Maisha Air Ambulance cover for tourists and travellers to East Africa

AMREF’s Flying Doctors have been providing lifesaving support in East Africa for over 55 years. If you live in East Africa, or are travelling there for a holiday or a longer trip, you can now access this support via AMREF Flying Doctors’ new Maisha Air Ambulance cover.

‘Maisha’ means ‘life’ in Swahili, and by taking out a Maisha subscription, you will have access to the lifesaving support offered by our Flying Doctors service.

AMREF’s Flying Doctors are on standby 24 hours a day to provide the highest level of medical care to subscribers and subscriber organisations. By becoming a Maisha subscriber, you are also supporting better health in Africa.

Subscriptions are available online for individuals, families and larger groups. Corporate memberships are also available – see below for more information.

To subscribe to Maisha, please go to the AMREF Flying Doctors website at http://subscription.flydoc.org/.

Subscription assistance and confirmation

Please note that when your payment is received and your subscription is completed, you will receive a confirmation and your subscriber number from AMREF Flying Doctors in Nairobi (Kenya). You will need this information if you contact AMREF Flying Doctors in an emergency.

Please note that as a UK subscriber to Maisha, your details will be shared with AMREF’s UK office so that they can provide information about the wider work at AMREF which you are helping to fund via your subscription.

For questions about your subscription, please contact AMREF Flying Doctors directly in Kenya:

Email: marketing@flydoc.org
Web: http://subscription.flydoc.org
Tel: 00254 (0) 6000090 /00254 (0) 6992000

Reporting an emergency

Please use the following contact details if you are reporting an emergency:

AMREF Flying Doctors 24 hour Emergency Control Centre at Wilson Airport, Nairobi, Kenya
Tel: 00254 (0)20 6992299/6992000/315454/315455/6002492
Mobile: 00254 (0) 733 639 088/736 035 9362/722 314 239
Fax: 00254 (0) 20 344170/6000665
Radio Frequencies: HF: 9116kHz LSB / 5796 kHz LSB
Callsign: Foundation Control
Email: emergency@flydoc.org

By becoming a Maisha subscriber, you are supporting better health in Africa.
Maisha cover - options and costs for cover in different countries:

Maisha is available on a short term basis (minimum duration 1 month) or on an annual basis.

Short term cover has two different levels of subscription depending on the countries for which you need cover:

Silver: Kenya, Tanzania, Zanzibar
Gold: Kenya, Tanzania, Zanzibar, Rwanda, Burundi, Uganda

Annual cover has two additional levels of subscription depending on the countries for which you need cover:

Bronze: Kenya only
Silver: Kenya, Tanzania, Zanzibar
Gold: Kenya, Tanzania, Zanzibar, Rwanda, Burundi, Uganda
Platinum: Kenya, Tanzania, Zanzibar, Rwanda, Burundi, Uganda, South Sudan, Ethiopia

Please note that the Platinum package has a flat price of USD 110 per person per year at all the levels listed below. If you need Air Ambulance cover for the full group of countries, this level gives the widest coverage.

Subscription prices

Maisha tourist subscription costs, per person per month:

‘Individual’ cover (for individuals and groups of up to 9 people)
Silver: USD 16 per person
Gold: USD 24 per person

Group cover (for groups of over 10 people)
Silver: USD 10 per person
Gold: USD 18 per person

Maisha annual subscription costs, per person per year:

‘Individual’ cover (for individuals and groups with up to 3 members)
Bronze: USD 30 per person
Silver: USD 49 per person
Gold: USD 55 per person
Platinum: USD 110 per person

Family/Group (for 4 to 9 people)
Bronze: USD 22 per person
Silver: USD 43 per person
Gold: USD 49 per person
Platinum: USD 110 per person

By becoming a Maisha subscriber, you are supporting better health in Africa.
Maisha annual corporate membership:

Small - subscriptions for between 10 and 50 people
Bronze: USD 18 per person
Silver: USD 39 per person
Gold: USD 46 per person
Platinum: USD 110 per person

Medium - subscriptions for between 51 and 200 people
Bronze: USD 16 per person
Silver: USD 37 per person
Gold: USD 44 per person
Platinum: USD 110 per person

Large - subscriptions for over 200 people
Bronze: USD 12 per person
Silver: USD 34 per person
Gold: USD 41 per person
Platinum: USD 110 per person

For corporate memberships, please contact marketing@flydoc.org directly to make the necessary arrangements.

Groups and organisations:
If you are travelling as part of a Group, you need to nominate a Principal who will be responsible for managing the subscription of everyone in the group. All correspondence from AMREF Flying Doctors will go to the Principal, and he or she will be responsible for all dependants / associates’ subscriptions. Please note that AMREF Flying Doctors will require a passport number, an email address, a telephone contact or national ID details for the Principal of any group or corporate.

