

Effective 16 January 2017

Part 1 - Medical Clearance Guest's Letter

Dear Guest,

Virgin Australia is committed to ensuring that your flight with us is as safe and comfortable as possible.

You should be aware that flying can cause complications for guests with certain medical conditions. Virgin Australia employees are not medically trained and can only provide limited assistance in the event of a medical emergency. It is for this reason that Virgin Australia provides *Medical Clearance Guidelines* (VAGP-MED-01) to assist guests and their treating doctor to understand some of the risks associated with air travel.

When making a booking, you must inform Virgin Australia that you have a medical condition. We ask you to consult your doctor to find out whether it is safe for you to fly. You must provide your doctor with a copy of the *Medical Clearance Guidelines* (VAGP-MED-01) including the Medical Clearance Doctor's Letter and Medical Clearance Form. These must be completed by your treating doctor on determination that it is safe for you to travel. Any assessment or appointment with your treating doctor is at your expense.

It is important that you bring a copy of Part 3 - *Medical Clearance Form* for each of your intended flights with Virgin Australia.

Photocopied or fax copies of the form are acceptable provided the information can be clearly read.

In providing this completed form to Virgin Australia you are waiving the confidentiality of this information disclosed by your doctor. Virgin Australia may disclose the information on this form to any other carrier associated with your ticket. However, Virgin Australia will not disclose the information on this form to any other third party without your permission, or unless it is required by law.

Virgin Australia reserves the right to deny boarding if you have not obtained medical clearance or if we consider that it is not in your best interests to fly.

Please forward the completed forms:

Email: VA.Medical@virginaustralia.com

Fax: +61 7 3295 3100

For urgent, complicated medical cases or any queries in relation to completion of the Part 3 - *Medical Clearance Form*, please contact the Guest Contact Centre on the following numbers:

Within Australia 1300 139 303 Anywhere else in the world + 61 7 3295 3941

Thank you, Medical Services

Virgin Australia



Effective 16 January 2017

Part 2 - Guidelines to be referred to by medical practitioner

These guidelines must be used in conjunction with the Virgin Australia *Medical Clearance Form* (Part 3). In addition to these guidelines, when considering a passenger's suitability for air travel, the following must be considered:

- Reduced atmospheric pressure. Cabin air pressure changes greatly during 15-30 minutes after take-off and before landing; gas expansion and contraction can cause pain and pressure effects.
- Reduced oxygen tension. Cabin air pressure is equivalent to an altitude of 6000 to 8000 ft and oxygen partial pressure is approximately 20% less than at sea level.

Use this form to determine if a passenger's medical condition makes them Unacceptable for Travel or if Medical Clearance required before travel. If Medical Clearance is required before travel, the Part 3 - *Medical Clearance Form* **must** be completed by a medical practitioner (registered doctor).

NOTE: Any medical condition which would render a passenger unable to complete the flight safely, without requiring extraordinary medical assistance during the flight, is considered unacceptable for air travel.

This is not an exhaustive list of conditions. If a person has had recent surgery or suffers from an ailment not specified in the table below that may affect their health, they should consult a medical practitioner for travel advice and medical clearance.

<u>Virgin Australia will consider a passenger's medical condition on a case by case basis, however, the following conditions are likely to be declined travel:</u>

- 1. Within 24 hours of a general anaesthetic.
- 2. Uncontrolled bleeding.
- 3. Unstable medical or psychiatric conditions.
- 4. Uncontrolled pain.
- 5. Known ectopic pregnancy.
- 6. Decompression illness.
- 7. Active tuberculosis or haemorrhagic fever.

CODE/ MEDICAL CONDITION	MEDICAL CLEARANCE REQUIRED	COMMENTS					
CATEGORY 1 - CARDIOVASCULAR AND CIRCULATORY CONDITIONS							
(1A) Heart attack (myocardial infarction)	Within 21 days (see below). Recommend delaying air travel if: LOW RISK- less than 3 days MEDIUM RISK- less than 10 days HIGH RISK- until stable (see below). Unacceptable for travel if suppl oxygen is required. Wheelchair assistance to limit ambulation recessary						
	As per British Cardiovascular Society Guidelines, stratify according to risk: High risk = EF<40% with signs and symptoms of heart failure or requiring f investigation/revascularization or device therapy- > must be discussed with Contact Centre Team and travel delayed until stable Moderate risk = no evidence heart failure or inducible ischaemia or arrhyth EF>40% -> delay travel ≥10 days Low risk = 1st cardiac event, age<65, successful reperfusion, EF>45%, uncomplicated and no further investigations or interventions planned-> may ≥3 days.						
(1B) Angina	Not required if the condition is controlled and stable* Considered unacceptable for travel if unstable angina (angina which despite treatment has increased in frequency and severity)	Supplemental oxygen should not be required to control the angina at rest * *must be able to walk at least 50m and carry out other Activities of Daily Living (ADLs) without discomfort or breathlessness					



