

# MEDICAL CLEARANCE FORM & WHEELCHAIR CUSTOMER SUPPORT REQUEST



## CUSTOMER DETAILS

PASSENGERS NAME:	AGE:	SEX: MALE / FEMALE <small>Please circle applicable</small>	WEIGHT: <small>Kilograms</small>
ADDRESS:		<b>CONTACT NUMBER:</b>	
PROPOSED FLIGHTS:	FROM:	TO:	DATE: FLIGHT NUMBER

## DIAGNOSIS

<b>DIAGNOSIS/CONDITION:</b> Diagnosis or disability is not essential but a generic 'diagnosis' eg. 'heat complaint' or 'spinal injury' will ensure optimum service and assistance.	
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## TRAVEL ARRANGEMENTS

Hospital Patient <input type="checkbox"/>	Ambulance Patient <input type="checkbox"/>	Escort Name:	Qualifications:
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## CONTAGIOUS DISEASES

In accordance with Civil Aviation Orders and the duty of care to protect our passengers and crew, Skippers are unable to provide carriage of passengers with a known contagious disease while they are infectious.

A medical certificate or letter from a physician stating that the passenger "is not suffering from a communicable disease at the contagious stage" is required before travel can be approved for the following contagious conditions:

- |                                                                                                                                          |                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Chicken Pox</li> <li>• Mumps</li> <li>• Shingles</li> <li>• Rubella (German measles)</li> </ul> | <ul style="list-style-type: none"> <li>• Whooping Cough (Pertussis)</li> <li>• Measles</li> <li>• Tuberculosis</li> <li>• Hepatitis A</li> </ul> |
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## CONDITIONS CONSIDERED UNACCEPTABLE FOR TRAVEL

If any of the following conditions apply to you, Skippers will be unable to provide carriage for passengers where the surgery or episode has occurred within the stated number of days:

- |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Heart attack</li> <li>• Stroke</li> <li>• Abdominal Surgery</li> <li>• Open Chest Surgery</li> <li>• Cranial Surgery</li> </ul> | <ul style="list-style-type: none"> <li>Within 7 days of heart attack</li> <li>Within 3 days of stroke</li> <li>Within 10 days</li> <li>Within 7 days</li> <li>Within 10 days</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Flying after diving:</li> </ul>                                                                                                 | <ul style="list-style-type: none"> <li>Diving which does not require decompression stops may be followed by flying after a rest at sea-level of <b>12 hours</b>;</li> <li>Diving which requires decompression stops and is of <b>less than 4 hours</b> duration may be followed by flying after a sea-level rest of <b>24 hours</b>;</li> <li>Diving which requires decompression stops and is of <b>more than 4 hours</b> duration may be followed by flying after a sea-level rest of <b>48 hours</b>.</li> </ul> |

## PASSENGERS TRAVELLING WITH OXYGEN

Except for medical emergencies, the company cannot provide in-flight medical treatment and passengers must be able to operate personal medicinal oxygen equipment independently.

The company does not provide medicinal oxygen equipment, it is the passenger's responsibility to organise rental oxygen equipment.

The following portable medicinal oxygen bottles may be used by passengers on company aircraft:-

- BOC Gases OxyCare or
- BOC Cylinders 400B and 400CD INHALO or
- Liquide OxyCare Travel Pack or
- Linde Type C Bottles

Oxygen bottles can be no larger than size C, weighing no more than 5kg's and have a maximum capacity of 490 litres. The travel packs must contain the restraint strap if required to be restrained to the aircraft seat.

A passenger using medicinal oxygen is required to provide written notice from a medical practitioner or site nurse, (if appropriate), stating that the passenger is fit to fly. The letter must be provided within **48 hours** of the scheduled flight departure time.

Oxygen bottles larger than 'C' type may only carried when properly fitted by a Licenced Maintenance Engineer.

Does your patient require oxygen?    Yes  No

**PASSENGERS REQUIRING WHEELCHAIR ASSISTANCE**

Does the passenger require Wheel Chair assistance?    Yes  No

Wheelchair assistance can be provided on request at no extra charge as long as Skippers Aviation has been **notified at least 48 hours prior to the flight departure time** and Skippers have this form fully completed.

This information needs to be relayed to the necessary airport authority responsible for providing you with the assistance you require. If you do not provide 48 hours' notice, the assistance may not be available and your travel plans may be disrupted.

There are three levels of wheelchair assistance available to Skippers Aviation passengers. It is important to establish the type of assistance you require and you can arrange this by calling the Skippers Aviation reservations department on 1300 729 924 in advance to your travel date.

- Wheelchair assistance required when you are unable to walk long distances
- Wheelchair assistance required when you are unable to climb aircraft steps
- Complete wheelchair assistance right from the check-in desk to your seat on the aircraft

You must be able to look after your own needs during the flight; this includes eating, transferring from wheelchair to seat, and going to the toilet.

Our Cabin Crew will do what they can to assist you in flight but they cannot lift you or assist you inside the toilet cubicle and they are not medical trained.

We can accommodate you if you have your own wheelchair and can accept all types of collapsible non-battery powered wheelchairs.

Non-folding wheelchairs may not be carried.

If you can't manage on your own then you will need to travel with an able-bodied escort who is willing to help you.

✓ **Please Indicate Which Type of Assistance is Required:**

	Wheelchair assistance required between the terminal buildings and the aircraft, passenger must climb aircraft stairs unassisted. Please see diagrams on following page showing each aircraft and step heights. <b>WCHR</b>
	Wheelchair assistance required between the terminal buildings and aircraft, as well as assistance required to climb the aircraft steps. Passenger must move unassisted from wheelchair to assigned seat. <b>WCHS</b>
	Complete wheelchair assistance right from the check-in desk to your seat on the aircraft (must be accompanied by an escort / carer / companion). <b>WCHC</b>

**DECLARATION**

I declare that the information contained on this form is accurate and true. I authorise Skippers Aviation to use and release this information as required in the event of an emergency. I acknowledge that Skippers Aviation staffs are not medically trained and that Skippers Aviation cannot guarantee that I will receive appropriate medical attention in any situation. I acknowledge that Skippers Aviation reserves the right to refuse travel, notwithstanding completion of this form

Signature of passenger: \_\_\_\_\_ Date: \_\_\_\_\_

On completion, this form should be faxed to:  
Skippers Aviation on: (08) 9478 3184 or emailed to [reservations@skippers.com.au](mailto:reservations@skippers.com.au)

**STEP HEIGHTS FOR ALL SKIPPERS AIRCRAFT TYPES**



**Dash 8-100 and Dash 8-300 – 30 centimetres**



**Brasilia – 35 centimetres**



**Metro – 30 centimetres**



**Conquest – 50 centimetres**



**Fokker 100 – 13 centimetres**

Passengers **MUST** be able to lift their feet to the appropriate height in order to successfully board an aircraft. Only one person can be on the stairs at any one time so negotiating stairs while being supported by a carer is not a viable option.

Also keep in mind that some aircraft do not have hand rails for support while climbing stairs.

Climbing up and down stairs is an essential safety requirement in the event of an emergency.

Please make sure that the patient can climb stairs unaided to avoid embarrassment at the airport.