

GENERAL INSTRUCTION MANUAL

1321.015

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

ISSUE DATE
06/29/2011REPLACES
01/16/2005

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

APPROVAL
KHNPAGE NO.
1 OF 7**Content:**

This General Instruction describes the procedure to request an aircraft medical evacuation. It contains the following information

1. Introduction
2. Purpose
3. Definitions
4. Procedures
5. Responsibilities
6. Attachments

1.0 Introduction

1.1 Every Saudi Aramco Organization with remote sites, i.e., Pump Stations, Offshore Operations Tanajib, and Shaybah, have a responsibility to provide their employees and contractors with a rapid response to a Medical emergency and transport those affected to definitive care.

2.0 Purpose

2.1 The purpose of this instruction is to ensure that all organizations use the same method to request an aircraft medical evacuation (MEDEVAC). Non-compliance with this General Instruction will result in a delay of the response time by the Medical and Aviation Departments.

3.0 Definitions

The following definitions will be used to identify patient status.

3.1 Saudi Aramco patient — All Saudi Aramco employees and dependants, all authorized contractor personnel.

3.2 Non-Saudi Aramco patient — All residents of Saudi Arabia who are not Saudi Aramco employees, dependents or authorized contractors. All seamen not holding a Saudi Arabian Government Visa.

4.0 Procedures

4.1 In the event a Medical Emergency which may require transport by Air:

4.1.1 Report the emergency by 110 telephone call if not available call area EMS directly.

4.1.2 Request Medical Response from area EMS: EMS will decide the appropriate response and method of transport.

5.0 Responsibilities

5.1 All Saudi Aramco Departments

5.1.1 All Company Organizations will include MEDEVAC procedures in the Departments Emergency Response Plan including current local call up numbers.

5.1.2 Supervisors at all work locations must be aware that Area EMS personnel will authorize a MEDEVAC flight only after a medical evaluation, based on information provided by the person initiating the call, has been conducted.

5.1.3 To assist with the patient's medical evaluation and reduce the MEDEVAC response time, as much of the following information as possible must be provided to the EMS:

GENERAL INSTRUCTION MANUAL

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

ISSUE DATE
06/29/2011REPLACES
01/16/2005

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

APPROVAL
KHNPAGE NO.
2 OF 7

- a) Patient's name, ID number, age, gender, nationality and language.
- b) Nature of illness or injury, including apparent cause and related history.
- c) Symptoms, including location of any pain.
- d) With accident cases, how the accident occurred.
- e) Ability of patient to walk or be moved.
- f) Type, time, form, and amounts of medication given.
- g) Patient's respiration, pulse rate, temperature and blood pressure.

5.1.4 The proponent organization is responsible for the cost of the MEDEVAC.
Eastern Province MEDEVAC (Decision Chart at Attachment A).

5.1.4.1 If the injured or ill person is on a marine barge or vessel, the captain will make a radio call to Port Control requesting a MEDEVAC. Port Control in turn will call "110." At this time medical personnel will answer the "110" phone and establish what medical assistance is required at the scene. Medical may also be notified locally.

5.1.4.2 Port Control should obtain the following supplementary data from the barge or vessel and relay the information to the appropriate Aviation Department Flight Dispatch office when Area EMS requests a MEDEVAC:

- 1) Name of the barge or vessel.
- 2) Latitude/longitude, or range and bearing from a known reference point.
- 3) Course and speed of the barge or vessel.
- 4) Whether a suitable clear area is available for a helicopter hoist operation or landing and its location on deck.
- 5) Direction and speed of the relative wind and visibility in the area.
- 6) Is the barge or vessel capable of transmitting on 410 KHZ continuously, for purposes of aircraft homing on this signal.
- 7) Whether the barge or vessel has a medical chest, and whether a physician or other medically trained person is aboard.

5.1.4.3 The department requesting the MEDEVAC will advise the Area EMS of the contact telephone number at the scene.

5.1.4.4 Inform Area EMS and Saudi Aramco Affairs if patient is non-Saudi Aramco patient data required:

- a) Name of employee
- b) Government Document (Resident Permit) or Seaman's Card
- c) Does the employee hold a Saudi Arabian Government Visa
- d) Employers Representative Contact Telephone Number
- e) Definitive Care Hospital

GENERAL INSTRUCTION MANUAL

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

G. I. Number **Approved**

1321.015

ISSUE DATE
06/29/2011REPLACES
01/16/2005APPROVAL
KHNPAGE NO.
3 OF 7

5.2 Medical Department.

5.2.1 Eastern Province - Area EMS.

- a) If a MEDEVAC flight is required, the Area EMS will contact one of the following Aviation Department Flight Dispatch offices and request the service of a MEDEVAC aircraft. The EMS Area Physician will inform the Flight Dispatch office if there is a need to carry any medical equipment which might require the removal of seats, or other modification to the aircraft. He will give the contact telephone number at the scene, should Flight Dispatch require further information.
- b) The Area EMS will ascertain the level of response and assign the appropriate personnel. This information is to be passed to the Area Flight Dispatch office.
- c) The Area EMS will determine the location where the patient is to be transported for definitive medical care. If destination is Dhahran, EMS will inform DHC-EMS.
- d) The Area EMS will determine if a patient requires to be transported by hoist.
- e) If a MEDEVAC is requested for a non-Saudi Aramco patient, the Area EMS must contact the Area Saudi Aramco Affairs Representative immediately. The main gate can provide the afterhours contact number of the Saudi Aramco Affairs Representative when "110" is called or by calling the main gate at the location of the incident:

5.2.2 Eastern Province — DHC-EMS.

- a) DHC-EMS will arrange for an ambulance at Dhahran Main Camp (Helipad) or Saudi Aramco Hangar (for fixed wing).
- b) If the MEDEVAC is for a non-Saudi Aramco patient and destination is Dhahran, DHC-EMS will advise Saudi Aramco Affairs Eastern Province (SAA-EP). DHC-EMS will treat or transport to Government Medical Facility.