Effective 16 January 2017

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(1C) Significant cardiac arrhythmia	Not required if the condition is controlled and stable	Does not include arrhythmias considered by the treating medical practitioner to be benign			
(1D) Heart failure (congestive cardiac failure)	Not required unless poorly controlled or requires oxygen	* must be able to walk at least 50m and carry out other Activities of Daily Living (ADLs) without discomfort or breathlessness			
(1E) Cardiothoracic surgery - where the chest cavity is opened	Within 14 days	In assessing fitness to fly, the treating surgeon must, in addition to any other assessment, confirm there is no pneumothorax and indicate this confirmation on MED-01 Part 3			
(1F) Cardiac angiography (Heart - coronary artery X-rays)	Within 3 days or if unstable	A heart attack (myocardial infarction) within 21 days overrides these provisions			
(1G) Cardiac angioplasty with or without stent insertion	Within 3 days or if unstable	A heart attack (myocardial infarction) within 21 days overrides these provisions			
(1H) DVT (Deep Vein Thrombosis) or PE (Pulmonary Embolism). Also, significant predisposition to DVT/PE, including: • Prior history of DVT/PE • Significant family history • Concurrent medical condition (e.g. fracture, injury, blood disorder, cancer) or use of medication, which predisposes to DVT	Within 21 days, provided stable on anti- coagulants and asymptomatic	Anti-coagulation stable (includes direct factor Xa inhibitors) or within therapeutic range if applicable; normal respiratory function			
(11) Pacemakers and internal (implanted) defibrillators	Within 72 hours of insertion or 24 hours of replacement of device				
(1J) Ablation Therapy	Not required if condition stable and no complications				
CATEGORY 2 - BLOOD CONDI	TIONS				
(2A) Significant anaemia or blood loss	Hb less 9.5g/dl	If acutely anaemic Hb level must be assessed at least 24 hours after last known blood loss and there must have been no further bleeding			
(2B) Sickle cell disease	Within 10 days of sickling crisis	Chronic disease MUST have supplemental oxygen. Refer (10B) and flying with medical conditions on website: http://www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/			
CATEGORY 3 - RESPIRATORY	CONDITIONS				
(3A) Pneumothorax (collapsed lung) occurring spontaneously or as a result of chest trauma	Within 10 days	Lung expansion must be assessed by chest X-ray, providing evidence of no air in pleural space and must indicate this confirmation on VAGP-MED-01 Part 3			



Effective 16 January 2017

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(3B) Chronic lung diseases (COPD, emphysema, chronic bronchitis)	Where supplemental oxygen is required during the flight OR if unable to walk 50m - at slow pace, without supplemental oxygen OR recent exacerbation in last 7 days Recommend delaying air travel where there has been a significant deterioration within 48 hours OR if there is cyanosis/high respiratory rate	Supplemental oxygen provisions may also apply. Refer (10B) and flying with medical conditions on website: http://www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/	
(3C) Asthma	If requiring 'treater' (bronchodilator) medication is required more frequently than 3 hourly OR recent deterioration within 48 hours of travel; Recommend delaying air travel if recent severe attack within last 48 hours (requiring hospitalisation)	Must be stable with medication carried of person	
(3D) Pneumonia	Not required if completely resolved (and no requirement for oxygen)	Note: Contagious or infectious conditions provisions may also apply. Refer (7A)	
(3E) Tuberculosis	Unacceptable to travel if received less than two weeks of treatment or if producing sputum	Follow appropriate DOT treatment and according to WHO guidelines: http://www.who.int/tb/publications/2008/WHO_HTM_TB_2008.399_eng.pdf	
CATEGORY 4 - NERVOUS SYS	TEM AND PSYCHIATRIC CONDITION	NS	
(4A) Stroke (cerebro-vascular accident)	Within 7 days, must be stable	Must be self-sufficient in regards to Activities of Daily Living (ADLs) and mobility otherwise nurse/carer escort required. If within 2 weeks of CVA should receive supplemental oxygen (Refer to 10B)	
(4B) Transient Ischaemic Attack (TIA)	Within 3 days		
(4C) Epilepsy/Fitting/ Seizures	Not required if stable Recommend no travel within 24 hours from last seizure	In case of chronic seizure patterns, please contact the Guest Contact Centre	
(4D) Cranial surgery	Within 14 days	Air travel should not occur if there is any residual air within the cranial cavity, and must indicate this confirmation on VAGP-MED-01 Part 3	



