

## Qantas Group Medical Travel Clearance Guidelines

Airline travel has some unique features which must be considered by passengers with medical conditions to ensure a safe and comfortable flight.

Key features that a passenger and their treating medical practitioner must consider are:

**Oxygen:** The commercial aircraft cabin is pressurised to a level that is equivalent to being up to 8,000 ft altitude reducing the amount of oxygen available to breath. Healthy people have no problems at these altitudes but passengers with anaemia, or heart and lung conditions may be at risk and supplemental oxygen may be required or travel delayed until their condition has improved. Severe or complex cases may need to have altitude simulation studies to ensure their safety during the flight.

**Advanced medical care:** The aircraft cabin is a closed environment where access to advanced medical care may not be possible for many hours depending on the flight path. Qantas flight attendants are trained in first aid and our aircraft carry doctor's medical kits and heart defibrillators but complex medical assessment and treatment is not possible on board. If a passenger is at risk of an illness or complication in flight, they should consider delaying their flight or flying with a medical escort.

Detailed guidance for both passengers and their doctors is provided below. In developing these guidelines Qantas has considered the IATA Medical Manual and consulted with specialists in the relevant fields.

Diagnosis/ Condition	Not suitable for travel	Travel Clearance Form Required	Comments for treating Doctor
<b>Group 1 – Cardiovascular and related conditions including blood conditions</b>			
Angina	Unstable angina	Control achieved only recently (within 14 days)	Must be stable and no angina at rest. Must be able to ambulate at a moderate pace 50m on flat ground without chest pain or breathlessness
Myocardial infarction (heart attack)	Within last 7 days	Within 8 -21 days or if complications	Must be stable with no complications
Cardiac failure (congestive cardiac failure)	Uncontrolled heart failure or required ventilatory support within the last 14 days	Not required if controlled *	*Controlled - must be able to ambulate at a moderate pace 50m on flat ground without chest pain or breathlessness
Serious cardiac arrhythmia	Within 7 days	Within 8-21 days	Does not include benign arrhythmias
Pacemakers and internal (implanted) defibrillators	Within 24 hours	Within 7 days	No evidence of pneumothorax on chest xray
Coronary Angiogram	Less than 24 hours	21 days	A myocardial infarction (heart attack) within 21 days overrides these provisions. . Hb>8.5g/L
Angioplasty with or without stent	2 days or less	21 days	Good outcome with no complications. No significant anaemia
Cardiac Surgery – where the chest cavity is opened`	9 days or less	10-21 days (CABG and Valve surgery)	In assessing fitness to fly, the treating surgeon must in addition to any other assessment; view a chest x-ray to confirm that there is no air in the pleural space.
Pulmonary Hypertension	<ul style="list-style-type: none"> <li>WHO Class IV</li> <li>Significant right heart failure</li> </ul>	<ul style="list-style-type: none"> <li>WHO Class I, II, III</li> </ul>	Oxygen is recommended in most cases or consider specialist assessment.

