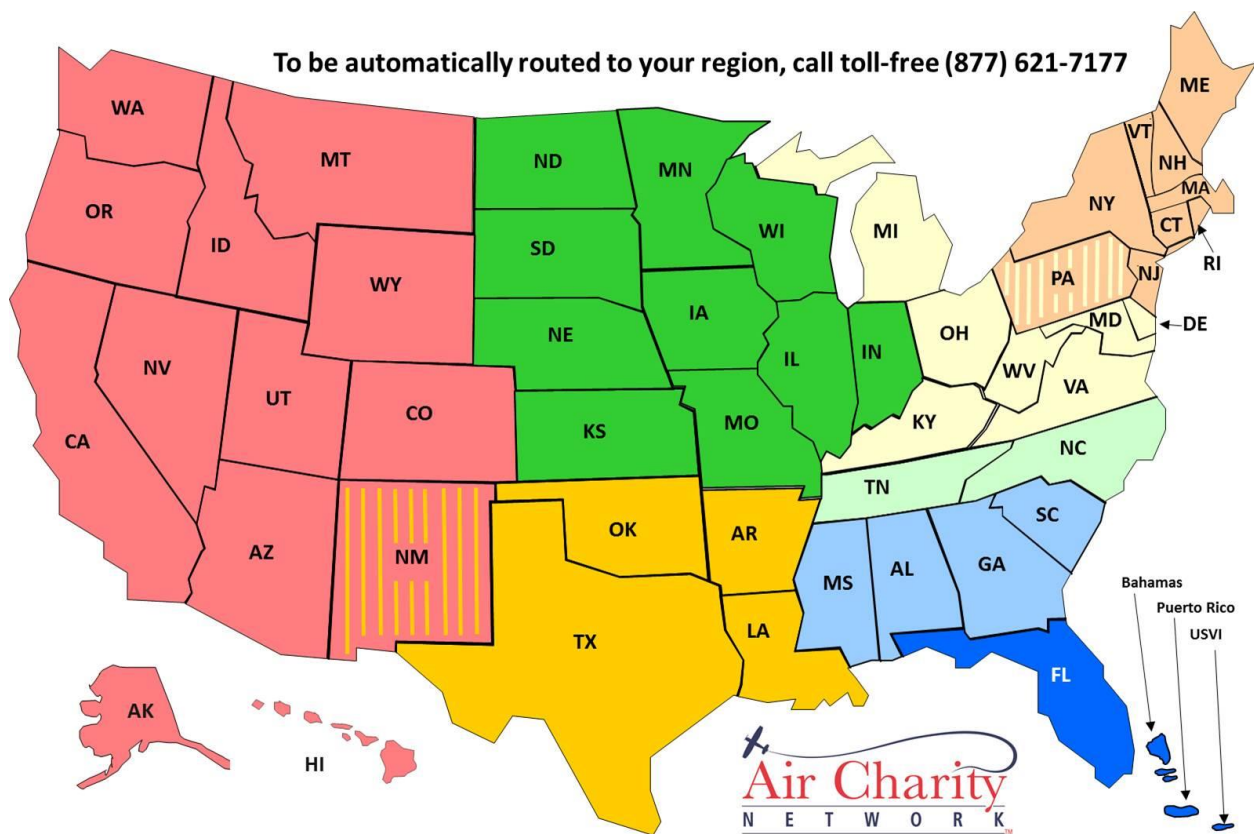




## Pilot Manual

Welcome to and thank you for volunteering with  
Mercy Flight Southeast, a member of the Air Charity Network



Serving Florida, Georgia, Alabama, Mississippi, South Carolina, Puerto Rico & The U.S. Virgin Islands

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Leesburg International Airport (KLEE)  
Leesburg, FL 34788  
Phone: (352) 326-0761  
Fax: (352) 326-9360  
Email: [coordination@mercymail.org](mailto:coordination@mercymail.org)

Every effort is made to maintain the currency of this document however more current information may be available at  
our site [MercyFlightSE.org](http://MercyFlightSE.org)

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# 1. Introduction

## To our new Mercy Flight Southeast members:

On behalf of the Mercy Flight Southeast, we welcome you aboard for a rewarding and exciting experience. Few get to feel the joy and pride of flying their own aircraft; even fewer get to feel the warmth and appreciation of those who are less fortunate, but benefitting from your skill, time and generosity.