Effective 16 January 2017

CODE/	MEDICAL CLEARANCE REQUIRED	COMMENTS
MEDICAL CONDITION		
(4E) Spinal surgery	Within 5 days (for minor surgery) Within 10 days (for major surgery)	Wound should be healing/dry Note: Passengers are required to remain seated at all times while the seat belt sign is illuminated, consideration of the patients' ability to tolerate unavoidable turbulence should be taken. Standard aircraft fitted life jackets may not fit passengers wearing a HALO brace - carriage of own device should be taken
(4F) Significant psychiatric conditions	Not required unless there has been a significant deterioration or hospitalisation within 14 days* The nature of such deterioration must be detailed, along with response to treatment and date of last intervention required NB: Not considered fit to fly if unstable OR likely to deteriorate during flight/result in harm to crew/other passengers OR if sedated to the point that self-care is not possible OR if condition is likely to require active medical intervention during the flight	* The certifying medical practitioner should consider the possible stress of travel on the individual
(4G) Head injury associated with loss of consciousness or skull fracture	Within 10 days of injury or seizure associated with head injury	Exception (4C) No evidence of pnemocranium or current CSF leak - must indicate this confirmation on MED-01 Part 3.
CATEGORY 5 - GASTRO-INTES	TINAL CONDITIONS	
(5A) Acute infections such as gastro-enteritis and Hepatitis A	Required if symptomatic NB: Not considered fit to fly while there is a risk of transmission to other passengers or crew (whether as a result of active infection or possible infectious incubation)	See also contagious or infectious condition. Refer (7A)
B) Open abdominal surgery (e.g. Laparotomy, Appendicectomy, Hysterectomy, Cholecystectomy, Hepatectomy, Colectomy, Caesarean, Radical Prostatectomy) Within 5 days following surgery Within 5 days following surgery		Open surgery means through a full incision and not laparoscopic or 'keyhole' surgery
(5C) Laparoscopic Abdominal Surgery (or 'keyhole' surgery of the abdomen)	Within 2 days of surgery or if complications occurred or within 5 days if anastomosis was performed	All gas must be absorbed.
(5D) Diagnostic Laparoscopy	Not required if uncomplicated	
(5E) Significant gastro-intestinal bleeding	Within 7 days, provided the bleeding has stopped	Note: Blood Conditions: anaemia and blood loss criteria might also apply and will override these provisions (refer to section 2A)



Effective 16 January 2017

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CATEGORY 6 - EYE, EAR, NOSE AND THROAT CONDITIONS								
(6A) Penetrating eye injury, retinal detachment or hyphaema (bleeding into the front of the eye)	Within 14 days and must be provided by an ophthalmologist (eye surgeon)	Does not include removal of a foreign body from the cornea. Any gas in globe must be reabsorbed						
(6B.1) Intraocular surgery WITH gas	Within 30 days and must be provided by the treating surgeon (ophthalmologist)	Any gas injected into the globe must be absorbed prior to travel						
(6B) Intraocularsurgery WITHOUT gas admixture (e.g. oil only)	Within 10 days and must be provided by the treating surgeon (ophthalmologist)							
(6C) Cataract surgery	Not required if uncomplicated							
(6D) Corneal laser surgery	Not required if uncomplicated							
(6E) Severe otitis media (middle ear infection)	Not required if resolved	Must be able to clear ears						
(6F) Severe paranasal sinusitis	Not required if resolved	Must be free of sinus pain or pressure						
(6G) Inner or middle ear surgery	Within 10 days and must be provided by the treating ENT surgeon (Otolaryngologist)	Includes the insertion of a cochlear implant Not required for grommets						
(6H) Fractured jaw (surgically wired)	Travel can be permitted without an escort or cutters, if quick self-release wiring has been used							
(6l) Dental procedures (e.g. root canal, extractions, implants)	Not required if greater than 24 hours	Ensure adequate analgesia						
CATEGORY 7 - CONTAGIOUS	OR INFECTIOUS CONDITIONS							
(7A) Includes, but is not confined to: Varicella ('chicken pox'), Herpes zoster ('shingles'), Hepatitis A, Gastroenteritis, Measles, Mumps, Rubella ('German measles'), Pneumonia, Meningitis, Pertussis ('whooping cough'), Tuberculosis [TB])*	Required if symptomatic NB: Not considered fit to fly while there is a risk of transmission to other passengers or crew (whether as a result of active infection or possible infectious incubation)	*The incubation period of the particular illness should be considered						



