

Long flight time and pressure change caused by changing flight altitude, may sometimes adversely affect passenger's medical condition. **For these reason, air travel may not be suitable for all passengers.**

Handling of Personal Information

Upon receipt of the MEDIF, ANA Disability Desk (ADD) may contact customers if necessary.
Personal information is handled in accordance with the Solaseed Air Privacy Policy.

Cases when Medical Information Form (MEDIF) is requested

Person traveling with any of the following conditions are requested to notify our reservation staff and will be asked to prepare MEDIF when making a flight reservation.

- ① Person requiring medical oxygen or medical equipment or medical treatments on board
- ② Person with serious diseases or injuries
- ③ Person who correspond to any of the categories listed on the next page.(GUIDANCE FOR THE PHYSICIAN)
- ④ Other than above. Person traveling by air may have adverse affects to one's medical conditions due to recent treatment or surgery.

*All passengers can't require a stretcher service or an incubator on the Solaseed Air operating flights.

Submitting MEDIF

For doctors and passengers

MEDIF must be prepared and issued **within 14 days, including the day of departure**. (Example: If the departure date is December 15, the MEDIF must be issued no earlier than December 2.) For round-trip flight, the date of return flight may exceed 14 days if it states "Fit to travel" in the appropriate box of MEDIF. However, if adverse change of the passenger's medical condition is observed our staff may ask to submit a new MEDIF to reconfirm the fitness for air travel.

Filling out MEDIF

For doctors

Please consider the travel and itinerary and their potential effects on the patient's state of health when writing the prognosis for whether the passenger is fit to fly. Please add any other matters of note should be considered in the 'Specify more details, if necessary' field of the MEDIF.

For passengers whose condition or symptoms are stable, a period of validity can be included in their MEDIF. We ask doctors to fill out the period of validity field in the MEDIF issued once a diagnosis has been made, following consultation with the passenger (patient). The valid MEDIF must be carried on the passenger's person.

Fee or surcharge

For doctors and passengers

Fee if any, relevant to the provision of "Special Assistance Request" or MEDIF and for carrier-provided special equipment are to be paid by the passenger concerned.

For following cases, the passenger must purchase extra seats.

***an oversized medical equipment that cannot be stored under the seat in front**

For flight safety reasons, some medical equipment may not be allowed in cabin or as checked baggage. Please contact ANA Disability Desk (ADD) for specific regulation.

The cabin environment and effect on one's body

Aircraft cabin pressure is regulated by pressurization device at between 0.7-0.8 bars (10.2psia to 12psia), which equals to that at an altitude of 2000-2500 meters. However, significant changes in cabin pressure can occur 15-30 minutes after takeoff and before landing.

As air pressure becomes lower in the cabin, normal internal gases present in the human body expand. These expanded gases not discharged from the body may put pressure on wounds or internal organs possibly cause pain or breathing difficulties.

The cabin pressure drops oxygen density to 70-80% of that at sea level.

Respiratory organs, the heart, blood vessels in the brain and serious anemia can all be adversely affected by low oxygen concentrations. Moreover, this may also affect women in late stages of pregnancy and newborn babies.

By Act on the Prevention of Infectious Diseases and Medical Care for Patients with Infectious Diseases, passengers with Class 1, 2 or 3 infectious diseases, new types of influenza and other infectious diseases, or new infectious diseases, other serious acute infectious diseases that could be transmitted to other passengers by boarding the aircraft are not allowed to board in principle.

Person's condition which is not fit to travel

■ A person who is prohibited from attending school by Japanese law ("Act on School Health and Safety")

A person who is prohibited from attending school by Japanese law^(*) shall not be allowed to travel by air unless a physician confirms that there is no risk of the disease to be transmit from person to person.

(*)

The name of a disease	Period during which Attendance is Prohibited
COVID-19	Until 5 days have passed after onset, and 1 day has passed after the fever has went down.
Influenza	Until 5 days have passed after onset, and 2 days have passed after the fever has went down.
Whooping cough	Until the characteristic cough has suppressed, or until treatment with antibiotics has ended.
Measles	Until 3 days have passed after his/her fever has went down.
Mumps	Until 5 days have passed after onset of the swelling on submandibular, sublingual and parotid gland, and major symptoms general condition recovered.
Rubella	Until eruption has disappeared.
Chickenpox	Until all eruptions have changed to scab.
Pharyngoconjunctival	Until 2 days have passed after the main symptom has disappeared.
Tuberculosis, Epidemic keratoconjunctivitis, Acute hemorrhagic conjunctivitis	Until a physician evaluates that the disease becomes non-contagious.

