



Medical Services Policy

Information for Passengers with Special Medical Needs

Nauru Airlines is committed to provide a safe and comfortable travel experience for you, your family, friends, fellow passengers, and our crew. Some medical conditions may be adversely affected by the atmospheric and oxygen pressures in an aircraft cabin and therefore you may not be able to travel, or you may require clearance from a medical practitioner before you commence your flight.

A medical clearance is required if you:

- ✈ Need medical oxygen during your flight
- ✈ Have a medical condition such that there is reasonable doubt that you can complete the flight safely, without requiring extraordinary medical assistance during the flight
- ✈ Have communicable diseases or condition that could pose a direct threat to the health or safety of others on the flight.
- ✈ Are incapable of caring for themselves and require special assistance.
- ✈ Has medical condition which may be adversely affected by the flight environment
- ✈ A passenger who has been hospitalised within 2 weeks of travel or who is currently suffering from a medical condition, or who is flying to attend medical treatment.
- ✈ Having complications with a pregnancy or if travelling past the 36th week.

To notify us in advance of your condition please contact our reservations office.

Important Information Regarding Medical Clearance

- The Medical Information Form (MEDA Form) contains a declaration to be signed by the passenger, medical condition, and requirements for travel to be completed by the treating doctor.
 - To avoid unexpected delays or issues on your day of travel the MEDA form is to be submitted to Nauru Airlines at least 4 days prior to departure.
 - The completed forms can be sent via email to reservations@nauruairlines.com.au following review of the form, a response will be forwarded back to the submitting person/s
 - A copy of the completed Medical Clearance Form is required and will need to be sighted by the check in agent before a passenger can be accepted for travel.
 - If you present physically ill (e.g. vomiting or requiring first aid oxygen) in the terminal area or while boarding the aircraft, you may be denied boarding and not permitted to travel until medical clearance has been obtained.
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- Our aircraft are not equipped with medical equipment and our cabin crew are not medically trained. We cannot guarantee that you will receive appropriate medical attention in every situation.



Travel Trade Information

- Cabin Crew are not able to assist with eating or drinking, the administration of medication or with toileting needs under any circumstances. If you cannot administer your own medication or take care of you own toileting needs, you must travel with a carer who is able to provide this assistance.

Specific Medical Clearance Guidelines

The following table is provided for the guidance only and is not intended to replace the Company Doctor's decision.

Medical clearances for travel are required in the following circumstances.	
<p>If within 2 weeks of travel, the passenger has a condition which was:</p> <p>ACUTE: Rapid onset, severe symptoms ADVANCED: In final or terminal stages UNSTABLE: Not controlled by medication, condition changed or likely to change significantly or needed: HOSPITALISATION: If hospitalised for 4 nights or more within 2 weeks of travel. This includes nursing home and hospice residents.</p>	
GENERAL CONDITIONS	The customer's condition is likely to deteriorate in flight or cause distress to other customers or sit upright for the flight or unable to attend to personal toileting and hygiene or unable to administer his/her own medication.
SUPPORT EQUIPMENT	Stretcher, extra oxygen
ASTHMA/EAR and/or SINUS Pathology	Recent deterioration within 48 hours of travel
HEAD INJURY	Within 2 weeks of travel
HEART ATTACK	Within 2 weeks of travel. Travel within 10 days not normally permitted.
PREGNANCY	Complicated or multiple pregnancy. International travel must be completed by the end of the 36 th week of normal pregnancy.
STROKE	Within 2 weeks of travel.
PSYCHIATRIC DISORDERS	Acute or uncontrolled psychiatric conditions.
PHOBIAS	Require a clearance only if there is doubt about the customer's ability to cope with air travel.
DISABILITIES	Do not require a clearance except if new (occurred within 6 weeks of travel) or unstable) changed significantly within 6 weeks of travel)
CONTAGIOUS OR INFECTIOUS DISEASE	Unacceptable for travel while contagious
ABDOMINAL SURGERY	Within 10 days of travel. If laparoscopic surgery, within 4 days of travel.
ANAEMIA	Hb < 75 g/L
INFANTS - NEWBORN	Within 7 days of birth.
PENETRATING EYE INJURY	Where there is air in the eye or a vitreous leak.
PLASTIC CASTS	Plaster cast must be split if the injure is < 48 hours old.
PNEUMOTHORAX	Within 14 days of resolution - MUST have NO air in chest cavity.



