



AME

WORKING RELATIONS

Promoting a safe and extensive career in Aviation

INTRODUCTION

→ **PROFESSIONALISM, HONESTY AND TRUST**

Building blocks to maintain a good working relationship between an aeromedical examiner (AME) and their counterparts

→ **AME** main focus: **Keeping aeronautical personnel healthy** and fit to safely exercise the privileges of their licences

→ **Health promotion**: Identifying the risk factors to prevent potentially career threatening medical problems

→ **ENCOURAGING** the development of a trust culture between applicants and AMEs

→ **WORK TOGETHER** towards the same goal - top priorities for pilots, ATCOs and cabin crew are: **FLIGHT SAFETY AND A LONG, HEALTHY AND FULFILLING CAREER**



GET TO KNOW YOUR APPLICANTS

Aviation covers a wide spectrum of activities from balloons to multi-crew large commercial airliners for this reason your applicants may consist of commercial pilots, private pilots, cabin crew members and ATCOs.

- **ENQUIRE** about the details of your applicant's status in both professional and social context
- **BE AWARE** of the different stresses and other health risks that might arise
- **BE OPEN** to answering their questions and provide explanations
- **BE ATTENTIVE** to their matters and encourage the applicants to be open about themselves
- **EMPHASISE** the strict confidentiality of the medical examination



BEFORE THE AERO-MEDICAL EXAMINATION

A well prepared medical examination will foster a professional approach and make you trustworthy.

Key points:

- **KEEP** your aero-medical and specialist training up to date
- **ENSURE** all equipment is working and the maintenance schedule is up to date
- **GIVE** appropriate time to your appointments to reduce the waiting times to the minimum
- **VERIFY** the applicant's identity
- **OBTAIN** details of the applicant's licence and previous medical certificate, if applicable
- **ENSURE** that communication with the applicant can be established without language barriers
- **PROVIDE** the applicant with the instructions for completion of the Application Form for a medical certificate and help them to complete the form
- **MAKE** the applicant aware of the consequences of providing incomplete, inaccurate or false statements on their medical history
- **VERIFY** that the form is complete and legible, ask the applicant to sign and date the form and then sign it as well



DURING THE AERO-MEDICAL EXAMINATION

- **FOLLOW** the recommended and best aero-medical practices
- **PERFORM** the aero-medical assessment taking into consideration all risk factors and existing medical conditions
- **KEEP IN MIND** that the applicant is a non-medical professional
- **ANSWER** all the questions using common vocabulary and explain medical terms used
- **ENSURE** that the outsourced examinations or investigations when needed are conducted in a professional manner and without any language barrier
- **COMPLETE** the medical examination report form in accordance with the associated instructions for completion



AFTER THE AERO-MEDICAL EXAMINATION

- **INFORM** - the applicant about the outcome of the visit: Fit, unfit or referred to the medical assessor of the licensing authority, AeMC or AME
 - **In case of unfitness or referral**
 - › **PROVIDE** information in writing
 - **In case of limitations**
 - › **EXPLAIN** the reason and consequences
 - **If, during the course of the examination, medical conditions or risk factors are identified which may endanger the medical fitness of the applicant in the future**
 - › **GIVE ADVICE** to the applicant on treatment and preventive measures or refer them to the appropriate medical professional
- **PRINT, VERIFY, SIGN** and **STAMP** the medical certificate or cabin crew medical report
- The stamp should include your contact details for quick reference
- Applicant has to sign the certificate
- **STORE** a paper or scanned copy of the signed medical certificate or cabin crew medical report

LAST STEP:

- **SEND** the medical file including a copy of the issued medical certificate to the medical assessor of the applicant's licensing authority within 5 days from the date of the medical examination, unless completed via an on-line system of the licensing authority.
 - **If a medical certificate has been denied or the decision has been referred**
 - › Documents should be sent to the medical assessor of the licensing authority on the same day that the denial or referral decision is reached.

REFERRAL TO THE LICENSING AUTHORITY

In case a referral to or consultation with the licensing authority is required, please follow the procedure established by the licensing authority of the applicant.

In this case you are recommended to:

- Contact the medical assessor of the licensing authority of the applicant
- Get the necessary information regarding the referral or consultation procedure, as applicable
- Provide all the medical details of the case in a manner that will respect medical confidentiality principles
- Advise the applicant regarding the decision on fitness following the consultation with their licensing authority or the procedure to be followed in case of referral, as applicable



RISK ASSESSMENT AND COMPETENCY BASED TRAINING

The **risk assessment** is a holistic process which takes into consideration the following information:

- Applicants' social and working environment
- Medical history
- Comorbidities
- Examination and investigations' results

In case of doubt, and to provide the best decision and advice to the applicant with regard to the safe exercise of the privileges of their licence

- **CONSULT** with your medical assessor, your peers or other medical specialists

In order to be able to perform a reliable aero-medical assessment and to inspire your applicants with trust

- **MAINTAIN** your medical and aero-medical knowledge updated by identifying the weak points and attending at least the following activities:
 - › Training sessions provided or supervised by your competent authority
 - › International aero-medical conferences
 - › AME peer group meetings and presenting your difficult cases as training for you and your peers



AMEs, CAs AND AME PEER GROUPS



AMES



COMPETENT
AUTHORITY



AME PEER
GROUPS

THE PILLARS FOR A RELIABLE AERO-MEDICAL ASSESSMENT

The competent authority (CA):

- ENSURES flight safety
- Is not there to hunt down your mistakes
- Makes sure both the applicants and AMEs can safely exercise the privileges of licences and certificates
- Has been mandated by EASA to provide support for the development of AME peer groups as a means to enhance professional competence and to develop a **relationship of trust** among the AME/AeMC community

CA Procedures:

- › Ensure that the aero-medical assessment and follow-up are performed in an efficient manner and in compliance with the principles of equal treatment while allowing the AME the flexibility to act in accordance with the specific of each case
- › Promote trust between the AME and the Medical Assessors of the associated CA

AME peer groups:

- A forum for professional discussion and collegial support
- Social interaction to enhance professional competency and build a stronger relationship between the AMEs/AeMCs in a region



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