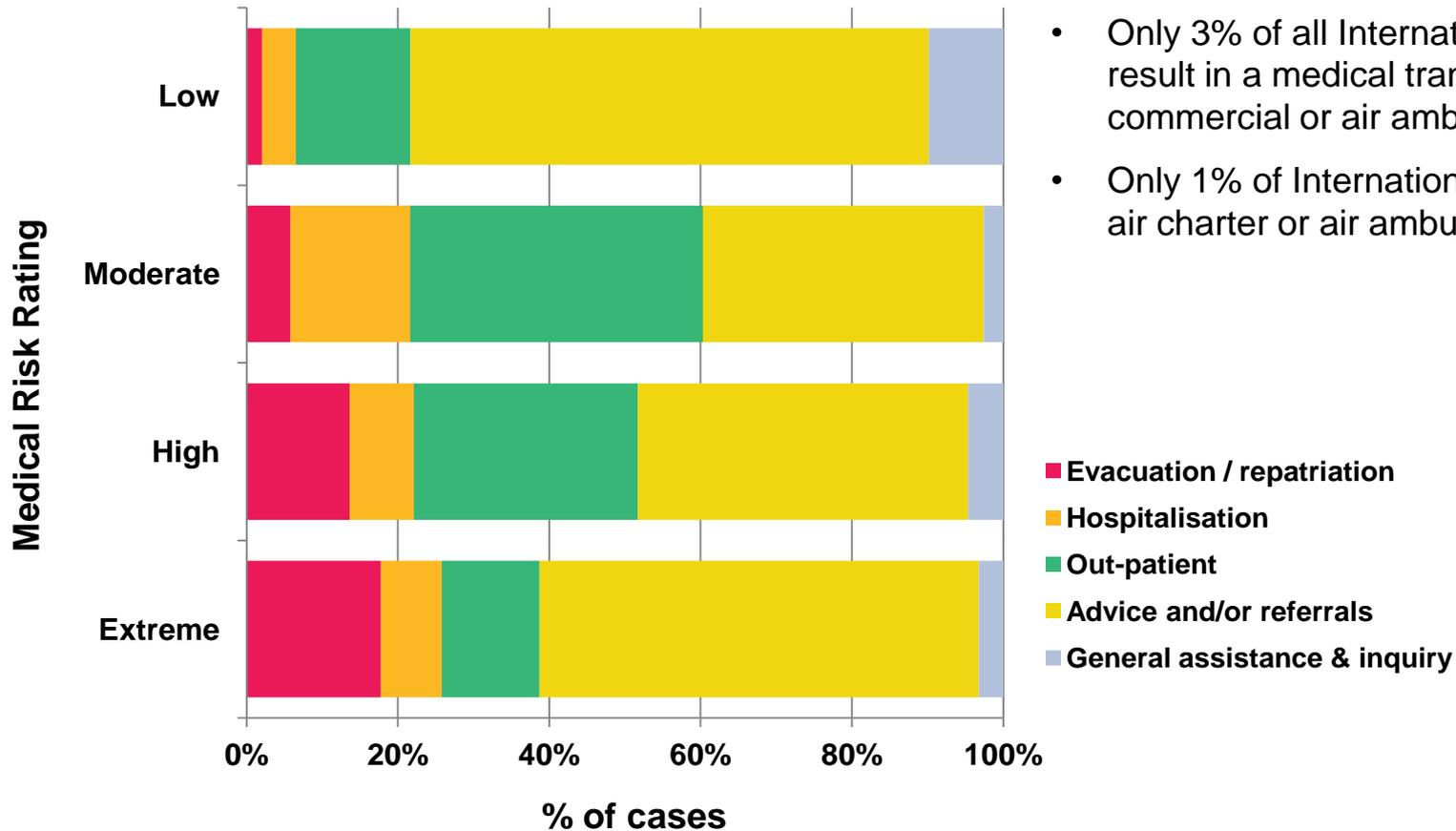
Middle East, Africa and CIS Regions



Worldwide reach Human touch

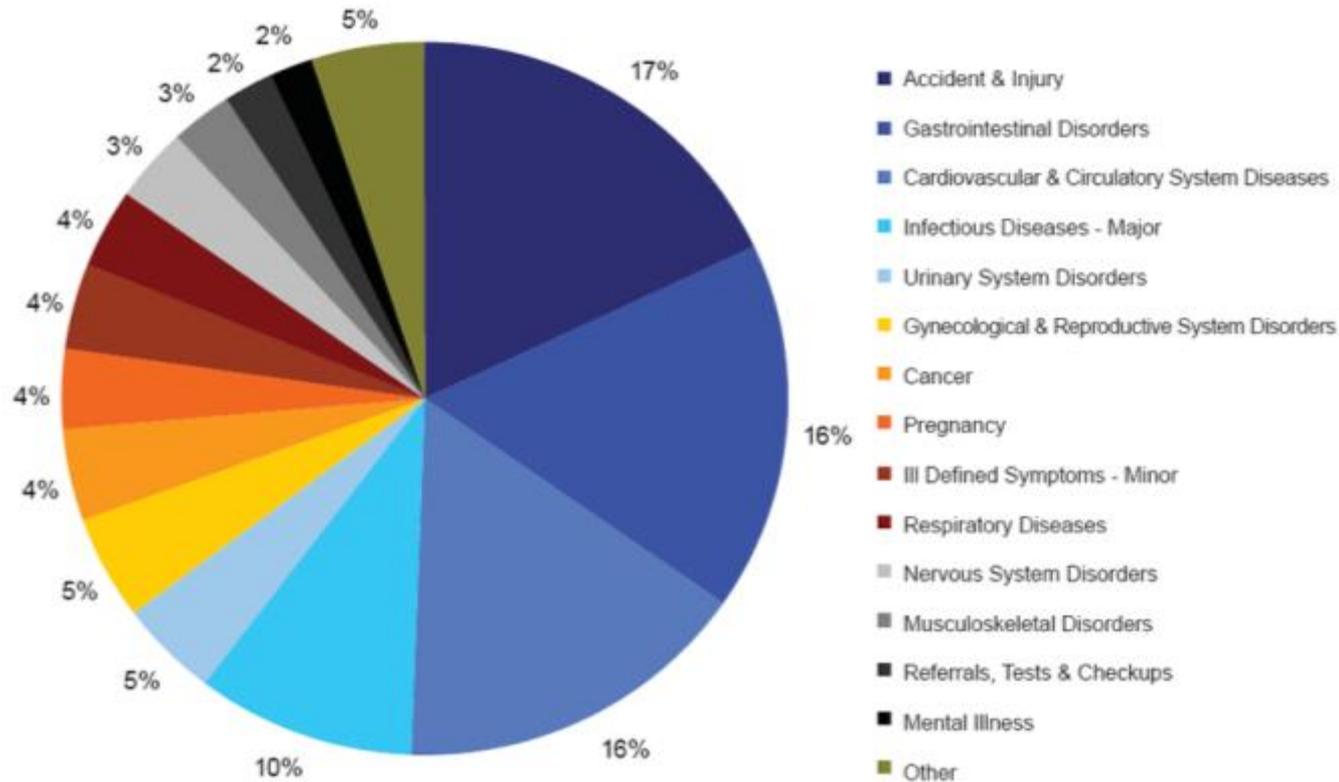
Standard of Medical Care

