

## **AVIATION MEDICINE ADVISORY SERVICE**

### **OUR PHILOSOPHY**

Aviation Medicine Advisory Service (AMAS) has one singular focus: to represent and protect the medical needs and support the careers of airmen and others in related fields who must maintain medical certification to continue in their jobs. AMAS' unparalleled staff of physicians and case managers have the experience and credibility in the aviation medical profession to give you the best opportunity to stay certified and, therefore, in the air. We navigate the complex and sometimes overwhelming certification process with expertise and efficiency. No other provider of medical advocacy services has the experience that AMAS provides its customers. And no other provider will.

AMAS is the industry leader in providing aeromedical assistance to pilots and air traffic controllers. We are the source you can turn to when you need FAA medical certification assistance and aeromedical advice. Our board certified Aerospace Medicine physicians have provided this service for many years to unionized groups such as the Air Line Pilots Association (ALPA), the Allied Pilots Association (APA) and the National Air Traffic Controllers Association (NATCA). We are also proud to provide these services for other sectors of the industry as well, including corporate flight departments, fractional carriers and Part 121 carriers.

You can put your trust in AMAS. We recognize our efforts affect lives, careers and safety. Every record, every conversation, every transaction is held in the strictest of confidence. You can bring even the most challenging of issues to us, even those that may impact your future in the air, and we will do everything we can for you. By helping you address any medical concern, even the most challenging, we ensure these issues are not left to fester, only making matters worse and the skies potentially unsafe. We want to alleviate those fears, and a trusting relationship is the first step. This is a promise we make to everyone we represent. Period.

The medical team and staff at AMAS constantly stay up to date on the field of aviation medicine with rigor and focused attention. This includes FAA, military and international regulatory standards (medical diagnosis, drugs/medications, current testing/treatments, medical procedures) and being aware of those "hot button" issues that raise concerns. Knowledge drives efficiency and effectiveness. Our objective is your medical certification, so in-depth and constantly updated aviation medical knowledge is the key to achieving this objective for you. As the thought leaders in the field of aviation medicine, we will continue to work every day to build this knowledge base.

AMAS medical team works closely with airmen (and others) and their medical providers so the airmen's needs are well represented. Our customers have access to our physicians directly, and we navigate the regulatory process on their behalf. AMAS focuses on delivering outstanding customer service and ensured access to our team, so we are never more than a phone call or email away to address concerns.

For those within the regulatory sphere such as the FAA, AMAS commits to provide aero-medical advocacy services for those we represent with the highest levels of integrity and medical ethics. Our job is to advocate for our clients (customers), but, no different from you, AMAS is always focused on keeping the skies as safe as possible and doing the right thing. Our missions are completely aligned.

AMAS strives to provide its clients' operations a healthy return on its small investment. From unions to corporate to commercial airline companies, the costs associated with AMAS services are minuscule when compared with the results AMAS generates for its customers. By keeping our costs low, AMAS provides peace of mind for leadership in those organizations that their airmen/clients are safe and well represented. And that is a healthy return on investment.

ONLY AMAS has the aviation medical experience and expertise to represent those needing medical certification to stay healthy and in the sky. We work closely with each of our clients to ensure they have the right medical representation they need to navigate the complex FAA regulatory process associated with medical certification.

The AMAS aviation medicine experts keep themselves updated on the ongoing changes in the profession, which increases our effectiveness in helping our clients achieve the medical certification they need to stay in the air. With an unending commitment to knowledge, confidentiality and service excellence, AMAS is a proven advocate for our clients and thereby helps to keep our skies safe.

## **Why Choose AMAS?**

AMAS serves both pilots and controllers alike to improve health and aviation safety. Individual clients have access to the same world-class physicians utilized by airline pilots' unions and the air traffic controllers union in representation of over 100,000 clients. Consider the benefits of having the AMAS team as your source for aeromedical issues.

Confidential aeromedical advice! AMAS provides pilots one-on-one contact with our physician staff. We believe this contact provides early intervention with medical issues and gives you the expert advice and assistance you need. Our physicians do not perform medical exams nor act as AMEs, which provides you a confidential, risk-free

source for aeromedical assistance.

Unlike other Aeromedical services that profess to utilize physicians, AMAS is the only aeromedical resource staffed full-time by aerospace medicine physicians! While there are other aeromedical resources available, AMAS provides the only team of board certified Aerospace Medicine Specialists. Our physicians provide aeromedical advice and FAA medical certification assistance to pilots and controllers every day. When your medical certificate is in jeopardy, contact AMAS for the expertise you need.

Pilots require two certificates to fly! All pilots must maintain a pilot certificate and a medical certificate in order to fly. The AMAS physician and case manager team provides pilots and flight departments the security of knowing each pilot's health, medical certificate and career is actively protected by professionals. You wouldn't think of not having insurance on your aircraft! Why would you not have the same protection for your most valuable and fragile assets, your pilots' health?

Less downtime -- save money! A corporate flight department can not afford to have it's pilots grounded for months while awaiting FAA medical certification determinations. Pilot retraining and replacement costs are prohibitive and time consuming, particularly when trying to meet corporate executives' busy travel demands. AMAS specializes in assisting pilots avoid medical certification problems and in expedited return to flight duties for those pilots with grounding conditions. Our physicians are board certified aerospace medicine specialists whose full-time work supporting pilots with aeromedical questions and certification challenges. Don't be fooled by what other so-called Aeromedical services promise! Our service is very different from those that only provide physicians in a consulting, part-time role for the sole purpose of providing misleading advertising. You will be in touch with our physicians usually within the hour, not days later if at all.