Payment
Your subscription becomes valid from the date on which your payment is received in full, or from a later start date which you can specify.

This also applies payment for all dependants / associates in small groups, families and corporates, for whom payment is also required in full and in advance.
Travel companies

AMREF Flying Doctors have created a special low cost scheme to enable Tour & Safari Operators to cover their clients during their time in East Africa.

This is called ‘Tourist Scheme B’. It is underwritten on the premise that tourists have international health / travel insurance in place when they come to East Africa, although this is not a requirement for travel agents to enrol their clients on the scheme. In the event of an incident, AMREF Flying Doctors will swiftly obtain details of the insurance scheme and work directly with the client’s overseas insurance company.

If you would like to discuss arranging Maisha cover for your clients, please contact AMREF Flying Doctors directly:

Email: marketing@flydoc.org
Web: http://subscription.flydoc.org
Tel: 00254 (0) 6000090 /00254 (0) 6992000
Q&A

What does Maisha cover entitle me to?
Subscription to Maisha enables you to be evacuated in a medical emergency to a hospital in Nairobi. However, your subscription does not replace health insurance and do not include repatriation to your home country.

AMREF Flying Doctors will liaise with hospitals and doctors where necessary to make the medical evacuation as smooth and swift as possible. The Flying Doctors team can also assist in arranging hospital admission and patients will be taken from the airport to the hospital of choice in Nairobi. However, AMREF Flying Doctors does not accept any responsibility for hospital payments or other related medical expenses.

Are there any limits to annual cover?
Annual subscribers to Maisha are entitled to two medical evacuation flights per year in case of an emergency. Two uses of a ground ambulance will also be granted where applicable.

In addition, Maisha subscribers are also able to contact our 24 hour Control Room for emergency medical advice. Through Maisha you are directly linked to the service provider, meaning no lag between the request for emergency evacuation and action.

In the event that your two evacuations are both used prior to the end of your annual subscription, you will need to renew your cover. At the time of your second air ambulance flight, you will be contacted via an automated email or SMS informing you that your subscription has expired and needs to be renewed. The right for ground ambulance transport would expire at the same time, and so this will be reactivated as soon as your subscription has been renewed.

What kind of medical care and support can I expect during an evacuation?
AMREF Flying Doctors aircraft and ground ambulances are fitted out with intensive care medical equipment. Highly qualified and experienced medical personnel will accompany each evacuation flight. From the time AMREF Flying Doctors collect you to the time you’re admitted to hospital you will be in the professional hands of our medical team.

What sort of medical condition warrants an air evacuation under the Maisha scheme?
AMREF Flying Doctors will provide its best efforts to assist any patient in need. Medical staff in the 24 hour Emergency Control Centre assess each request for an evacuation. This assessment may include a conversation with the patient’s treating doctor, an official at the site of the emergency or a next of kin who is with the patient, in order to establish the nature and extent of the illness/ injury. Any patient with an acute and serious medical condition will be evacuated by Air Ambulance to Nairobi. In cases that are not critical, AMREF Flying Doctors reserves the right to refer patients to a nearby medical facility/doctor where applicable. In cases where the medical condition does not warrant an air evacuation, patients can still be evacuated against payment.

What information would I need in order to request assistance in an emergency?
When a medical evacuation flight is required, it is important that your name, passport ID and date of birth match the details held on the AMREF Flying Doctors database. AMREF Flying Doctors reserves the right to request for payment in full if there is any suspected misuse of subscriptions or if the name, ID/ Passport information or date of birth on the database do not match those of the evacuee.
Does AMREF Flying Doctors allow an evacuee to fly with a next-of-kin where a third party has to assist with hospital procedures?
Yes, as long as there is space available on the aircraft.

How long does it take for AMREF Flying Doctors to respond in an emergency?
AMREF Flying Doctors’ goal is to dispatch an Air Ambulance as fast as possible. When AMREF Flying Doctors receives a call for assistance, its staff immediately start to work on the case, providing first aid medical advice or giving direction to the closest medical facility where applicable, collecting information about the patient’s condition, the location, details of the nearest airstrip and validity of the Maisha cover, etc. In cases of cross border operations, flight clearances will also be obtained.

While all this is going on, the caller will be kept updated and informed of the aircraft’s arrival time as soon as possible. The preparation of the aircraft and crew can be as fast as 20 minutes from the time of the emergency call. However, logistical and aviation requirements which are necessary to provide a successful evacuation flight can take additional time.

What if an emergency occurs away from an airport?
AMREF Flying Doctors uses the locations of airstrips across the East African region to collect you from the closest airstrip. If medical ground transport is not available at the location of the patient, AMREF Flying Doctors can assist in arranging this.

Are there any hidden costs over and above the Maisha subscription fee?
No further payments are needed for your subscription above the initial fee, in connection with the terms listed above.

If you have any further questions, please contact AMREF Flying Doctors directly in Kenya:
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