



EMSOS

Elite Medical Services on Source Pvt. Ltd.

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M E D I C A L A S S I S T A N C E P A R E X C E L L E N C E



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Introduction



EM SOS is India's foremost air ambulance and medical assistance company, providing retrieval and repatriations of critically ill people and injured to - and - from India and abroad. We have a reputation of providing the best emergency assistance service in the country.

Our emergency assistance and medical services are of International standards that are managed by highly experienced and qualified personnel.

We take pride in the fact that we save lives and provide valued services to our clients in need, 24 hours a day, 365 days a year.

EM SOS has a 24 hours Alarm Center manned by medical professionals who provide advice and assistance to those in need.

Our Objectives



EM SOS intends to provide Advanced Critical Care (cardiac, pulmonary etc.) and Trauma Care at the site of mishap. (Early Goal Directed Therapy (EGDT)& GOLDEN HOUR CONCEPT).

EM SOS assists in transferring the patient to a hospital of higher medical excellence. We provide advanced and well-equipped ACLS ambulances manned by specialist doctors and well trained paramedics for ground transfer of patients within India.

We also offer fully equipped, Air Ambulances to transport / evacuate patients swiftly across India or Internationally at short notice. (Charter or Commercial flights).

Medical site surveys, advanced database of healthcare delivery system with world class quality assurance.

Our area of Operations



Multiple Trauma (resulting from mass disasters/ individual injury)

Cardiovascular/ Pulmonary compromised patients

MODS - Multiorgan Dysfunction syndrome patients

Burn cases

Neurotrauma

Paediatric and New born patients

And virtually all cases of Medical emergency

International Repatriations

RMR - Return of mortal remains

Who we're Serving

Tertiary care centres

Private Hospitals/
Nursing Homes

Insurance companies
(Indian/ foreign)

Embassies

Multinational/
corporates

EM SOS Services (Our focus area)



Basic Life Support (BLS):

Basic life support is a level of care that is concerned primarily with monitoring and maintaining a patient's vital signs during the medical transport. The availability and use of medical equipment is minimal.



Advance Cardiac Life Support (ACLS):

We have specialized medical equipment and personnel specially trained in how to use sophisticated medical equipments with appropriate medical protocols to treat cardiac arrest, insert IV lines, administer medication and treat other issues like trauma, burns etc.

This level of care is comparable to an Intensive Care Unit.



Trauma Management & Transport:

This includes management & transport of trauma patients under the realms of EGD (Early Goal Directed Therapy) & Golden hour concept



Evacuation

Emergency medical ground evacuation
with medical escort



Our crew is located in Delhi, connected through sophisticated communication network, can rapidly deploy an ambulance to assist patients. Our personnel are in constant communication with the treating doctors and monitor the care of the patient and also provide daily medical reports for the concerned family or company.

Our medical teams are chosen based on the needs of the patient. Critically ill patients are transported bed-to-bed in an intensive care setting. When required specialists accompany the patient (e.g. intensivist, cardiologist, pediatrician, and obstetrician etc.).

We utilize the most appropriate means of transfer according to the location and condition of the patient. Transfer is possible either by Airplane or Helicopter depending on the distance involved, number of patients to be transferred, the presence of adequate landing strips and also whether the patient requires a pressurized aircraft.

Our ambulances have been designed primarily for the transport of the critically ill and injured. These ACLS ambulances are ideal for long distance transfers due to their size and design. We can safely transfer patients on life support systems and have done numerous long distance patient transfers via road from remote and urban areas.

Local road ambulance evacuation

Ground medical escort service :

EM SOS provides road ambulances from Delhi completely equipped with life saving State-Of-The-Art equipments & all emergency medications thus creating an environment similar to the Intensive Care Unit.

A comprehensive bed-to-bed service by ground ambulances allow continuation of expert care during transportation.

On board are experienced staff consisting of Doctors & Paramedics at all times.

Evacuation

Emergency medical air evacuation
with medical escort



EMSOS has been repatriating patients on commercial and charter planes with medical escorts within India and the rest of the World. Our Doctors and Paramedics are well-qualified professionals who efficiently provide coordinated "bedside to bedside" transfer worldwide.