Effective 16 January 2017

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CATEGORY 8 - ORTHOPAEDICS							
(8A.1) Fractures - Upper Limb	Not required if uncomplicated	No requirement to split cast. Ensure adequate analgesia					
(8A.2) Fractures - Lower Limb	Not required unless recent surgery NB: If injury/surgery is <48 hours cast needs to be split	Note: Anaemia and DVT criteria might also apply and will overrule these provisions					
(8B) Arthroscopic joint surgery	Not required if uncomplicated	Consider mobility assistance					
(8C) Large joint replacement surgery (hip, knee, shoulder)	Within 5 days, or if complications persist	Consider DVT prophylaxis. Mobility criteria may also apply and will overrule these provisions					
CATEGORY 9 - PREGNANCY A	ND NEWBORN						
(9A) Pregnancy Flights greater than 4 hours	 Any pregnancy with complications will require a medical clearance Within 5 days of normal vaginal delivery (exclusion caesarean refer 5B) Not acceptable to fly when: Single pregnancy - after the 36th week Multiple pregnancy - after the 32nd week Within 48 hours delivery (Normal Vaginal Delivery (NVD)) 	Risk of labour must be minimal. Note: After 28 th week of pregnancy every passenger must carry at all times, a letter dated no more than 10 days prior to travel from a doctor, or midwife outlining the following: Estimated date of confinement Single or multiple pregnancy Absence of complications Fitness to fly for duration of flight booked					
Flights less than 4 hours will require a medical clearance Within 5 days of normal vaginal delivery (exclusion caesarean refer 5B)		Risk of labour must be minimal. Note: After 28 th week of pregnancy every passenger must carry at all times, a letter dated no more than 10 days prior to travel from a doctor, or midwife outlining the following: Estimated date of confinement Single or multiple pregnancy Absence of complications Fitness to fly for duration of flight booked					
(9B) Infancy	Within 48 hours of birth	Risk of hypoxia if respiratory system not yet fully developed					
(9C) Miscarriage (threatened or complete)	Not required if fully recovered (no bleeding for 24 hours)	Must be stable, no bleeding and no pain for at least 24 hours					



Effective 16 January 2017

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CATEGORY 10 - OTHER CONDITIONS AND PHYSIOLOGICAL STATES							
(10A) Anaesthetics - general	Refer to specific medical conditions guidelines to determine fitness to travel. Should not fly within 24 hours following a general anaesthetic						
(10B) Supplemental oxygen required	Medical clearance always required. Please see additional information about oxygen	Note: Other provisions might also apply depending upon the condition for which oxygen is required. Refer to Flying with medical conditions – Supplementary Oxygen on website: http://www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/					
(10C) Breast surgery (including augmentation or reduction procedures)/Plastic surgery of the superficial soft tissues, muscles and skin	Not required unless complications	Ensure adequate analgesia					
(10D) CAPD (Continuous Ambulatory Peritoneal Dialysis)	Not required if clinically stable and Hb>9.5g/dl. Should travel with additional CAPD fluid bags in case of delays	Must have doctor's letter to present to airport security upon demand					
(10E) Anaphylaxis/allergies (severe, or even life- threatening)	For passengers who believe they have this condition but are not in possession of appropriate medication for treatment, a letter or management plan from their medical practitioner will be required	Passengers must be at a low risk of a reaction onboard. Virgin Australia cannot guarantee the airline environment or food will be free of specific allergens. If a passenger is carrying an auto injector device (e.g. EpiPen), they must ensure it is in their carry-on luggage and that they or an escort/carer/companion, are willing and capable of administration if required					
(10F) Scuba Diving	Not required after 24 hours unless recent decompression sickness NB: Air travel should not occur within 24hours of last scuba dive						
(10G) Decompression sickness Within 4-7 days and must be asymptomatic		Medical clearance MUST be provided by a specialist in hyperbaric medicine					



Effective 16 January 2017

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CATEGORY 10 - OTHER CON	DITIONS AND PHYSIOLOGICAL STA	TES	
(10H) Terminal or serious illness, not otherwise specified	Required in all cases	Other provisions may also apply including a medical escort/retrieval team	
(10I) Extensive burns or wounds	Consider delaying travel where the wounds are extensive and might permit seepage of blood or tissue fluid during the flight	Consideration should be given to wounds on pressure sensitive surfaces such as the buttocks, feet and back	
(10J) Transurethral Resection of the Prostate (TURP)	Within 72 hours of procedure		
(10K) Thyroidectomy/ Hemithyroidectomy	Within 5 days of surgery		

NOTE: AT TIME OF TRAVEL

If a passenger presents physically ill (e.g. vomiting or requiring first aid oxygen) in the terminal area or while boarding the aircraft, or presents other symptoms which create a reasonable concern that the passenger may not be able to complete the flight safely, the passenger may be denied boarding and not be permitted to travel until medical clearance is obtained.