Diagnosis/ Condition	Not suitable for travel	Travel Clearance Form Required	Comments for treating Doctor
<b>Group 1 – Cardiovascular and related conditions including blood conditions</b>			
DVT / Pulmonary embolism or at risk of DVT	Onset 4 days or less	5-21 days	Anticoagulation stable and PAO2 normal on room air. Prophylaxis as indicated.
Anaemia	Hb less than 8.5 g/dl Active bleeding	Chronic disease Hb <8.5g/l chronic stable disease	If acutely anaemic, Hb level should be assessed more than 24 hours after last blood loss, which must have ceased. Consider oxygen requirements
Sickle cell disease	Sickling crisis in previous 9 days	10 days and over	Always require supplemental oxygen
<b>Group 2 – Respiratory Conditions</b>			
Pneumothorax Haemo- pneumothorax (As a result of chest trauma or occurring spontaneously)	7 days or less after full lung expansion	8 - 21 days after full lung expansion	Lung expansion should be assessed by chest x-ray, ensuring no air in pleural space
Open chest surgery (non-cardiac)	14 days or less	15 - 28 days, experiencing symptoms or complications	e.g. lobectomy, pleurectomy, open lung biopsy. No evidence of pneumothorax on Chest xray
Pneumonia	Acute, with symptoms	Within 7 days of resolution - complications or ongoing symptoms	Fully resolved or, if X ray signs persist, must be symptom free
COPD, emphysema, pulmonary fibrosis, pleural effusion and haemothorax	Cyanosis on the ground despite supplementary oxygen. Unresolved recent exacerbation/ or required ventilatory support within the last 14 days	If unstable or poor exercise tolerance of less than 50 metres. Recent exacerbation (7 days)	Supplementary oxygen may be required in flight. Altitude simulation studies may be needed
Asthma	Recent severe attack within 48 hours (requiring hospitalisation)	Severe episode or recent hospitalisation discharge (within 48 hrs) , recent deterioration or instability	Must be stable and have medication with them
<b>Group 3 – Neurological Conditions</b>			
TIA (transient Ischaemic Attack)	Within 2 days	3 – 7 days	Must be stabilised
Stroke (cerebro-vascular accident)	Within 3 days	4 - 14 days	Must be self sufficient otherwise escort/carer required Supplemental oxygen should be considered within 2 wks of CVA
Epilepsy / Fitting/ Seizures	Less than 24 hours or unstable	Within 7 days of last fit.	In case of ongoing seizure risk, travel may be approved with escort and treatment plan.
Cranial surgery	9 days or less	10 - 21 days	Air travel should not occur if there is any residual air within the cranial cavity. Imaging may be required for early travel

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<b>Group 3 – Neurological Conditions</b>			
Spinal surgery- minimally invasive (ie microdisectomy)	≤ 3days after surgery	≥4 days with surgeon clearance	Wound should be stable and able to tolerate unexpected turbulence and vibration associated with flight
Spinal surgery-( major surgery ie open decompression)	≤ 8 days after surgery	≥9 days up to 12 weeks of injury or surgery	Wound should be stable and able to tolerate unexpected turbulence and vibration associated with flight. Standard aircraft fitted life jackets may not fit patients who are wearing a HALO brace. Carriage of own device should be considered.
Significant psychiatric conditions (ie mania, schizophrenia, drug induced psychosis)	If unstable or likely to deteriorate during flight/ result in harm to self/ crew or other passengers OR if sedated that self-care is not possible OR that the condition would require active medical intervention during the flight	Currently stable but where there has been a instability, non-compliance, deterioration or hospitalisation within 14 days*  Risk assessment if any history of aggression or violence may be required.	The certifying medical practitioner should consider the possible stress of travel on the individual. Travel may be approved with a suitable medical escort/ carer and/or security escort. Risk assessment if any history of aggression or violence may be required.
Head injury associated with loss of consciousness or skull fracture	Within 2 days if there has been seizures	Within 14 days of last injury or last seizure or any penetrating injury	No evidence of pneumocranium
<b>Group 4 – Gastro-intestinal conditions</b>			
Open abdominal surgery  (ie Laparotomy, Hysterectomy, Cholecystectomy, Hepatectomy, Colectomy, Caesarean, Radical Prostatectomy)	10 days or less	11 - 14 days or if complications persist	Open surgery means through a full incision not 'keyhole' or laparoscopic Passenger must be able to open bowels / pass flatus.
Laparoscopic surgery(Keyhole ie Appendectomy)	4 days or less	Only if there are complications	e.g. tubal surgery. All gas must be absorbed.
Investigative laparoscopy	Less than 24 hours	Procedure within 1 -4 days	All gas must be absorbed
GIT Bleed	Less than 24 hours following a bleed	Up to 14 days following bleed	Endoscopic or clear evidence (ie Hb has continued to rise to indicate bleeding has ceased) Hb level must be sufficient for air travel