Our medical escort service caters to those individuals who require medical assistance while traveling, whether it is as a stretcher case on life support systems or as an escort for those disabled and/ or unable to tend for themselves during their flight back home. Any person requiring any form of medical assistance for critical or non-critical care transport may use this service.

We use the latest "State-of-the-art" equipment that can provide ICU care on commercial flights. Though a patient may only require minimal care, the medical escort always takes all standard emergency equipment and medication. Our staff and equipment are located in New Delhi, India.

Commercial airline repatriation and transfer is available to all age groups. With an experience of several air ambulance and commercial aircraft evacuation, our flight medical staff are trained to handle the most critical of patients whether they are on life support, have myocardial infarction or multi trauma patients etc. and provide dedicated critical care in the skies.

Air medical escort service includes:

Admission to a hospital or nursing home or even to the patient's home.

A Doctor/Nurse accompanying the patient from "bedside to bedside", throughout the transfer.

Ticketing and ground transport for the patient.

Special assistance at the airport for speedy and comfortable boarding.

Oxygen, special requirements, ventilators, stretchers etc. in the aircraft.

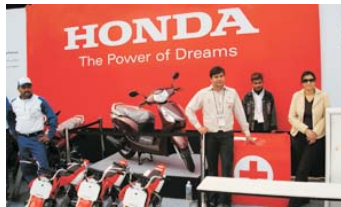
Administering patient medication, monitoring and nursing care on board the flight.

Evacuation

Special medical services
with medical escort



Events Medical Backup



EMSOS provides
backup medical staffing
and ambulances air /
ground for various
Rallies, car/ bike

conferences, corporate events, exhibitions etc.

Travel Advice Expat - for the travellers

Traveling in India for various destinations in form of diseases
prevailing, hospitals and medical profile of area.

Emergency Medical Rail Evacuation



THIS UNIQUE
SERVICE OF EM
SOS is designed to
reach out to the
patients who are

residing in areas of poor medical facility and are in need
of evacuation to a NCOME (Nearest Centre of Medical
Excellence) and have affordability issues in regards to air
evacuation.

Other Services offered



Medical Management of disaster situations:

- Natural (Earthquake, Floods, Cyclones etc.)
- Bombings, Riots & other adverse situation

Designing disasters management softwares

First Aid, CPR and trauma management training

Medical Site Surveys

Remote Site medical cover

Provide Medical Referrals

Assistance to organ transplant patients

Repatriation of Mortal Remains - RMR

EM SOS FAQs

What makes EM SOS unique?

We provide complete worry-free BEDSIDE-to-BEDSIDE service by providing a ground ambulance to pick up the patient from their bedside to the nearest possible airport, then fly the patient on an air ambulance that is equipped with Advanced Life Support equipment and staffed with a Doctor/ ALS Paramedic. Upon arrival to the destination airport, a ground ambulance will transfer the patient to the final destination. We also provide specialized medical staff when needed. Physicians may also be available upon request, at additional fees. In addition, EM SOS provides Medical Escort Service for those patients that require medical care on a commercial airliner.

What type of medical equipment is on board an air/ rail/ ground ambulance?

All of the aircraft/ rail/ ground ambulances are equipped with on board certified Advanced Life Support (ALS) medical equipment consisting of cardiac monitors, defibrillators, infusion pumps, IV solutions, oxygen with all necessary regulators and gauges to deliver oxygen, intubations equipment, respirator/ventilator, FAA approved stretcher, oropharyngeal airways, hand operated bag-valve mask resuscitators, portable suction units, pulse oximeters, blood pressure cuffs, etc.

Who makes the decision as to whether patient can be transported?

EM SOS medical department consults with both your personal physician and the local attending physician as to what course of action is in the patients best interest, as long as the patient meets the transport criteria (inpatient status at both ends), and all safety issues have been considered, then it is the patient or his attendants ultimate decision as to whether or not he or she is transported.

EM SOS FAQs

In a medical emergency, how long will it take after my initial phone call to you before I am moved to the hospital of my choice?

In most cases an EM SOS-authorized aircraft can be launched within 3-4 hours of a call. This obviously depends on how accessible the member is to some form of landing strip that can accommodate an EM SOS-authorized aircraft and airport take-off & landing clearance by the Indian Air Traffic Controller. In case of ground ambulance transport, it can be launched within 1 hr of a call.