Protect your career! Professional pilots who depend on a current valid medical certificate for their income can not afford to be surprised at their medical exam with a deferral or denial of their medical certificate. Even more costly is the months of waiting for the FAA to process additional information required to reinstate a medical certificate. AMAS physicians can help pilots anticipate and avoid most of these situations, and when necessary, expedite processing of FAA medical determinations by providing complete accurate information required by protocol of the FAA Aeromedical Certification Division. The benefit is little or no lost flying time due to delayed medical review.

Safeguard your passion! If you are not a professional pilot but have a love for flying, AMAS can be the link between you and getting back to flying when aeromedical issues arise. Most processing delays that occur when dealing with the FAA are caused by not fully addressing all aeromedical issues the first time around and by not providing required documentation. The AMAS physicians have the experience and expertise you need to reduce these unnecessary delays.

## **SCOPE OF SERVICES**

1. *E-mail and telephone consultation.* Pilots can confer with our physicians in real time as a condition, medical visit, or new medication or treatment presents itself. This ensures your pilots are prepared with sufficient information to make correct "go"/"no-go" decisions as required under FAR 61.53. During the calls or emails, our physicians will advise the pilots whether immediate reporting is required (and assist with that process if needed) or if something can just be reported at the time of the next medical and how that should be accomplished and/or documented.

- Pilots may contact our group via toll free access to speak directly with our physicians and support staff during normal business hours: Monday thru Friday, 8:30 am to 4:00 pm MT
- Pilots may send a question to a physician at any time via a Confidential Questionnaire specifically designated by company that will be loaded on our website at [www.AviationMedicine.com](http://www.AviationMedicine.com)
- We provide an on-call physician on weekends and holidays to monitor email for "urgent" matters

2. *FAA Waiver Advocacy* - when a pilot has a condition that requires submission to the FAA, both initial reporting and renewal submissions, the following services are provided:

- Initial Assessment
  - A physician will discuss the issue with the pilot and provide a letter outlining the FAA reporting requirements for that medical condition or medical event
  - Both the physician and an experienced case manager will be available to the pilot for assistance and advice during the process
- Medical Record Review
  - Once received, the physician will review medical records and/or documents to ensure completeness and provide advice on how to proceed
  - Our physicians will interact with the pilot's physicians (physician-to-physician) and with the FAA physicians for clarification as needed

- Case Preparation
  - A case manager will prepare final documents, ensuring accuracy and completeness
  - A physician will prepare a summary report (Aeromedical Summary) stating the facts of the case and recommending action -- for review by the FAA physician
- Case Submission and Tracking
  - Our support staff will send the case via commercial carrier to the appropriate FAA office for review
  - Our FAA Liaison will:
    - Aggressively track the case as it routes through the FAA, through final determination
    - Keep the pilot informed of status, providing updates via email and telephone
- FAA Follow-Up Reporting
  - Reminder service - our FAA Liaison will notify pilots 3 months in advance of renewal Special Issuance Authorization (SIA) requirements and submissions
  - Assist with SIA renewal submissions

3. *Aeromedical Consultation* - our physicians are available to consult with leadership and flight department managers regarding general aeromedical issues and concerns.

4. *Safety Programs* - provides forum for enhancing pilot safety through quarterly electronic Aeromedical Newsletter focusing on FAA Aeromedical certification policy updates, medication updates, and pilot and controller health and safety articles. Arrangements can be made for AMAS physicians to participate in safety stand-downs, teleconferences, and round table discussions.

## **BENEFITS**

1. Prevention - proactive measures:
  - Risk-free, rapid response resource to obtain information on Aeromedical implications of personal medical evaluations and treatments -- confidentiality encourages full disclosure so issue can be fully addressed early in the process
  - Our physicians interact with treating physicians -- key to preserving medical certification
  - AMAS physicians have specific knowledge in aerospace physiology
  - Health first -- our physicians encourage and reassure pilots to get conditions treated to enhance health
  - Physician staff knowledgeable about FAA process and can counsel pilots on what to expect -- avoid unnecessary fear/paranoia about adverse FAA actions

- Health information specific for pilots and FAA medical certificate holders in AMAS newsletter

## 2. Career Preservation/Cost Savings:

- Rapid return to flying status avoiding months of unnecessary grounding -- our experienced physicians ensure the information sent to the FAA on behalf of a pilot is complete and accurate -- reduces processing time and gets your pilots back to flying sooner
- Accurate projection of potential medically grounded times for planning and staffing
- Ability to interact directly every day with FAA staff physicians to advocate for pilots
- "Bully pulpit" with Federal Air Surgeon staff on policies because of size/scope of AMAS client pool
- Involved in policy setting and pilot advocacy directly --regular meetings and teleconferences
- Complete Confidentiality – risk-free communications for all pilots

## 3. Essential Safety Program Component:

- 365 day availability for MD staff by email (normal business hours by phone)
- Solid resource for the Chief Pilot -- Aeromedical dilemmas resolved
- Important resource for self-certification under FAR 61.53 -- daily "fly/no fly" decisions
- Travel medicine information – immunizations, medications, hazards
- Presentations at safety meetings