

## **MEDICAL ESCORT SERVICES**

Medical escort service is a non-emergency medical service provided by a self-employed freelancer, medical escort company or air ambulances. It is for patients who are being repatriated or need medical assistance while traveling. Depending on the length and the total distance of the journey, patients are accompanied by one or two trained and registered nurses and critical care paramedics.

Costs for air ambulances are unique for each situation and costs are calculated on an individual basis depending on several factors, including:

- The distance covered and route taken
- The patient's state of health
- The number of friends and family accompanying the patient
- The type of air ambulance required
- The urgency of the transport

The following are some of the organizations which offer medical services in Kenya and their contacts: -

### **AMREF Flying Doctors**

AMREF provides experienced English-Speaking doctors and nurses to accompany patients on commercial airlines worldwide. The services include: -

- arranging for medical clearance by the airline,
- assistance at the airport,
- ground transport and other logistics like coordinating hospital admission and contact with the receiving doctor.

For cost of evacuation an online evacuation request form must be submitted before the cost can be calculated. Charges vary with different evacuation destinations.

Located inside Wilson Airport, P O Box 18617 – 00500, Nairobi, Kenya

Tel: +254 (0) 206 992000 | +254 (0) 730 811000 | +254 (0) 709 962000

Email address: [info@flydoc.org](mailto:info@flydoc.org)

Emergency Lines

Tel: +254 (0) 206 992222 | +254 (0) 730 811811 | +254 (0) 709 962811

+254 (0) 20 6000 665

Email address: [emergency@flydoc.org](mailto:emergency@flydoc.org)

### **Global Air Rescue**

Global Air Rescue is a comprehensive air ambulance service dedicated to delivering patients to the best medical care anywhere in the world. Global Air Rescue also arranges numerous aero-medical transport services from emergency critical care

transport, commercial international airline stretcher service and medical escorts for flights on private aircraft and commercial flights.

Global Air Rescue works directly with airports like Nairobi - Jomo Kenyatta International Airport (NBO/HKJK) to support patients air ambulance needs.

Together, Nairobi - Jomo Kenyatta International Airport (NBO/HKJK) and Global Air Rescue provide the following services:

- Emergency medical teams, medical equipment, and ground transport.
- Network of air ambulances equipped with state-of-the-art advanced cardiac life support systems.
- Experienced doctors and nurses who are certified in Advanced Cardiac Life Support and Flight Physiology.
- For air ambulance care - qualified trauma experts ready to fly and transport patients directly to or from Nairobi - Jomo Kenyatta International Airport (NBO/HKJK) on a moment's notice to the destination of choice.

**Address:** Nairobi, Jomo Kenyatta, Kenya, PO Box 19087, Nairobi, 00501, KENYA

**Alternate:** Nairobi, Jomo Kenyatta, Kenya, Airport North Road, Nairobi, 00501, KENYA  
Other Airports in Kenya

- Air Ambulance Eldoret International Airport (EDL/HKEL)
- Air Ambulance Kisumu Airport (KIS/HKKI)
- Air Ambulance Lokichogio Airport (LKG/HKLG)
- Air Ambulance Mombasa Moi International Airport (MBA/HKMO)
- Air Ambulance Nairobi - Jomo Kenyatta International Airport (NBO/HKJK)
- Air Ambulance Nairobi - Wilson Airport (WIL/HKNW)

To request for an estimated cost for medical air transport requirements call  
Contact: Emergency Dispatcher Center 24/7 Service at  
(866) 2996870; (305) 5140942

### **Centric Air Ambulance Ltd**

Location: 2<sup>nd</sup> Floor, Phoenix Aviation House, Wilson Airport

P O Box 35 – 00517 Nairobi

Emergency Tel: +254 709 313 888

Office No: +254 730 980 000

Email address: [info@centric.co.ke](mailto:info@centric.co.ke); [rescue@centric.co.ke](mailto:rescue@centric.co.ke)

Centric Air Ambulance provides medical escort services for patients across the world. The team of trained medical personnel assist patients with booking, ground transportation, and special security considerations, i.e. those involving wheelchairs, oxygen supplies, and other specialized medical equipment. They also provide flight medical crew to take care of patients on commercial airliners.

## **MAJOR HOSPITALS**

### **The Nairobi Hospital**

Location: Argwings Kodhek Road, Nairobi

Tel: 0703 082000

Email address: [hosp@nbihosp.org](mailto:hosp@nbihosp.org)

They do not offer medical escort services; however, a patient's doctor can organize for a medical escort if patient needs to be evacuated (private arrangement). Referred me to AMREF

### **The Aga Khan University Hospital**

Location: 3<sup>rd</sup> Parklands Avenue, Limuru Road, Nairobi

Tel: +254 20 366 2000 or +254 20 374 0000

Email address: [akuh.nairobi@aku.edu](mailto:akuh.nairobi@aku.edu)

They do not offer medical escort services.

### **M P Shah Hospital**

Location: Parklands area - Shivaji Road, Nairobi, Kenya

Tel: +254 20 4291100 or 0722 783350 or 0733 606 113

Email address: [info@mpshahhosp.org](mailto:info@mpshahhosp.org)