

MEDICAL EVACUATION

Contact your medical insurance provider as soon as possible.

When a U.S. citizen is ill or injured abroad, the patient or the family may desire to have the patient return home immediately. The U.S. embassy or consulate cannot make medical decisions about a patient. Local law determines who is entitled to make decisions about the patient. The attending physician in the host country also generally must make a determination that the patient is stable enough to travel. Airlines and air ambulance services usually will not transport a patient if the attending physician concludes the patient's condition would be further harmed by the flight. Air carriers and air ambulance services may consult their own physicians to review documentation from the attending physician in the host country before undertaking to carry the patient.

The U.S. Government does not fund free-of-charge service for medical evacuation of private U.S. citizens from overseas. The U.S. Embassy is generally not involved in the process of arranging medical evacuation travel. **Contact your medical insurance provider immediately, they may cover some of the financial cost and help with arrangements.**

There are three principal means of transport in medical evacuation cases:

- (1) Commercial airlines;
- (2) Privately chartered jets or air ambulance services; and
- (3) U.S. Air Force Medical Evacuation (USAF Medevac).

The least expensive commercial airline usually charges twice the full economy fare for a stretcher, in addition to the cost of the tickets for the passenger and escort. Fees may include medical staff and can even be up to \$100,000 or more. The family may wish to call several companies before hiring one. U.S. Air Force medevacs are available only in very limited circumstances. They are generally prohibitively expensive for private citizens and are rarely used.

DISCLAIMER: The Department assumes no responsibility or liability for the professional ability or reputation of, or the quality of services provided by, the medical professionals, medical facilities or air ambulance services whose names appear on the following list. Names are listed alphabetically and the order in which they appear has no implied significance. Professional credentials and areas of expertise are provided directly by the medical professional, medical facility, or air ambulance service.

SOS International
Alarm Center, Philadelphia, PA
Immediate Assistance: 215-942-8226
Telephone: 1-800-523-8930 / 1-215-942-8000 FAX: 215-244-9617
Website: www.internationalsos.com

Medaire
Corporate HQ Tel: 480-333-3700
Director of Operations: 602-317-1466
Medaire's 24/7 GlobalLifeline: Telephone: 800-856-8200 or
480-333-3595 FAX: 480-333-3592
Website: www.medaire.com

Medjet
Birmingham International Airport
Telephone: 800-963-3538 / 205-595-6626 FAX: 800-863-3538
Website: www.medjetassist.com

Phoenix Air
Telephone: 800-334-5360 / 770-387-2000 FAX: 770-386-3053
Website: www.phoenixair.com

Air Ambulance 1
24 / 7 Dispatch; Telephone and Fax: +1 (832) 900-9000
USA Toll Free: (800) 424-9000
Email: Dispatch@AirAmbulance1.com
Site: www.AirAmbulance1.com

Some charitable organizations provide guidance for families facing serious medical problems abroad. Programs may involve assisting in the transport of U.S. national patients to the United States for care.

DISCLAIMER: The U.S. Embassy/Consulate and the Department of State assumes no responsibility or liability for the professional ability or reputation of, or the quality of services provided by the non-governmental organizations whose names appear below. We do not endorse any of these organizations. Names of organizations are listed alphabetically, and the order in which they appear has no other significance.

[Air Care Alliance](#)
[Angel Flight](#)
[Doctors Without Borders](#)
[Make a Wish Foundation](#)

[Medical Wings](#)
[Operation Smile](#)
[Send Hope Organization](#)