To ensure that its missions are flown safely and consistently, Mercy Flight Southeast requires each new member wishing to fly missions as Command Pilot to meet certain minimum requirements. We also require a mission orientation to familiarize you with volunteer flying. As soon as you have completed your Mission Orientation and the office has received the paperwork, you may begin helping people in need as a volunteer pilot.

The Mission Orientation is intended to help you become familiar with what to expect before you actually fly your first mission. Our Care Traffic Controller will prove you with a pilot manual and asked to prepare a flight plan for that mission before your first flight. This framework gives the Pilot a great opportunity to review all aspects of Mercy Flight Southeast operations with which you might come into contact while seeking, preparing for, or flying a mission.

The Care Traffic Controller will also verify that you meet our minimum requirements. All of these requirements are detailed in this section. You will be asked for a copy of your pilot logbook, member's notebook, insurance documents (or copies) for aircraft covered whether rented or owned, any materials you have prepared for the mission provided to you, as well as all documents routinely required for any flight.

We look forward to meeting you and flying with you!

Sincerely,  
Steve Purello  
CEO & Volunteer Pilot

All pilots volunteering for Mercy Flight Southeast are required by law to prepare for a flight in accordance with Federal Aviation Regulations (FARs) (i.e. flight planning, weather briefing, preflight, current medical, airworthiness inspections, etc.). These subjects may or may not be addressed in this document.

### Disclaimer

This document is furnished as a guideline for general information and as suggestions to aid in the successful completion of a mission for Mercy Flight Southeast. It is not intended to be a set of hard and fast rules. However, it will help in making for a great flight for both you and the patient.

## 2. ORIENTATION PROCEDURE

### Introduction

The purpose of the Mercy Flight Southeast Mission Orientation is to acquaint the pilot applicant with Mercy Flight Southeast policies, procedures and forms. The main emphasis for a Mercy Flight Southeast Command Pilot who flies missions is SAFETY. The Mercy Flight Southeast Command Pilot is encouraged to cancel a scheduled mission if any conditions are present that could affect the safety of the flight, such as weather, aircraft airworthiness, pilot sickness, or any other reason that, in the judgment of the Command Pilot could result in unacceptable risk.

Mercy Flight Southeast has established minimum requirements for our pilot applicants as well as minimum ongoing requirements to maintain currency and proficiency. It should be noted that these requirements are minimum and each pilot is strongly encouraged to continue his/her own professional development as a pilot through routine training and proficiency flights such as the FAA Wings program or other professional recurrent training designed for his/her aircraft. Mercy Flight Southeast requires its Command Pilots to affirm their adherence to these requirements annually, upon membership renewal.

#### Minimum requirements

Please be prepared to supply the following:

1. Pilot logbooks
2. Dates of last biennial flight review
3. Documentation of total time and cross-country PIC time



4. Copy of certificate of insurance that shows a minimum of \$500,000 per incident and \$100,000 per seat minimum. This certificate is needed for owner flown as well as rented airplanes (FBO or flying club).
5. Photo copy of drivers license
6. Photograph for badge

You must be current per the FARs, and meet or exceed the minimum flight times as specified below:	PIC Hours	PIC Cross Country
Certificate		
Private	250	75
Commercial	N/A	75
Airline Transport Pilot	N/A	N/A

## 1. Patient/Cargo Qualifications

### Who and What Do We Carry?

For qualifying patients, cargo, etc., the Mercy Flight Southeast staff is contacted by doctor, social workers and in some cases by clergymen for a request to fly a mission. Only the Mercy Flight Southeast Coordinators or their designees, may qualify (accept or reject) a submitted application for an Mercy Flight Southeast. Mercy Flight Southeast pilots should not make any mission commitments on behalf of Mercy Flight Southeast.