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<b>Group 5 – Ear, nose and throat</b>			
Otitis media and sinusitis	Acute illness or with loss of Eustachian function		Must be able to clear ears
Inner or Middle ear surgery	9 days or less	10 - 14 days with medical clearance from treating ENT (Otolaryngologist)	Must be able to clear ears Includes cochlear implant insertion
Insertion of Grommets			Refer Anaesthetics
Fractured jaw (surgically wired)	Without an escort carrying appropriate cutters	Travel can be permitted without an escort or cutters, if quick self-release wiring has been used	
Tonsillectomy •Flights less than 2 hours	< 24 hours, any bleeding or complications	1-10 days with ENT clearance	Bleeding secondary to wound infection should be considered
Tonsillectomy •Flights greater than 2 hours	21 days or less	not applicable	Bleeding secondary to wound infection should be considered
<b>Group 5 – Eye conditions</b>			
Intra-ocular surgery • with gas	<7 days	8-42 days requires specialist clearance	Any gas injected into globe must be re-absorbed (may be up to 6 weeks)
Intra-ocular surgery • without gas	<24 hours	2-14 days requires specialist clearance	
Penetrating eye injury, retinal detachment or Hyphaema (bleeding into front of the eye)	6 days or less	7 - 14 days and must be provided by an Ophthalmologist (Eye Surgeon)	Does not include removal of a foreign body from the Cornea. All gas in globe must be reabsorbed.
Cataract surgery	Less than 24 hours	1 – 3 days and must be provided by an Ophthalmologist (Eye Surgeon)	
Corneal laser surgery	Less than 24 hours	1 – 3 days	
<b>Group 6 – Pregnancy and Newborn</b>			
Pregnancy • Flights greater than 4 hours	<b>Single pregnancy</b> – after the 36th week <b>Multiple pregnancy</b> – after the 32nd week	Any pregnancy with complications will require a medical clearance	Risk of labour must be minimal. High risk pregnancies or where no antenatal care has been provided should have a dedicated air ambulance transport.
Pregnancy • Flights less than 4 hours	<b>Single pregnancy</b> – after the 40th week <b>Multiple pregnancy</b> – after the 36th week	Any pregnancy with complications will require a medical clearance	
Miscarriage (threatened or complete), ectopic	With active bleeding and/or pain	Within 7 days of bleeding	Must be stable, no bleeding and no pain for at least 24 Hours. Must be haemodynamically stable. Hb not less than 8.5 g/dl.
New born/ Infant	Less than 48 hours old OR requires a ventilator or incubator	3 - 7 days or history of complications or premature birth	Risk of hypoxia if respiratory system not fully developed

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<b>Group 7– Orthopaedics</b>			
Fractures / Plaster casts	Must be split if applied less than 48 hours prior to departure	Within 7 days	Fractures supported by a back slab or sling are exempt. Consider DVT prophylaxis.
Arthroscopic joint surgery			Refer Anaesthetics Consider mobility requirements
Large joint replacement surgery (ie hip, knees, shoulders)		Within 14 days and must be provided by treating orthopaedic surgeon	Consider DVT prophylaxis
<b>Group 8– Other Conditions and Physiological states</b>			
Anaesthetics	≤ 24 hours of having a general anaesthetic	≥ 24 hours of having a general anaesthetic where medical condition contraindicates travel within this time	Refer to specific medical conditions guidelines to determine fitness to travel
Anaphylaxis/ allergies	Passengers must be at low risk of a reaction on board. Qantas cannot guarantee the airline environment or food will be free of specific allergens. If a passenger is carrying an auto injector device e.g. EpiPen®, they must ensure it is in their carryon luggage and that they or an escort/carer/companion, are willing and capable of administering it if needed		
Burns	If systemically unwell (eg shock and/ or sepsis) or with widespread infection or greater than 20% total of body surface area	Within 7 days of burn or surgical treatment	Consideration should be given to wounds on pressure sensitive surfaces such as the buttocks, feet and back
Breast surgery (Augmentation or reduction procedures)	< 24 hours	Within 2-4 days	Ensure adequate analgesia.
Plastic surgery of superficial soft tissues, muscles and skin	< 24 hours	Within 2-4 days	Ensure adequate analgesia
Scuba diving	Not within 24 hours last dive	Not required after 24 hours unless recent decompression sickness	Consider longer period for decompression dives or extended / multiple dives.
Decompression sickness (bends)	≤3 days for the bends ≥7 days with neurological symptoms	In all cases within 10 days of completing treatment	Medical clearance must be provided by a specialist in hyperbaric medicine
Terminal illness	If aviation environment or process of travel may exacerbate condition (eg. Hypoxic environment, tumult of travel, thrombotic risk etc)	All cases	Medical condition may require stretcher, escorts/carers or oxygen. Will not accept passengers at high risk of complications during flight.

