



## Passive Passenger Screening For Passenger Agents

Serious in-flight medical emergencies are infrequent but can be difficult to manage and even life threatening for the individual, as well as causing significant disruption and expense to the airline and other passengers. Some of these incidents occur in people who were unwell at the time of boarding and, therefore, may be preventable.

Even though passenger agents have no medical expertise and are not expected to make medical diagnosis, they can help to prevent in-flight medical emergencies by simply looking, listening and asking simple questions.

If you observe any of the following e.g. passenger who:

- looks unwell or acts strangely
- requires assistance to walk
- is coughing persistently
- is short of breath without any effort (talking only)
- is vomiting
- has a visible rash compatible with a communicable disease
- appears to be in a late stage of pregnancy and has no clearance on file
- is confused, particularly if travelling alone
- appears intoxicated
- uses oxygen and has no clearance on file

or,

if a passenger, who has not been medically cleared, mentions a history of recent illness or injury, such as:

- heart attack or any important illness in the last few weeks,
- major surgery or major accident in the last few weeks,
- hospitalization in the last few weeks
- current or recent contagious diseases
- fever,
- etc.,

or,

if you overhear any accompanying person saying something about terminal illness, possibility of death in-flight, use of oxygen at home, problems on previous flights, or other similar comments,

- 1) You should call your supervisor,
- 2) If your supervisor shares your concern and if medical support is available (own medical department or outside designated physician or medical ground provider), you should contact that support for medical clearance.
- 3) If medical support is not immediately available, you should deny boarding and ask the traveler to obtain medical clearance in accordance with your airline's policy. For some countries you may also have to involve the company's Customer Complaint Resolution Official (CCRO).

May 1, 2009