### Screening

Before a passenger is accepted as a Mercy Flight Southeast passenger, our hotline volunteers and Care Traffic Controllers screen for the following information to be certain we conduct a safe, compelling chartable flight.

### Information about us and passenger qualification criteria:

#### 1. Appointment

- a) **Must have an appointment** with a medical facility unless the passenger is making a request for a compassion flight.
- b) **14 days lead time** (10 working days) is required after completing Mission request form. Sometimes, shorter lead-times are okay but we can't guarantee finding a pilot.
- c) **We will verify** the appointment information.

#### 2. Need for Our Services

- a) **Pilots provide charity.** The entire cost of the flight is paid by the volunteer pilot who receives no reimbursement – approx. \$500 per leg doubled for a round trip.
- b) **There must be a demonstrated financial need or reason why public transportation cannot be utilized** (rural area w/o easy access, weakened immune system and can't be exposed to crowds)
- c) **Financials verified.** The passenger's family will be required to provide income & tax statements to us.
- d) **We will ask a third party,** such as a social worker or doctor, if there is truly a need for our services.

#### 3. Types of Missions:

- a) **Medical:** Medical Evaluation, Participation in a clinical trial, Treatment, Follow-Up Care, 2<sup>nd</sup> opinions.
- b) **Compassion:** Wounded veterans, Non-medical passengers traveling for compelling reasons such as: Care giver (travel to/from patient), Attend a function that would otherwise be impossible.
- e) **Transplant:** Flight < 300 NM, coordinated in advance for passenger receiving an organ. Special pilots are on call to fly those patients at any time. IF we have a pilot in the area, then the transplant coordinator must contact us and set up the information.
- a) **Other:** Domestic Abuse, Special Camps, Adoption/Foster Care and Homeland Security.
- b) **We do not fly:** Relocations, Visits to a sick person, Hospital to hospital (patient must be out of hospital > 24 hours before we can fly), Funeral, or Hospice flights.

#### 4. Treatment

- a) **Not available locally or local treatment is not working.**
- b) **We will verify** to ensure there is a true need.

## 5. Medical Release

- a) **We will fax a Medical Release Form** to the passenger's local physician's office to ensure the passenger is in satisfactory medical condition to take the flight in small non-pressurized airplanes.
- b) **A scheduled flight will be cancelled if the signed release is not in our office prior to the flight.** It is the passenger's responsibility to ensure that the completed and signed Medical Release Form is returned to us prior to the flight. The signed Medical Release Form may be faxed or mailed to us.