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<b>Group 9– Contagious and Infectious Diseases</b>			
Chicken Pox (including shingles)	If active lesions present	If unsure, or if non-dermal complications are present.	All lesions must be dried and crusted
Conjunctivitis (bacterial)	If eye still discharging pus, and not improving on antibiotics and/or extra-ocular involvement	If unsure	Must be treated by appropriate antibiotic drops / ointment and be responding
German Measles (Rubella)	Within 5 days after the onset of the rash	If rash persisting after 5 days	
Impetigo (“School sores”)	If not on treatment or if blisters uncovered	If unsure	Travel not recommended unless on appropriate treatment and covered in watertight dressings
Influenza	If symptomatic (eg. Fever, cough, aches and pains)	If unsure	Travel not suitable for those displaying obvious signs of influenza / unwell
Measles	Within 7 days after onset of rash	If rash is persisting after 7 Days	
Mumps	Within 9 days after onset of swelling	If swelling is still present after 9 days or unwell	
Scabies	If not treated or within 1 day of treatment starting	If on treatment for scabies	Travel not suitable until day after treatment has begun
Tuberculosis	If infectious	Generally require 3 negative sputum samples. Multidrug resistant TB may require specialist transport.	All cases of tuberculosis Passengers with tuberculosis will not be cleared for travel until their treating practitioner can confirm that they are not infectious.
Whooping Cough (Pertussis)	Within 3 weeks from the onset of the whoop (if not on treatment) or within 5 days of effective antibiotic therapy	If on ongoing effective antibiotic therapy longer than 5 days	May travel after 5 days of effective antibiotic therapy

## Qantas Group Medical Travel Clearance Form - Part A

**Prior to travel**

1. This form is to be used by passengers whom have a medical condition and intend to travel on a flight operated by Qantas Group of Airlines including its subsidiaries.
2. This form is to be completed by the treating medical practitioner ensuring the Travel Clearance Guidelines are referred to assist in making a determination if a passenger is fit to travel by air.
3. If the Travel Clearance Guidelines indicate further information is required, a corresponding Part B form must also be completed by the treating medical practitioner.
4. A copy of the Travel Clearance form must be returned to Qantas at least 5 days prior to the proposed date of travel. All sections must be completed.
5. Please return both Part A and Part B (where required) to:  
 E: [specialhandling@qantas.com.au](mailto:specialhandling@qantas.com.au) or  
 F: (+61) 2 9490 1830
6. If you as the medical practitioner believe that special consideration should apply to an individual patient, you should contact Special Handling on (+61) 2 8222 2651 to discuss with one of our Medical Team.