■ Person with other symptoms or conditions

Persons with the following conditions are generally considered unfit for air travel. However, if a physician certifies that the patient is stable, and that physician will be accompanying him/her on the entire journey, the airline may accept that individual for travel. Please contact Solaseed Air for further information.

- Those who have critical cardiac disease, severe heart diseases such a cardiac failure, cyanotic heart disease conditions, who have had an episode within the past 6 weeks are not acceptable for travel.
- Those who have unstable angina pectoris, acute myocardial infarction, who have had an episode within the past 2 weeks are not acceptable for travel.
- Those who have severe respiratory illness, server respiratory failure, severe chronic obstructive pulmonary disease, or pneumothorax whose lungs are not fully inflated.
- Those who have repeated hemoptysis
- Those with apoplexy who have had an episode within the past 4 weeks are not acceptable for travel.
- Those lesions resulted in increased intracranial pressure, fracture of the skull, or those who underwent permanent wiring in the jaws for mandibular fracture
- Those who have severe anemia
- Those with lesions which may cause hematemesis, or melena, intestinal obstruction patients
- Those who have severe otitis media
- Those who have not completely recovered from surgery of head, chest or abdomen or women immediately after childbirth
- Alcoholism or drug addiction
- Those who have residual air or other gas in his/her body after operation. (for example eye operation)
- Pregnant woman whose confinement may be expected in less than 28 days. However an escort by a physician will be required if traveling by aircraft within 7 days of the expected confinement.
- Newborn baby within the first 7 days of birth.

end

SPECIAL ASSISTANCE REQUEST
To be completed by the passenger or travel agent

Please answer ALL questions. Enter a cross (X) in the appropriate "yes" or "no" boxes.

Solaseed Air may contact the customer for clarification if necessary.

PATIENTS			
Name			Age
Contact Info	TEL:	TEL:	
Itinerary / Flight Info	Date:	Flight No.:	Travel Segment (DEP-ARR):(—)
	Date:	Flight No.:	Travel Segment (DEP-ARR):(—)
Escort name	<input type="checkbox"/> Physician <input type="checkbox"/> Nurse <input type="checkbox"/> Others () <small>If you need someone approved by a doctor to accompany you, please be sure to write the name of the person approved by the doctor.</small>		
Escort name	<input type="checkbox"/> Physician <input type="checkbox"/> Nurse <input type="checkbox"/> Others () <small>If you need someone approved by a doctor to accompany you, please be sure to write the name of the person approved by the doctor.</small>		
<p>* Our cabin crew members can assist you in using the onboard wheelchair and stowing or retrieving carry-on items, identifying in-flight meal items, and opening packages. However, our cabin crew members are not permitted to provide medical services, assist with feeding or personal hygiene and lavatory functions. For those customers requiring such assistance, it is recommended to travel with an escort.</p>			

