

***Medi Response***

*Quando a sua vida depende disso*



***360° Global  
Medical  
Service***





Quando a sua vida depende disso

Medi Response takes great pride in its well-established Emergency Medical Service (EMS) Operations in Mozambique. We look forward to the prospect of advancing the industry within Mozambique, while collaborating with all stakeholders to meet world class standard in patient care.

Medi Response relies on a centralised operational management team to provide customized, scalable and **Client-centric** services for all emergency medical service requirements.

Medi Response's **integrated business processes** are supported by a 24-hour Operations Control Centre, based in Maputo, Mozambique, as well as a 24-hour Global Coordination Centre in Johannesburg, South Africa. All service activities are further complimented by a fleet of ground ambulances, emergency response vehicles, 4X4 and special utility vehicles, as well as an Air Ambulance Operation.

Medi Response maintains a comprehensive network of Hospitals, EMS and Aeromedical service providers internationally, enabling access to additional global resources.

Medi Response Mozambique, Lda

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Escritório: Rua das Maçanicas, No. 82, Bairro do Triunfo, Maputo – Moçambique

Operações: Rua do Rio Inhamiarra – Hospital Privado de Maputo



**Remote Site**  
Medical  
Service



**360° Global**  
Medical  
Service



**Event**  
Medical  
Service



**Emergency**  
Medical  
Service



**Education**  
& Training

**MRIH**  
MRHOLDINGS

## AEROMEDICAL EVACUATION

Medi Response will provide coordinated medical evacuation and repatriation services on behalf of its clients. Medical evacuation and repatriation can be requested at any times globally.

Medical evacuation and repatriation services consist of:

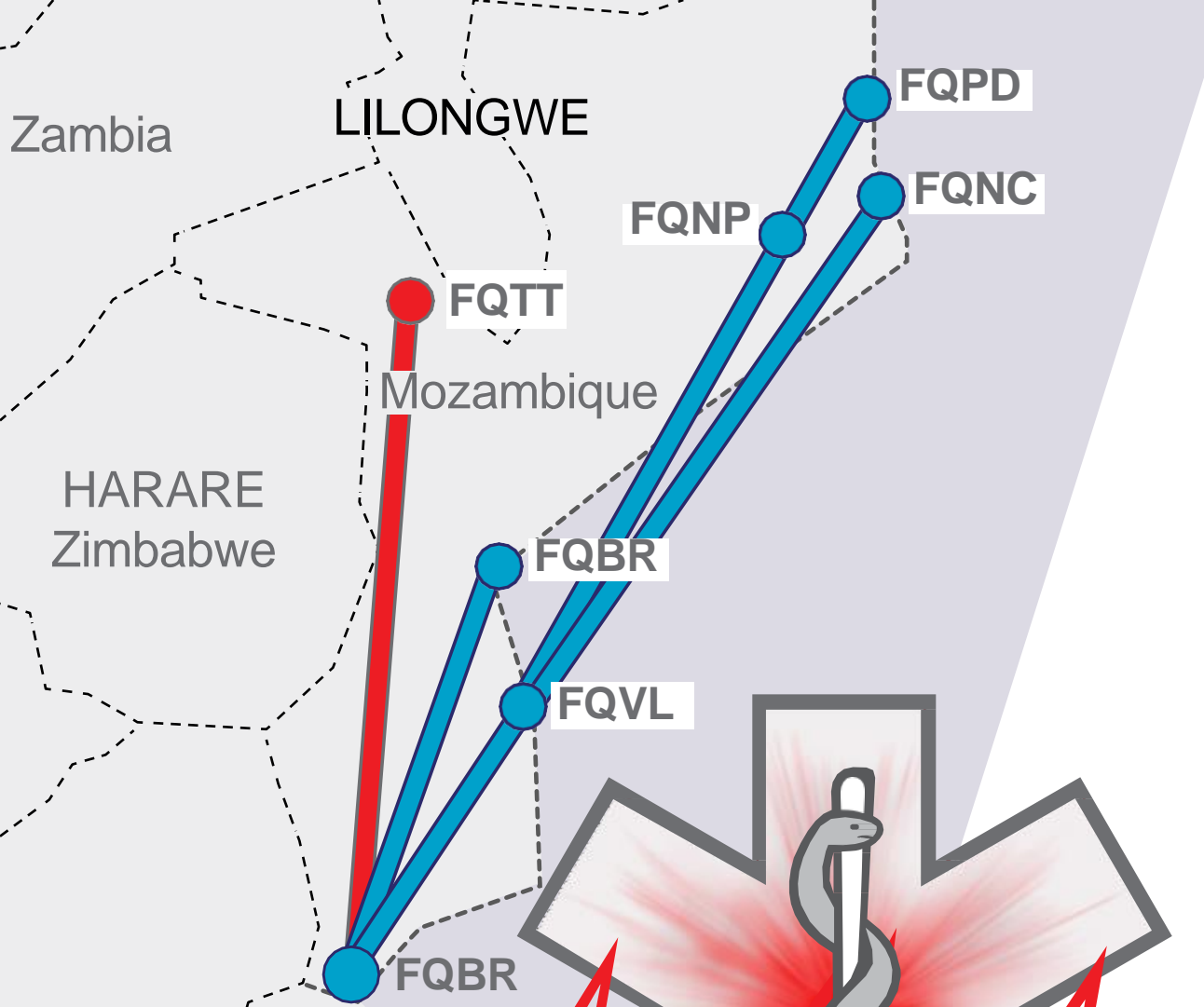
- 24/7 Global Command Centre
- Incident Support and Coordination Team
- Point of Incident to Home Transport Coordination
- Medical and Non-Medical Transport
- Air Transport Coordination and Ticketing
- Companion Ticketing
- Specialist Medical Equipment
- Pharmaceutical Requirements
- Other related logistical requirements
- Port Health Permits
- Stakeholder Communication and Notification Protocols



## AEROMEDICAL EVACUATION PROCESS

The below outlines the evacuation process:

- Whilst making an evaluation on a medical evacuation, Medi Response's medical personnel monitor and evaluate the patient's medical condition and request the relevant authorizations to treat and transport the patient.
- Every Client is required to designate one to three Authorized Persons (AP) who are available 24x7 to approve the activation.
- Based on the patient's medical condition, it will be determined whether the patient is deemed "fit to fly" (i.e. air ambulance, commercial carrier with medical escort or Illegible to fly).
- Medi Response coordinates the logistics of ground transportation, exit and entry Port Health Permits, as well as ensuring all receiving facilities and logistic ground support are secured in advance.
- Medi Response ensures constant and direct communication to the AP, from activation to point of destination.



# Average light times within Mozambique

All times indicate estimated flight hours to/from Maputo.

Johannesburg – FAOR 01h30

Vilanculos – FQVL 02h00

Beira – FQBR 02h30

Tete – FQTT 03h00

Nampula – FQNP 04h00

Nacala – FQNC 04h30

Pemba – FQPB 05h30

\*Exclude mobilization and airport time delays.