Travel Trade Information

PERITONEAL DIALYSIS	Clearance required so that appropriate means of waste disposal can be agreed prior to travel.
STRETCHER	Conditions apply. Must travel with appropriate medical escort.
ASSISTED BREATHING DURING TRAVEL SUPPLEMENTARY OXYGEN	Cabin altitude is generally maintained at an oxygen level equivalent to an atmosphere with 15% oxygen content. Because of the nature of the dissociation curve, most passengers can tolerate this partial pressure without detriment. Passengers with pre-existing respiratory or cardiac conditions may need supplementary oxygen. Must get a Medical Clearance.
PLUG-IN ELECTRICAL EQUIPMENT	To prevent interference with aircraft electrical systems, all plug-in equipment must be approved by Nauru Airlines Engineering Department and medical approval is required by Nauru Airlines.

Medical Sharps and Medication

In the event that you require carrying a sharp item such as a syringe for diabetes, exemptions are in place to allow for such items to travel in the cabin on an aircraft, as long as it is for personal medical purposes. These items must be noted on the MEDA form provided.

Nauru Airlines has sharp disposal containers on board for the proper disposal of needles.

Further, if you have a medical condition (e.g., diabetes), which requires the use of medical sharps, you must be able to administer your own medication. Those who are unable to self-administer medication must travel with a Carer.

If you require any medication during flight or at the airport, please remember to pack it in your carry-on baggage.

You cannot take empty syringes in your carry-on baggage unless you are also carrying medication for use on board.

In the event that you require a sharp item to be taken onto our aircraft for medical purposes (e.g., a syringe for diabetes) you will need to provide at least one of the following for inspection at check-in, security screening and on board the aircraft:

- Corresponding medication – medication containers should be affixed with a pharmaceutical label clearly identifying the medication and your name. Note: If you have an empty syringe, you **MUST** also have the corresponding medication for that syringe. You cannot travel with empty syringes and without medication in the cabin; or
- Documentation – in the form of a letter from a qualified medical practitioner.

Note: There are no minimum validity date requirements for this letter i.e. you do not need to obtain regular updates of the letter from your doctor as you can use the same letter regardless of the date of travel; or

- ➔ diabetes identification card or wrist tag is acceptable; or
- ➔ A National Diabetes Services Scheme card – issued by Diabetes Australia, which confirms that you have been diagnosed with diabetes. For international travellers – an internationally recognised



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- Prescription – the prescription must contain the name of the patient, the name of the medication or supply, and contact information for the medical practitioner.

Security screening authorities' policies may differ from this policy. Nauru Airlines does not accept any responsibility whatsoever in circumstances where screening authorities confiscate needles. It is recommended that the passenger contact the relevant authorities to confirm in writing any carriage restriction.

Note: Medical scissors are only permitted if they have blunt/round ends with a blade less than 6cm in length. If your medication needs to be kept chilled, please seek advice from your pharmacist. You will need to provide a suitable container. Our staff cannot take care of medication or store it in aircraft cooled service carts. Our aircraft do not have refrigeration onboard.

Please refer to our [Dangerous Goods Regulations](#) for guidelines on the transportation of dry ice.

Passengers with Anaphylaxis

Nauru Airlines is committed to ensuring our passengers with allergies have a safe and enjoyable journey.

A completed MEDA Form, is required if you suffer from an allergy and you do not have the appropriate medication.

Failure to carry either appropriate medication, or a Medical Clearance Form may result in being denied boarding.

Food sold or served on board the aircraft may contain traces of nut products and other allergens. We are unable to prevent other passengers from carrying and consuming nut products and other allergens on board.

