



Ministry of Health

Republic of Maldives

Air Ambulance Service

Standard Operating Procedure

(S.O.P)

Maldives Emergency Medical Services

Maldives

2024

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1. Introduction

Transfer or retrieval of patients requiring higher level care is part of the health service delivery in the Maldives. There are already established mechanisms for land and sea transportation within the system. Till date there is no strategized mechanism for air transfer of critical patients, rather air transfer is conducted using commercial flights on regular flights or on charter. The medical charter service is not consistent, and the lack of a dedicated air ambulance has resulted in medical emergencies, delays in transporting critical patients to higher centers.

2. Purpose

The purpose of the SOP is to determine the procedures, duties, and responsibilities to be followed by the relevant authorities for the transportation of patients by air ambulance. It defines and establishes a standard written source of operating procedure to promote and establish effective and efficient and timely operation between the referring healthcare facilities, Aasandha Company Limited, MNDF, Island Aviation Services Limited (IASL) and Maldives Emergency Medical Services (MEMS)

3. Scope

This SOP applies to the referring health facility, Aasanda, MNDF, IASL and MEMS. This outlines responsibilities of each institution from the decision to referral until the patient is taken to an appropriate treatment facility.

For the purpose of this SoP, MEMS is also referred to as “call 100” or “email 100@health.gov.mv” depending on the required form of communication.

4. Responsible institutions:

Implementing the procedure laid down in this SOP is a responsibility of the concerned staff of:

- Maldives Emergency Medical Services / Ministry of Health
- Maldives National Defence force
- Island Aviation Services Limited



- Aasandha Company LTD
- Referring health facilities

5. Abbreviations

- **EEV** – Emergency Evacuation
- **SOP** – Standard Operating Procedure
- **CSC** – Customer Service Centre
- **MEDIF** – Standard Medical Information Form
- **SBAR** - Situation, Background, Assessment, and Recommendation Form
- **MEMS** – Maldives Emergency Medical Services
- **MNDF** – Maldives National Defence Force
- **IASL** - Island Aviation Services Limited
- **MOH** – Ministry of Health
- **QAD** – Quality Assurance Division, Ministry of Health

6. Arrangement of Air Ambulance Services

1. The health facility referring the patient should complete “Aasandha Medical Emergency Form” call 1400 and email all required medical records and investigation submit the Emergency evacuation request through vinavi portal and upload the medical document to the portal (vinavi.aasandha.mv)
2. The form should indicate whether the patient requires “emergency evacuation” or the patient can be evacuated as a “complex referral” case.
3. When a case is received in Aasandha, a Customer Service Centre (CSC) from the Aasandha duty staff from the team should be assigned to handle the case and follow the internal process of getting the approval from duty medical team staff.
4. The medical team staff should indicate whether the patient needs to be transferred by Air Ambulance.
5. Aasandha CSC staff should respond to the request received within 10 minutes.
6. Aasandha in consultation with IAS will decide the vessel (dash or twin otto - seaplane) to be used for the air transfer.



7. Where seaplane is unable to operate, IASL should inform MEMS within 15 minutes, and then additional request must be send from MEMS to Aasandha to identify other available mode of transfer.
8. Common communications should include whether the case was 'approved', 'rejected' or kept 'on hold' if additional documents are needed.
9. If the case is 'on hold' and needs additional supporting documents, it should be communicated to the referring facility to provide required documents within 10 minutes.
10. The health facility shall be notified if the case is rejected with details.
11. Where the case is 'approved', Aasandha CSC staff should call 100 (MEMS) and email the "Aasandha Medical Emergency Form" with all the documents to 100@health.gov.mv for patient transfer. The email should include what type of Air transfer (Airplane or Seaplane) is required.
12. If a sea transfer to the airport is required, Aasandha CSC staff should inform MNDF for a sea ambulance.
13. MNDF should respond to any requests received from Aasandha CSC to arrange the nearest sea ambulance and give the updates within 15 – 20 minutes.
14. If the sea ambulance is unavailable, Aasandha will request the referring facility to arrange a private launch to shift the patient to the airport.
15. When case approval is received from Aasandha, MEMS call center staff should contact the referring health facility to arrange patient for transfer and concurrently the Paramedics/Doctor of the MEMS and the doctors at the referring health facility should consult and document the medical requirements for the patient's transfer and log the details.
16. MEMS should send a dispatch order form and MEDIF form to IASL, email to maoc@iasl.aero and cc to 1400@aasandha.mv within 5 minutes.
17. IASL should inform MEMS of departure and arrival time to the destination within 15 minutes of receiving the call.
18. IASL shall arrange the flight to take-off to the destination within 1 hour and 30 minutes of receiving the call and/or sending the dispatch form.



19. Upon receiving departure time and arrival time to the destination, IASL, MEMS should inform the health facility.
20. Upon confirmation of the departure time, the MEMS team will be dispatched to the domestic / seaplane terminal within 30 minutes before departure time.
21. The MEMS team will consist of Doctors, Nurses and Paramedics / Emergency Medical Technician and a team will be dispatched depending on the case.
22. Referring health facility ESCORT should handover patient with discharged summary / referral letter to paramedic team at the air ambulance.
23. Information of the time of departure time from the destination and arrival time to VIA or seaplane platform should be informed to MEMS by IASL and this information should be communicated to the designated referral hospital.
24. MEMS should send land ambulance to the airport / seaplane platform 15 minutes before the arrival of the air ambulance.
25. Upon arrival at the designated airport with the patient, air ambulance paramedics team should accompany the patient until hand over of the patient to designated hospital.
26. The handover team should give the patient's discharged summary / referral letter and patient transfer form to the accepting facility.
27. Air ambulances should be disinfected after use with disinfectant solutions/wipes according to case by the IAS team and 1 staff from MEMS team.