## 6. Plane Flight

- a) **The maximum weight** of the passenger, companion(s), medical equipment, and luggage can not exceed 500 lbs.
- b) **Luggage** must be soft-sided and no larger than what would be allowed on a commercial airplane as a carry-on. Luggage is limited to 2 bags and each bag must be < 25 lbs.
- c) **Wheelchairs, strollers and walkers** - Children's wheelchairs, strollers and all walkers should be collapsible. Adult wheelchairs will not fit in a small aircraft.
- d) **Medical equipment** must function and work during the entire flight(s). (oxygen tanks, pumps, etc.)
- e) **In U.S. legally** - The passenger and companion(s) must be in the U.S. legally.
- f) **Residency** - The passenger must have primary residency in our operating region (Florida).
- g) **Ambulatory** - The passenger and companion(s) must be ambulatory. That means they must be able to walk, climb in and out of a small plane by stepping up 16 to 20 inches with limited assistance, bend over to enter and exit the aircraft, and lower themselves into the back seats. Most of our pilot's planes are 4 or 6 seat, non-pressurized general aviation aircraft.
- h) **Medically stable** - The passenger and companion(s) must be medically stable and able to be transported in an unpressurized aircraft.
- i) **Pregnancy** - The passenger and companion(s) must not be more than 5 months pregnant.
- j) **A companion is required** if the passenger requires any kind of assistance.
- k) **Non-medical flights** - Our pilots are not medically trained; our flights are not an air ambulance service; patients can not require medical staff onboard; no medical assistance during our flights.
- l) **Day/morning flights** - Our regular pilots fly missions during daylight hours only and preferably in the morning.
- m) **Distance** - Departure/Arrival cities must be between 100 and 1,000 nautical miles (NM) (115 and 1,150 statute miles) apart. If a flight is greater than 300 NM, it may require multiple travel legs.
- n) **Significant differences** - There are some significant differences between flying in a large commercial aircraft compared to the small aircraft used by our pilots. So, be prepared for the following:
  - 1) **Sitting** - The passenger and companion(s) will be required to sit upright, and remain seated in the aircraft with seat belts fastened during the entire duration of the flight(s). Children, who require a car seat in a car, will be required to use a car seat in the aircraft.
  - 2) **Noise** is louder inside a small aircraft and you might want to bring ear plugs.
  - 3) **Air turbulence** is greater and your flight(s) will be bumpier.
  - 4) **Travel time** is longer and you may have to take several different planes to reach your destination depending on the total travel distance. Travel time is about one hour per every 100 miles.
  - 5) **Food service and restrooms** are not available.
  - 6) **Temperature** inside a small plane could be a factor because some small aircraft do not have heaters and some do not have air conditioning. Therefore, it might be cold in the plane as it climbs to upper elevations or it may be hot in the plane at lower ground levels. Please check with your assigned pilot(s) about the best type of clothing to be worn during your flight(s).
- o) **Waiver** - The passenger and companion(s) must sign a waiver of liability before boarding a pilot's aircraft.
- p) **Refusal** - Our pilots reserve the right to refuse to fly any passenger or companion that does not meet the qualifying criteria or poses a threat to a successful mission.

## 7. Back Up Plan, Ground Transportation and Lodging?

- a) **Backup plan** - The passenger and companion(s) must have a back- up plan. Safety is our top priority! A pilot may delay or cancel any part of a mission because of bad weather or other factors. If that happens, it is essential that our passenger and companion(s) have backup alternatives identifying how they will get to the scheduled appointment. One alternative might be to re-schedule their appointment so we can fly them earlier or later.
- b) **Ground transportation** - The passenger and companion(s) are responsible for all ground transportation to and from the departure and arrival airports.
- c) **Lodging** - The passenger and companion(s) are responsible for all overnight lodging. If a passenger's appointment is scheduled for early in the day, the passenger and companion(s) may need to travel the day before and stay overnight before the appointment. If the passenger's appointment does not end until late in the afternoon, the passenger and companion(s) may need to travel the next day and stay overnight after the appointment.

## 2. Logging into the New System (AFIDS 2.0)

### Old System Users (AFIDS 1.0)

Before you get started; clear your history browser and delete any favorites bookmarked you had previously for Mercy Flight Southeast. In your web browser, enter [afids.afse.org](http://afids.afse.org) **Note: The system is now case sensitive.**

If you are an existing member and already have a username and password: Enter them in the appropriate fields in the form (same user name and password from the old system) and click "Login."

- If you have a password, but have forgotten it, you can click the "Forgot password" link. AFIDS will reset your password and send your new password to the email address you provide.




If you are a new member or an existing member and didn't have a username and password in the old system: Click on "If you are a member and you need to create a username & password for the first time." (See step 4 below)

In order to create a username and password, you will need to have your Member ID, issued to you by the staff of your organization and zip code you provided in your registration. These must match the records in the AFIDS database in order for your username and password to be successfully created.

**Note:** If you want to change your password once it's been created, use the change password function in the "Your Account" section.




Once you have logged in successfully using your Member ID, last name and zip code, you will be asked to choose a username and password.

## 3. Learning of a Mission

### Online

All available missions are available on our website after logging into our system at [afids.afse.org](http://afids.afse.org). The website is constantly being updated.

### Email

An automated email goes out in the evenings. The email has two lists of missions:

- Missions from or to your home base airport
- Missions whose origin or destination airport is in your wing

## 4. Before signing up for a Mission

### Aircraft range

Does the selected aircraft have the range to meet the requirements of the mission? If an en-route fuel stop is required, then an earlier departure may be necessary to meet the time requirements of the patient or cargo.