Assistance Provided by Medical Risk Rating 2011

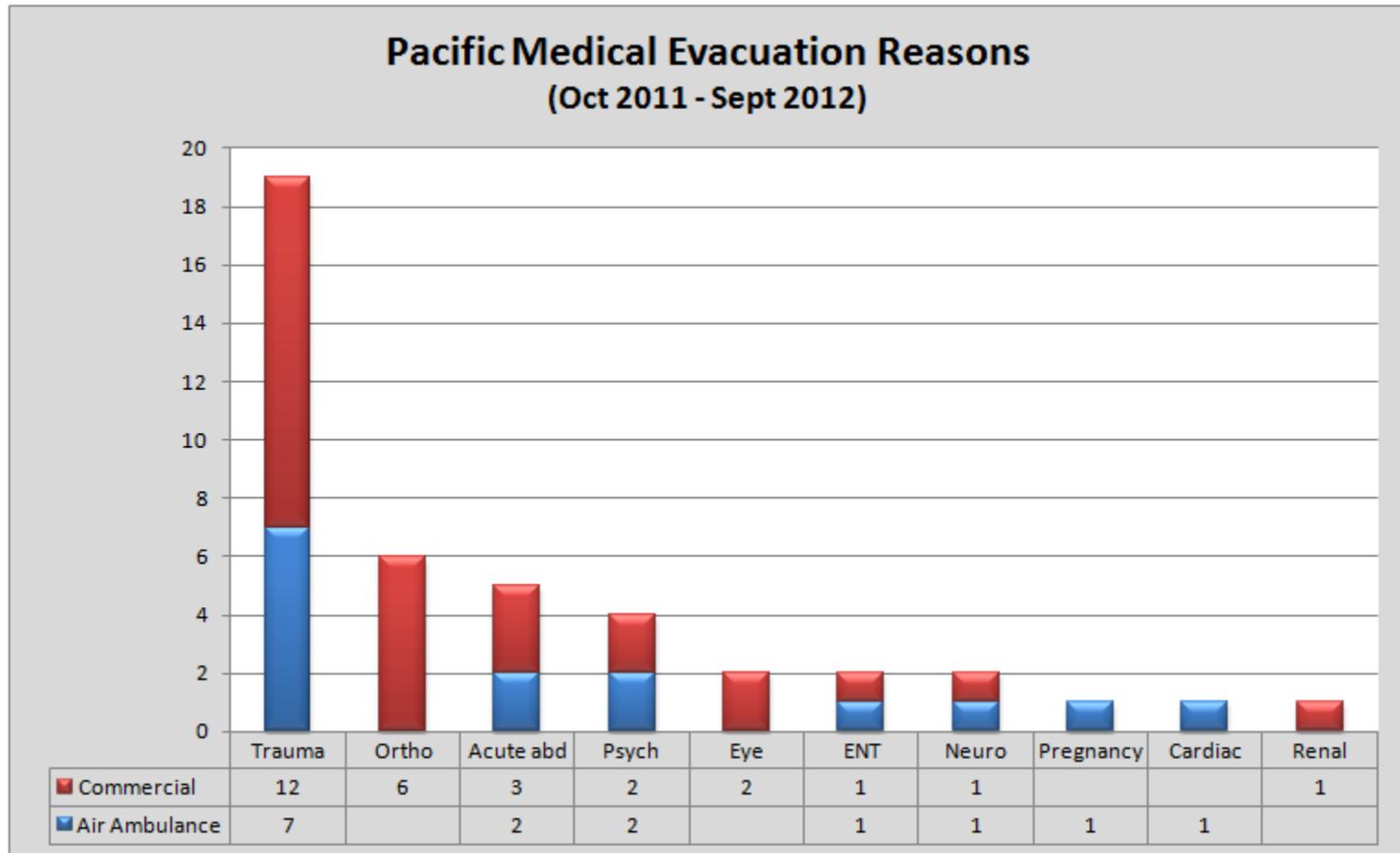


- Only 3% of all International SOS cases result in a medical transportation (ground/commercial or air ambulance)
- Only 1% of International SOS cases require air charter or air ambulance transportation

Global Health Trends: Evacuation and Repatriation



Pacific Medical Transport Reasons (Oct11 – Sep12)