7. General Considerations

28. Only 1 (One) bystander can accompany the patient above 5 years in the air ambulance. 2 (Two) bystanders can accompany the patient under 5 years.
29. Monthly audits of evacuations to identify if the patient falls into emergency category outlined by Quality Assurance and Regulation Division (QARD) from Ministry of Health (MOH). The audit findings, recommendations and follow-up on recommendations shall be communicated to the facilities from QARD.
30. Monthly meetings to be conducted with all health facilities to discuss the cases and challenges by Director General of Health Services (DGHS) from Ministry of Health (MOH).

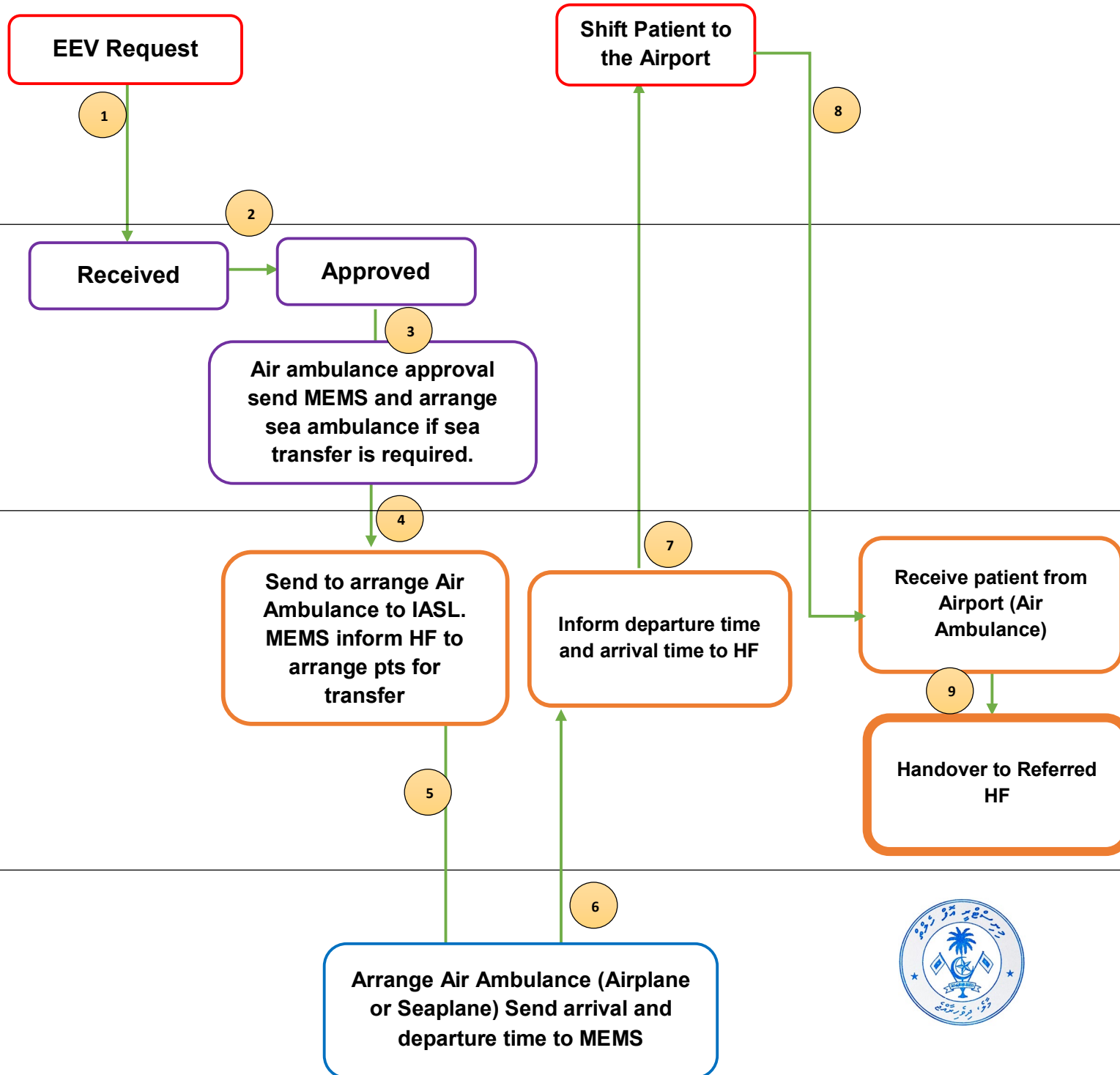


**Health
Facility**

Aasandha

MEMS

IASL



8. References

Listed below are the links to the forms and information which are relevant to this standard operation procedure.

1. Aasandha Medical Emergency Evacuation Form (EEV) -
<https://aasandha.mv/api/downloads/52/file/emergency-evacuation-form-checklist52.pdf>
2. Aasandha Vinavi portal – vinavi.aasandha.mv
3. Standard Medical Information Form (MEDIF) - <https://maldivian.aero/downloads/>
4. Maldivian Charter Request Form -
https://maldivian.aero/assets/files/downloads/Charter_Form_Fillable_1.pdf
5. SBAR Form - [http://health.gov.mv/Uploads/Downloads/Forms//Forms\(7\).pdf](http://health.gov.mv/Uploads/Downloads/Forms//Forms(7).pdf)
6. Aasandha Website - <https://aasandha.mv/>
7. Maldivian Website - <https://maldivian.aero/>
8. MNDF Website - <https://mndf.gov.mv/mndf/index.php>
9. Ministry of Health Website – <http://health.gov.mv/>