Effective 16 January 2017

Part 3 - Medical Clearance Form

1. Personal Information								
Name/Title:					Sex: Male Female Age:			
2. TR	AVEL INFORM	//ATION (To be	complete	ed by the guest)				
Reserva	Reservation Number(s)							
Flight	Sector(s)	Date		Flight Number	Т	Travelling From		Travelling To
	1							
	2							
	3							
	4							
3. M E	DICAL COND	ITION (To be o	ompleted	by the treating doctor	or)			
Code			Medica	l condition				
Code			Medica	l condition				
Code			Medica	l condition				
Additio	nal medical i	nformation (e.	g. como	bidities, medicatio	ns, vit	al signs):		-
Date of	diagnosis:			Date:/_				
Date of	any recent s	urgical operat	ion:	Date:/_		/		
NOTE:	Codes 1E, 3	A, 4D		l				
Please confirm where indicated that an X-ray or other imaging has occurred to confirm that there is no air either								
in the pleural, mediastinum or cranial cavities:								
Yes								
If NO, the guest will be denied travel until medical confirmation is received.								
Is the passenger FREE from Contagious AND Communicable disease? Yes ☐ No ☐ (Specify)								



Effective 16 January 2017

4.	ASSISTANCE REQUIREMENTS						
a)) Wheelchair required? No ☐ Yes ☐ Gate (WCHR) ☐ Door (WCHS) ☐ Seat (WCHC) ☐						
b)	Is an escort required in flight to assist with eating, medications and toileting? No						
c)) Is a medically trained escort necessary? No						
5.	OXYGEN REQUIREMENTS						
(htt	oxygen and medical equipment requests must meet airlines require tp://www.virginaustralia.com/au/en/plan/special-needs-assistance/noroved by Virgin Australia Engineering.						
1.	. Does your patient require oxygen during flight? (refer to Catgeory 3 and http://www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/) No □ Yes □ 2LPM □ 4LPM □ Intermittent □ Continuous □						
	If your patient requires oxygen, do they have the physical and cognitive ability to see, hear, understand, and take appropriate action in response to the device's aural and visual cautions and warnings?	Yes □	No 🗆				
3.	Does your patient intend on using medical equipment onboard, please specify which is applicable?	(i) On the ground while at Yes ☐ No ☐ (ii) Onboard the aircraft? Yes ☐ No ☐	the airport?				
4.	Specify the name and type of medical equipment required						



Effective 16 January 2017

6. DOCTOR'S DECLARATION (To be completed by the treating doctor)					
I have read and understood the Vithe above named passenger has that this person does not have any risk, or that would contravene rele	been assessed by i y contagious diseas	me as fi se that c	t to travel on the ne ould directly place	ominated flights. I further certify another passenger or the crew at	
I, (name of doctor)					
(name of passenger)			is	s fit to travel.	
Doctor's Signature	Date				
Practice Name/Hospital Name:					
Phone Number - Business Hours:			After Hours:		
Address:			Country:		
As a courtesy, Virgin Australia may redeteriorates inflight, or if the level of We are collecting your personal intermation and Privacy Policy levels.	care required for that information. Please ocated on our web	at passer e read c esite for	nger results in an in our <u>Privacy Staten</u> information about	nterruption to normal operations. nent – Virgin Australia (Health thow we will handle this	
information, our likely overseas of privacy complaint.	disclosures and no	w you c	an access your p	ersonal information or make a	
,					
7. PASSENGER DECLARATION (7	Γο be completed by pa	assenge	-)		
I declare that the information conta Australia to use and release this in staff are not medically trained and attention in any situation. I acknow completion of this form, if the Airlin	formation as requir that the Airline can rledge that Virgin Au	red in the not guai ustralia i	e event of an emer cantee that I will re reserves the right t	rgency. I acknowledge that Airline ceive appropriate medical to refuse travel, notwithstanding	
Passenger's Signa	iture			Date	