Decision Criteria - Mode

- What mode of evacuation is required to transport the patient safely within an appropriate timeframe?
- Air Ambulance vs Commercial Carrier
- **If commercial carrier**
 - **Stretcher**
 - **Seated**
- **If air ambulance**
 - **Aircraft type**
 - **Provider**



Air Ambulance Indications

- Medical condition indicators such that unfit to fly commercially
 - **Critical / serious conditions**
 - **Urgency to access medical care**
 - **Oxygen requirements**
 - **Specialised equipment required – eg; Incubator**
 - **Outside of commercial airline medical clearance guidelines**
- Logistical factors
 - **Airport access**
 - **Inappropriate commercial flight schedules**
 - **No commercial stretcher capacity**
 - **Sea level pressures requirement**
- Risk to other passengers
 - **Contagiousness**
 - **Acute psychiatric illness**



Dedicated Air Ambulance



Evacuation Options: Integrated ICU



Patient Medical Isolation Unit



Standardization of Medical Transport Process

- Prior to Sept 1, 2012, there was a variation in the authorization of medical transports among the TRICARE regions
- New process modeled after TPMRC-International SOS procedures in Eurasia-Africa, which includes:
 - Immediate notification of TRANSCOM
 - Military Air always first option, as determined by TRANSCOM
 - Cost, modality and destination are approved by TRANSCOM

Challenges

- Passports
- Landing clearances on military bases for non military aircrafts
- Base clearance for medical escorts
- Host Nation Medical Reports



US Military & International SOS Relationship

- Utilizing our international network, obtain medical information regarding the condition of a patient
- Make recommendations about the capabilities of local healthcare facilities
- Determine fitness to fly status and make recommendations regarding the need for air ambulance versus commercial medically escort movement
- Arrange local ground transport and tarmac access
- Arrange discharge and admission in receiving hospital
- Provide air ambulance or doctor and nurse escort