Will you rescue me in any medical emergency no matter where I am?

No. We cannot guarantee evacuation from remote locations that do not have accessible landing strips, but we can definitely assist in getting to the nearest possible referral doctor/ medical facility.

What are the Documentations you do while transporting the patients?

We always document the medical condition at the time of takeover and also record in-flight/ in ambulance changes with the handover details and necessary observations and medications administration during the transport and along with necessary consent forms. All our documents are in appropriation with AHA transport guidelines.

Can you transfer patients awaiting an organ transplant?

Yes. We recommend that you contact us prior to the transfer, when you are placed on the transplant list; to discuss our aircraft/ ground availability, payment arrangements, and other details.

EM SOS FAQs

How many family members can accompany the patient?

- A. For Air Ambulances - Depending on the type and the configuration of the aircraft, we may accept minimum one & maximum four passengers to accompany the patient.
- B. For Ground Ambulances - We accept up to two passengers only to accompany the patient. If the patient requires several medical personnel, then one passenger will be able to accompany the patient, in the ambulance.

Do private health insurance companies pay for air ambulance transfers?

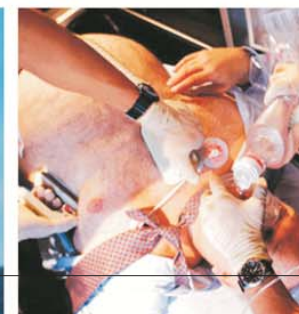
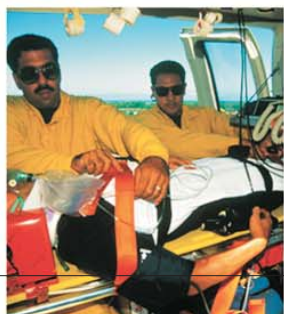
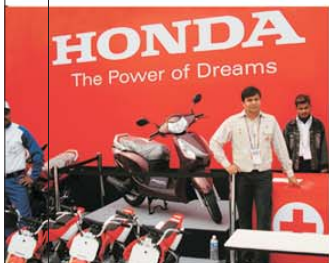
It depends on the individual's insurance coverage, Many private international insurance companies do cover air ambulance transfers. It is best to check with the insured policy for pre approval of the air ambulance transfer.

Does EM SOS Air ambulance transport patients internationally?

Yes, at EM SOS, we can fly anywhere in the world.

Can EM SOS, transfer patients within Europe, Asia, or other countries on a commercial Aircraft?

Yes, with the convenience of commercial jet-liners, we can transfer patients within Europe, Asia, the Middle East, Africa United States & Canada.





100%

Complete Worry Free Bedside-to-Bedside Transfer Service

1. When you call to arrange for a patient evacuation, one of our coordinators will get some basic information on the patient. Then we will forward this information to our medical department that will obtain a medical briefing of the patient and assign the flight / ground medical staff accordingly.
2. Based on the medical briefing, we arrange for the ground transportation to pick up the patient at the bedside. To ensure smooth patient transfer, it is important to allow us to arrange for ground support. Some transfers require the flight medical staff to accompany the patient on the ground ambulance between the hospital and the airport.
3. Once the patient has been transported to the airport, our flight crew and medical staff will safely transfer the patient onto the air ambulance aircraft. The crew will secure the patient on the stretcher with all needed medical equipment. Family members and companions will be able to sit beside the patient during the flight.
4. Once everyone is seated on the air ambulance, the attending medical flight crewmember will check the patient's vital signs to be certain that all the adjustments are completed before take-off.
5. During the flight, the patient will be continuously monitored and the attending medical flight crew will administer any medication. If the flight should require a fuel stop, the patient will remain on the air ambulance aircraft with the medical flight crew.
6. The destination airport is determined as part of the flight planning. At EM SOS we always strive to land at the least congested and nearest airport to the receiving facility to shorten the patient's ride to final destination.
7. Upon arrival to the destination airport, an awaiting ground ambulance will be available to transport the patient to the receiving bedside. The medical flight crew will accompany the patient on the ground ambulance to the receiving facility. The medical report will then be given at the facility that will conclude our 100% Complete Worry Free Bedside-to-Bedside Transfer Service