5.2.3 All Remote Areas Nurse (Decision Chart at Attachment B).

- a) The Health Care Provider (HCP) will make the initial assessment of the patient's condition. The HCP will treat or transport to Definitive Care as appropriate after consultation with DHC EMS.

5.2.4 All Remote Areas — DHC-EMS (Decision Chart at Attachment B).

- a) A HPC will determine the method of transport.
- b) If an air MEDEVAC is required, DHC-EMS will request approval Saudi Aramco Affairs Eastern Province (SAA-EP). To obtain necessary approvals
- c) DHC-EMS will contact Aviation Flight Dispatch with MEDEVAC requirements and destination information. If the destination is Dhahran, EMS will arrange for an ambulance and treat or transport to Government Medical Facility.
- d) DHC-EMS will inform the area HCP of the transportation arrangements.

GENERAL INSTRUCTION MANUAL

1321.015

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

ISSUE DATE
06/29/2011REPLACES
01/16/2005

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

APPROVAL
KHNPAGE NO.
4 OF 7

5.3 Aviation Department.

- 5.3.1 Each Flight Dispatch office will establish MEDEVAC procedures as part of the Emergency Reaction Guide (ERG).
- 5.3.2 Aviation Department will only accept requests for MEDEVAC flights by the Medical Department. Any other requests for MEDEVAC flights should be referred to the appropriate Medical Department.
- 5.3.3 The Flight Dispatch office will determine which type aircraft is best suited for the MEDEVAC, configure the aircraft to meet the requirements, and assign a flight crew.
- 5.3.4 It is essential that an adequate number of hoist operators be assigned to a helicopter MEDEVAC, which will be conducted from a barge or vessel. The decision of whether to hoist from a barge or vessel or to land on deck is the responsibility of the Helicopter Captain and will be based on the information received from Port Control.
- 5.3.5 The Flight Dispatch office will inform the Area EMS of the ETA and status of the MEDEVAC flight.

5.4 Saudi Aramco Affairs.

- 5.4.1 If the MEDEVAC is for a non-Saudi Aramco patient, the Area SAA or SAA-EP will advise the appropriate Government authorities.
- 5.4.2 All Remote Areas
 - a) Saudi Aramco Affairs-EP will obtain clearance for the use of Company aircraft for MEDEVAC of critically ill or injured non-Saudi Aramco patients after consultation with DHC-EMS.
 - b) Local Saudi Aramco Affairs will contact the receiving Definitive Care Area facility to ensure the appropriate transport to definitive care.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

G. I. Number Approved

1321.015

ISSUE DATE
06/29/2011

REPLACES
01/16/2005

APPROVAL
KHN

PAGE NO.
5 OF 7

Approved:

Ata H. Smadi, Chief, Emergency Medical Services Div.

Approved:

Marwan M. Najjar, Director, Surgical & Diagnostic Svcs. Dept.

Approved:

Khalid H. Natour, Manager, Saudi Aramco Aviation Dept.

Approved:

Mohammed A Al- Maghlouth, Manager (A) Saudi Aramco Affairs- Eastern Province Dept.

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

G. I. Number **Approved**

1321.015

ISSUE DATE
06/29/2011REPLACES
01/16/2005APPROVAL
KHNPAGE NO.
6 OF 7**6.0 Attachments****6.1 Eastern Province Medevac Chart A****EASTERN PROVINCE MEDEVAC****A****SAUDI ARAMCO
Dept/ Contractors****Area EMS****Area AVIA Dept.****DHC EMS****Area SAA or SAA-EP**

1. Contacts Area EMS to request MEDEVAC using "110" or local EMS

A. Provides details of patient's condition and cause of accident

B. Provides contact phone number at scene

C. Informs Area EMS if patient is Non-Saudi Aramco

1. Contacts Aviation Flight Dispatch with MEDEVAC requirements and contact phone number at scene

A. Determines the destination of MEDEVAC

B. Approves Patient transport by Hoist

C. If destination is DHA, Informs DHA-EMS of Aircraft ETA and informs main camp helipad.

D. Informs AREA SAA if patient is Non-Saudi Aramco

A. Determines type and configures aircraft

B. Provides Aircraft to destination as directed by EMS

C. Informs DHA-EMS of Aircraft ETA if

1. Contact SAA-EP if patient is Non-Saudi Aramco

A. Arranges for ambulance and configures Aircraft at DHA

B. Treats or transports as required

C. Informs DHA-EMS of Aircraft ETA if

1. If patient is Non-Saudi Aramco, Aramco arranges for reception of patient at Network Hospital

A. Advises appropriate Main Camp Helipad Authorities

GENERAL INSTRUCTION MANUAL

1321.015

ISSUING ORG. AVIATION DEPARTMENT/MEDICAL DEPARTMENT

ISSUE DATE
06/29/2011REPLACES
01/16/2005

SUBJECT REQUEST FOR AIR MEDICAL EVACUATION

APPROVAL
KHNPAGE NO.
7 OF 7**6.2 All other Areas Medevac Chart B****All other Areas MEDEVAC****B**Health Care Provider DHC EMSSAA-EPDHC EMSAVIA DISP