Nauru Airlines cannot guarantee an allergy-free environment on board our aircraft. If you have a life-threatening allergy you must carry appropriate medication with you, within easy reach and be able to administer it yourself if required. If you are unable to self-administer medication, you must travel with a Carer.

Your medication should be accompanied by a doctor's certificate to eliminate any difficulties in passing through security.

Under no circumstances will Nauru Airlines accept any responsibility for any adverse reactions you may suffer while flying.

Note: Passengers with severe allergy or anaphylaxis must make their booking through our reservations team and supply a MEDA Form.

Passengers requiring Oxygen In-Flight

Nauru Airlines does not accept the carriage of personal oxygen bottles unless the circumstances are exceptional. Passengers and /or their carers must be able to operate their oxygen bottle. If a passenger wishes to carry their own oxygen supply a risk assessment must be conducted by Engineering, Flight Operations, Ground Operations and Safety Systems.

If you require oxygen in-flight, you must supply your own oxygen bottles or portable oxygen concentrator from selected suppliers.



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Prior to travel please be aware of the following:

- The MEDA Form must be completed, in conjunction with a medical practitioner (registered doctor)
- To prevent unexpected delays or issues on your day of travel, the **MEDA Form must be submitted 4 days before departure.**
- Failure to carry a MEDA Form may result in denied boarding.
- Except for medical emergencies, our cabin crew cannot provide in-flight medical treatment.
- You (or your Carer) must know how to operate the oxygen bottle or oxygen concentrator and ensure that there is sufficient oxygen or battery life for the duration of the flight.
- Refer below to individual conditions of carriage for travel with supplementary oxygen bottle or portable oxygen concentrator.

Supplementary Oxygen Bottle

Due to the extended flight time, oxygen cylinders are not permitted to be used as a means of supplementary oxygen on Nauru Airlines international long flights, e.g., Palau. Passengers may make a direct request to Nauru Airlines for consideration of their medical needs on a case-by-case basis by contacting our reservations office.

Portable Oxygen Concentrator

- You must provide your own oxygen concentrator which must comply to the requirements outlined in the below section Personal Medical Equipment
- Your oxygen concentrator should not be used at over 80% for day-to-day use or the device will not be sufficient for air travel, and you will need to travel with a supplementary oxygen bottle.
- The concentrator must adhere to cabin baggage size and weight restrictions.

Requirements for travelling with personal medical devices:

If you need to carry medical equipment on board such as incubators, respirators, nebulizers, or ventilators, please note that special conditions apply and that a request must be made to Nauru Airlines at least 4 days before departure.

Please also note that non-autonomous passengers must be accompanied by an able-bodied person capable of assisting them with their physiological needs during the flight.

Batteries for portable electronic equipment including medical devices must comply with the [Battery Limitations](#).

All spare batteries must be transported in carry-on (not checked) baggage. You must ensure they are protected from short circuit (e.g., taping terminals, carried in original packaging or individual plastic bags/sleeves) and are packaged in a manner that protects them from physical damage.

All battery powered devices must travel with enough battery power for 150% of the flight time, to accommodate for diversions or delay.



Travel Trade Information

Medical Items Stored on Board

Nauru Airlines may store personal medical equipment upon a passenger's request. This is entirely at the discretion of Nauru Airlines, who will not be held liable, and a request such as this would need to be included in the original MEDA form sent in.

Please note that:

- Medical items cannot be biological samples or be of such nature or conditioning as to pose a hazard to people or to other items.
- Medical items must satisfy Dangerous Goods Regulations (DGR) for cabin carriage.
- Nauru Airlines may refuse to carry persons:
 - Who could pose a threat to flight safety.
 - Whose health could deteriorate as a result of condition in flight.
 - Who cannot be evacuated in an emergency situation.
 - Who require special attendance on board.
 - If the maximum limitation per aircraft type for special cases is reached.

In case of doubt please contact Nauru Airlines reservation team.