1	Wheelchair needed?	<input type="checkbox"/> No <input type="checkbox"/> Yes → <div style="display: inline-block; vertical-align: top; margin-left: 20px;"> <input type="checkbox"/> Can not walk by myself <input type="checkbox"/> Can walk alone but can not ascend or descend stairs by myself <input type="checkbox"/> Can ascend or descend stairs by myself but can not walk long distance </div>
2	Please tell us about your personal wheelchair.	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> No wheelchair <input type="checkbox"/> Personal wheelchair </div> <div> <p>* You can check your wheelchair at the counter. We will take you to the plane in our wheelchair. If you want, you can use your wheelchair near the boarding gate and we will return your wheelchair near the aircraft exit.</p> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Manual <input type="checkbox"/> Electric/Battery-powered → </div> <div> <input type="checkbox"/> Spillable Battery (Wet-cell "non-sealed") <input type="checkbox"/> Non-Spillable Battery (Wet-cell "sealed") <input type="checkbox"/> Lithium-ion battery Main unit battery(Wh) Spare battery(Wh) Number of spare batteries(pieces) <input type="checkbox"/> Other dry-cell battery </div> </div> </div> </div> <div> <input type="checkbox"/> Foldable <input type="checkbox"/> Non-foldable → Please inform our staff about the size of the wheelchair you check in. </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div>Depth _____ cm</div> <div>Width _____ cm</div> </div> <div style="display: flex; justify-content: space-around;"> <div>Height _____ cm</div> <div>Weight _____ kg</div> </div> <p>*We may not be able to accept some wheelchairs in the cargo compartment due to the size and weight.</p>
3	Is Oxygen Cylinder needed in flight?	<input type="checkbox"/> No <input type="checkbox"/> Yes → <div style="display: inline-block; vertical-align: top; margin-left: 20px;"> <input type="checkbox"/> Personal medical oxygen cylinders <input type="checkbox"/> Oxygen Cylinder Rentals (Pay) <p style="font-size: small;">* The passenger or escort should have knowledge in the use of oxygen cylinders. Must be requested by reservation in advance.</p> </div>
4	An ambulance or taxi arranged? (Ambulance must be arranged by the passenger) <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> ▶Departure airport Company name _____ ▶Arrival airport Company name _____ Destination (e.g., Hospital Name) _____ </div> <div> Contact Info _____ Contact Info _____ </div> </div>	
5	Special instructions / Precautions	

MEDICAL INFORMATION FORM

To be completed by ATTENDING PHYSICIAN

Please fill out all of the 1–9 checkboxes/fields below. Please provide full details of any symptoms, etc., prior to boarding the aircraft. Solaseed Air may contact the customer for clarification if necessary.

PATIENTS			
NAME, INITIAL(S)			AGE
MEDICAL DATA			
DIAGNOSIS in details (including vital signs)	Please write so that non medical personnel are able understand.		
Date of first symptoms/ Diagnosis (Date of Operation)	Date: / /	For expecting mother (Estimated delivery date)	Date: / /

Diagnostic content			
1	PROGNOSIS for the flight(s) * Please consider the itinerary and its potential effect on the patient's state of health	<input type="checkbox"/> Fit to Travel <input type="checkbox"/> NOT Fit to Travel	<input type="checkbox"/> Start of itinerary: / / <input type="checkbox"/> End of itinerary: / / <small>*For round-trip itineraries, please also enter the departure date of the last flight in your itinerary.</small>
2	Contagious AND communicable Disease ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	→If Yes, may the disease be infectious to other persons? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Can sit upright with seat belt fastened ? (during take-off and landing)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4	Is the patient fit to travel unaccompanied?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Must be accompanied by Physician or Nurse <input type="checkbox"/> No, Must be accompanied by a person who is approved by Physician	
5	Oxygen needed in flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please enter the amount of oxygen. Liters per minute <input type="text"/> l/minute
6	Do you need oxygen continuously?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7	Does patient need any medical equipment in flight? (e.g., ventilator, oxygen concentrator, etc.) * If you bring oversized medical equipment that cannot be stored under the seat in front, you may need to purchase another seat.	<input type="checkbox"/> Yes <input type="checkbox"/> No	→If yes, specify ■ The Name of Medical Equipment ■ Manufacturer or Distributor / Product name / type or model number ■ Size / Type of Battery
8	Does patient need any MEDICATION in flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No	→If yes, specify
9	If there is anything you need to make us aware of prior to boarding or onboard service, please provide specific details. (Passenger (patient) requests that are deemed to be reasonable may also be included.) As the patient's symptoms and condition are stable, I have determined that this MEDIF is valid until / / .		

Prognosis as above. I will provide necessary information required by the airline's medical department for the purpose of determining his/her fitness to travel by air with consent of the patient.

PHYSICIAN			
Print Name			Date
Signature			
Hospital Name			
Phone No.		Address	

* Our cabin crew members are trained only in FIRST AID and are NOT PERMITTED to administer any injection, or to give medication, or to operate Medical Oxygen cylinders. Additionally, they are not authorized to provide personal care services to particular passengers, to the detriment of their service to other passengers and cabin safety.

SNJ-250820