1. PASSENGER DETAILS (to completed by the passenger)				
NAME:			AGE:	
PHONE NUMBER:				
2. TRAVEL INFORMATION (to be completed by the passenger)				
Booking ref #:				
Flight Sector	Date of flight	Flight Number	Travelling from	Travelling to
1				
2				
3				
4				
3. MEDICAL INFORMATION (to be completed by the treating Doctor)				
<b>Medical Condition:</b>				
<b>Date of Diagnosis:</b> <small>(including onset of current illness, episode, accident and treatment)</small>			<b>Date of Surgery:</b>	
4. OXYGEN REQUIREMENTS (to be completed by the treating Doctor)				
(a) Is supplemental oxygen required in flight? <input type="radio"/> NO <input type="radio"/> YES				
(b) If YES Flow rate				
• 2L/ min		Intermittent / Continuous		
• 4L/min		Intermittent / Continuous		
(c) Is passenger travelling with their own oxygen? <input type="radio"/> NO <input type="radio"/> YES				
<b>For domestic services only and</b> <i>must only be supplied by Air Liquide, BOC, Supagas</i>				



**5. JETSTAR OXYGEN REQUIREMENTS (in addition to the above oxygen requirements)**

Jetstar will only accept limited portable medical devices for carriage and use on board the aircraft. Please refer to the Jetstar website for further information on travel oxygen.

**Note: C size cylinders must be carried in a purpose made travel pack only on Jetstar operated flights**

**6. ASSISTANCE REQUIREMENTS (to be completed by the treating Doctor)**

- (a) Is a wheelchair required to the aircraft door/ seat     NO     YES     DOOR     SEAT
- (b) Is an escort required inflight to assist with eating, medications and toileting?     NO     YES
- (c) Is a medically trained escort necessary?     NO     YES

If YES Name of

Escort \_\_\_\_\_

Qualifications of

escort \_\_\_\_\_

- (d) Is any of the following equipment required?     NO     YES

If YES please specify:     Stretcher\*     Humidicrib \*

Other medical equipment\*\* \_\_\_\_\_

(\*An ambulance is required for all stretcher and Humidicrib cases, clearance cannot be provided until ambulance bookings are confirmed)

(\*\* All electrical medical equipment must be approved as per the Qantas Medical equipment List)

**Additional clinical information may be required: (please indicate if YES and complete Part B)**

1. **Cardiopulmonary**     NO     YES (if YES complete PART B)
2. **Cancers**     NO     YES (if YES complete PART B)
3. **Neurological**     NO     YES (if YES complete PART B)
4. **Psychiatric**     NO     YES (if YES complete PART B)

**7. DOCTORS DECLARATION (to be completed by the treating Doctor)**

*I have read and understood the Qantas Group travel Clearance Guidelines and I certify that the above named passenger has been assessed by me as fit to travel on the nominated flights. I further certify that this person does not have any contagious disease that could directly place another passenger or the crew at risk, or that would contravene relevant Quarantine or Public Health Departments regulations.*

I, (name of doctor) \_\_\_\_\_ hereby declare that to the best of my

knowledge, (name of passenger) \_\_\_\_\_ is fit to travel.

*(As a courtesy, Qantas may notify any doctor who clears a passenger for travel if the condition of the passenger deteriorates inflight, or if the level of care required for that passenger results in an interruption to normal operations.)*

\_\_\_\_\_  
Doctor's signature and qualifications

\_\_\_\_\_  
Date

\_\_\_\_\_  
Practice contact number (business hrs)

\_\_\_\_\_  
After hours contact number

**8. PASSENGERS DECLARATION (to be completed by the passenger)**



*I declare that the information contained on this Part A and Part B (where applicable) is complete and accurate. I authorize Qantas to use and release this information as required in the event of an emergency. I acknowledge that airline staff are not medically trained and that the airline cannot guarantee that I will receive appropriate medical attention in any situation. I acknowledge that Qantas reserves the right to refuse travel, notwithstanding completion of this form, if the airline considers that it is not in my best interest to fly.*

\_\_\_\_\_  
Passenger signature

\_\_\_\_\_  
Date

#### Qantas Privacy Collection Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, facilitate your participation in our and other organisations' loyalty programs, ensure the safety and security of all passengers when travelling with us, conduct marketing activities for our and third parties' products and services and conduct market research.

