



MedLink Responds to Passenger with Chest Pain

A 49-year-old passenger en route from Auckland, New Zealand to Hong Kong, experienced severe chest pain and numbness in her left arm, hands and fingers when the flight was still 90 minutes away from its destination.

As instructed in their crewmember medical training, the cabin crew located a medical volunteer on board and simultaneously engaged the aircraft's satellite phone to contact the hospital-based MedLink Global Response Center. The onboard physician and crew informed the doctor that the pain was more in the woman's upper extremities, and that she felt better when she moved her arms and fingers.

After considering the patient's condition and medical history, the MedLink doctor provided further medical advice to guide the volunteer doctor and crewmembers. The MedLink doctor referenced the MedLink database that contained an inventory of the airline's medical supplies kept on board and made treatment recommendations.

Coordinating Ground Arrangements

At the same time, a MedLink communication specialist confirmed the aircraft's flight position and consulted the MedLink airport database to determine the airports on the flight's path with the most appropriate medical facilities, in the event that a medical diversion was warranted.

Diversion Averted

Thirty minutes after the administration of MedLink's recommended treatment, the doctor on board worked with the MedLink physician to complete a medical assessment, confirming that the passenger had stable vital signs. At that time, the passenger reported an improved condition, and the pilot decided – after considering the MedLink doctor's recommendation – that a medical diversion was unnecessary.

The MedLink communication specialist then accessed arranged for emergency medical services to meet the aircraft at the gate for a full assessment of the passenger's condition upon arrival.

Expert Communication between Airline and MedLink

MedLink Doctors and communications specialists worked hand-in-hand with the captain, onboard physician, crewmembers and the airline's operations control center. Because of such collaboration, the MedLink team was able to provide remote expert medical advice that ensured the passenger's safety and also helped facilitate the captain's decision-making regarding whether to continue the journey to Hong Kong, or to schedule a costly diversion.