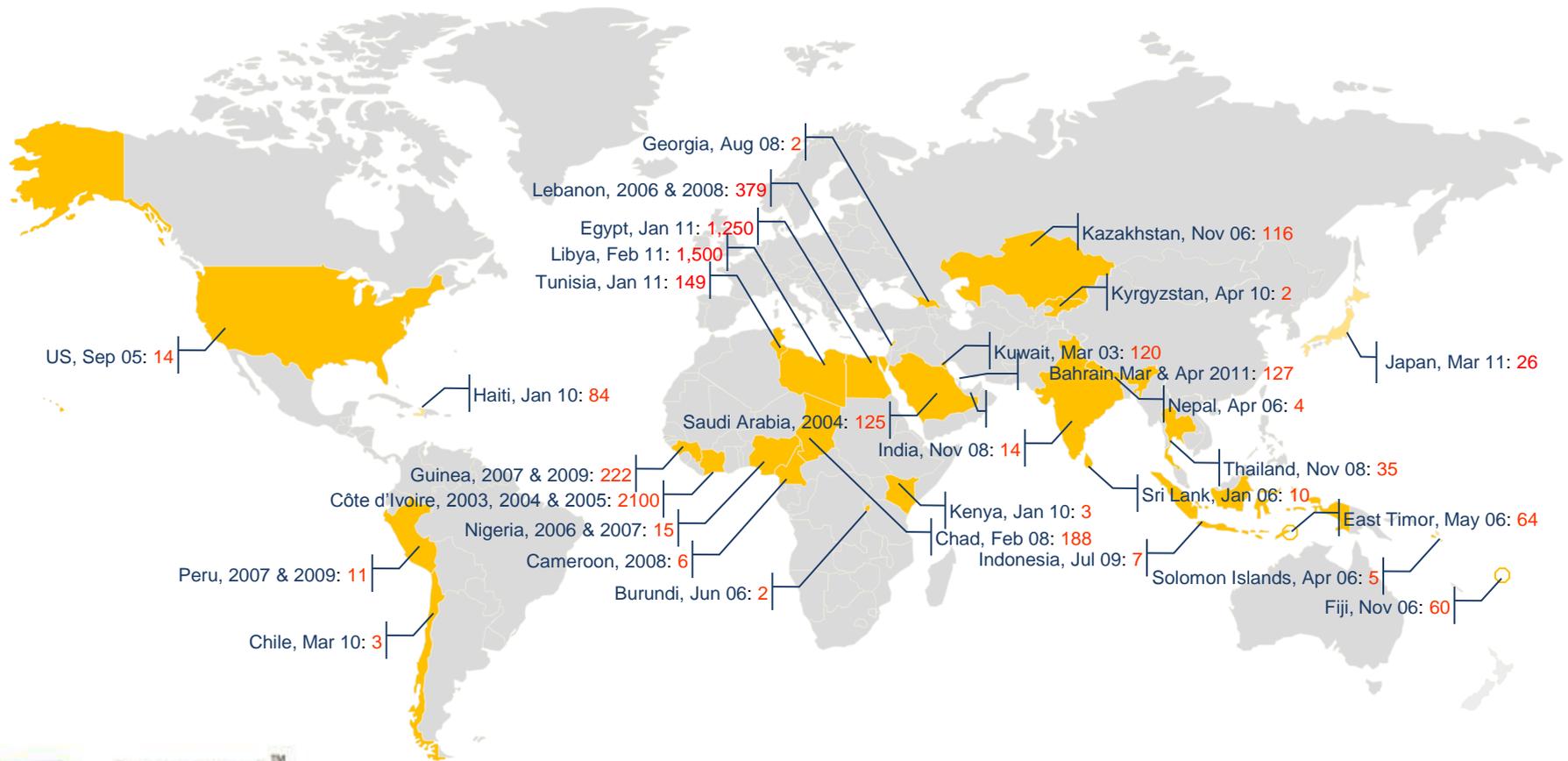
TOP Recent Air Ambulance Activity

- An infant was repatriated from Singapore to Hawaii
 - 3 Intl.SOS Medical Staff accompanied
 - 2 Neonatologists from Pediatric Hospital in Singapore
 - Long haul Gulfstream 550 equipped with transport equipment, 10 oxygen cylinders, and pediatric ventilator
- 26 year old pregnant woman with critical delivery complications
 - Evacuated by Lear 35 single stretcher and full medical crew
 - Transported from Hanoi, Vietnam to Kadena Air Force base in Okinawa
- 2 Sailors off-vessel near Mombasa, Kenya with burn injuries
 - Military team moved injured to Djibouti
 - Urgent tracheostomy enroute
 - Intl.SOS moved to Landstuhl Regional Medical Center



Mass Casualty and Crisis Events

Mass Casualty and Evacuation experience



Teamwork Innovation
Care **People** Integrity
Professionalism
Quality Passion

International SOS



TRICARE History

● TRICARE Global Remote Overseas (2003)

- 1998: TRICARE Pacific Contract
- 2000: TRICARE Latin America Contract
- 2001: TRICARE CENTCOM Contract

● TRICARE Overseas Program (2010)

- Combines TGRO, TRICARE Puerto Rico, Regional TRICARE Support Contracts, Eurasia-Africa, Pacific & Latin American & Canada
- Includes TOP Claims Processing, Disease Management for Remote, MTF/Prime, Beneficiary Education/Enrollment

TRICARE Overseas Program

- Committed to the delivery of high-quality, readily accessible health care to nearly 500,000 beneficiaries outside the U.S. & District of Columbia
- Two key objectives in all that International SOS does:
 - Assure cashless, claimless care for eligible TRICARE overseas beneficiaries
 - Maintain a global network of providers capable of delivering quality access to health care

International SOS understands the health care needs and challenges of military families living and working overseas.