We may collect your personal information from people who make or update your travel booking or otherwise interact with us on your behalf, from our related bodies corporate and Jetstar branded entities, from our service providers and from immigration, customs, border security and other regulatory authorities. Some of the information we collect is required under the *Customs Act 1901* (Cth). If the information is not provided, we may not be able to provide the service requested.

For the reasons described above, we may disclose your personal information to:

- our related companies, other carriers and organisations which provide services to us (such as ground handling and other travel related services, call centre operation, market research and marketing services, and services associated with complaints or security incident investigation);
- your employer if you are travelling for work purposes on a ticket purchased by your employer\*; and
- others to comply with our legal obligations, including to various law enforcement agencies, regulatory authorities and governments for security, customs and immigration purposes.

These parties may be located overseas including in the United Kingdom, the United States, Germany and any country which you travel to or through with us or our partner airlines.

Our privacy policy is available at [qantas.com](http://qantas.com) and it contains more information about the above and also how you can seek access to, and correction of, your personal information. It also explains how you can complain about a breach of your privacy and how we will deal with your complaint. You can contact us by writing to Qantas Customer Care at 10 Bourke Road, Mascot, NSW, 2020.

\*The information disclosed to your employer may include your travel details and any information associated with your travel (such as incident reports).

## Qantas Group Medical Travel Clearance Form - Part B

<b>1. CARDIOPULMONARY</b>	
<ul style="list-style-type: none"> <li>• Is the condition stable? YES <input type="radio"/> NO <input type="radio"/> _____</li> <li>• When was the last episode or event? Date: _____</li> <li>• SaO2 (room air) _____%</li> <li>• Exercise tolerance (can the patient walk at a moderate pace 50m or climb 10-12 stairs without symptoms?) YES <input type="radio"/> NO <input type="radio"/> _____</li> <li>• Stress ECG undertaken? YES <input type="radio"/> Results _____ NO <input type="radio"/></li> <li>• Is the patient controlled with medication? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Recent arterial gases? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Does the patient retain CO2? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Have they required ventilatory support within last 14 days?</li> </ul>	
<b>2. CANCERS</b>	
<ul style="list-style-type: none"> <li>• Stage classification: <input type="radio"/> Stage I <input type="radio"/> Stage II <input type="radio"/> Stage III <input type="radio"/> Stage IV</li> <li>• Evidence of metastatic disease in brain, or lungs? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Any evidence of seizures? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Is respiratory disease or symptoms ? YES <input type="radio"/> NO <input type="radio"/> _____</li> <li>• Has there been a recent/ significant deterioration? YES _____ NO <input type="radio"/></li> <li>• Is the patient currently receiving chemotherapy? YES _____ NO <input type="radio"/></li> <li>• Patients short-term prognosis _____</li> <li>• Are there any compassionate reasons for travel?</li> </ul>	
<b>3. NEUROLOGICAL</b>	
<ul style="list-style-type: none"> <li>• Does this patient have seizures? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• When was the last seizure _____</li> <li>• Frequency of seizures <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> More than 1 a month</li> <li>• Are the seizures controlled by medication? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Date of head injury: _____</li> <li>• Loss of consciousness? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Base of skull fracture <input type="radio"/> Subdural haematoma <input type="radio"/></li> <li>• Subarachnoid haemorrhage <input type="radio"/></li> <li>• Evidence of pneumocranium? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Evidence of CT scan cranium free of air ? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>•</li> </ul>	
<b>4. PSYCHIATRIC (including drug and alcohol issues)</b>	
<ul style="list-style-type: none"> <li>• Does the patient a history of psychosis? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Is the patient a risk to themselves or others? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Does this patient have a history of violence? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Is the patient currently stable on medication? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Is the patient compliant to all reasonable instructions? YES <input type="radio"/> _____ NO <input type="radio"/></li> <li>• Is the passenger withdrawing from alcohol or other drugs? YES <input type="radio"/> _____ NO <input type="radio"/></li> </ul>	