### Time en-route

The flight plan departure and arrival should meet the requirements of the patient.

### Co-pilot

Co-pilots are recommended but not required.

### Type of cargo or patient

The Pilot Mission Form indicates the weight requirements for patient, passenger, and baggage.

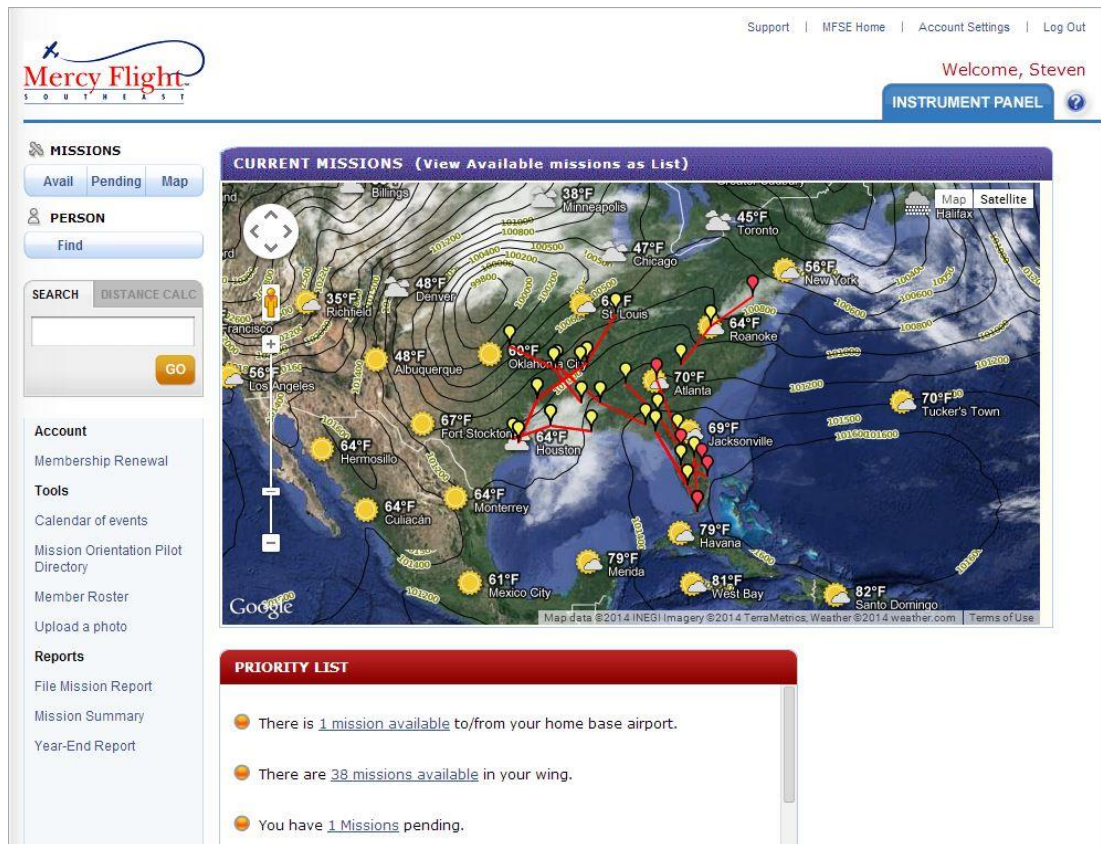
### Linking missions

Mission requirements may include several hours layover in order to return the patient back to the point of origin or to wait for a return mission with another patient. Mercy Flight Southeast also coordinates missions with other Volunteer Pilot Organizations like us. These joint missions require additional coordination with those organizations and assigned mission pilots.

## 5. Signing up for a Mission (Online, Email or Telephone)

### Online

- a. Go to [afids.afse.org](http://afids.afse.org) to sign into AFIDS.
- b. Click on the “Avail” tab to view available missions

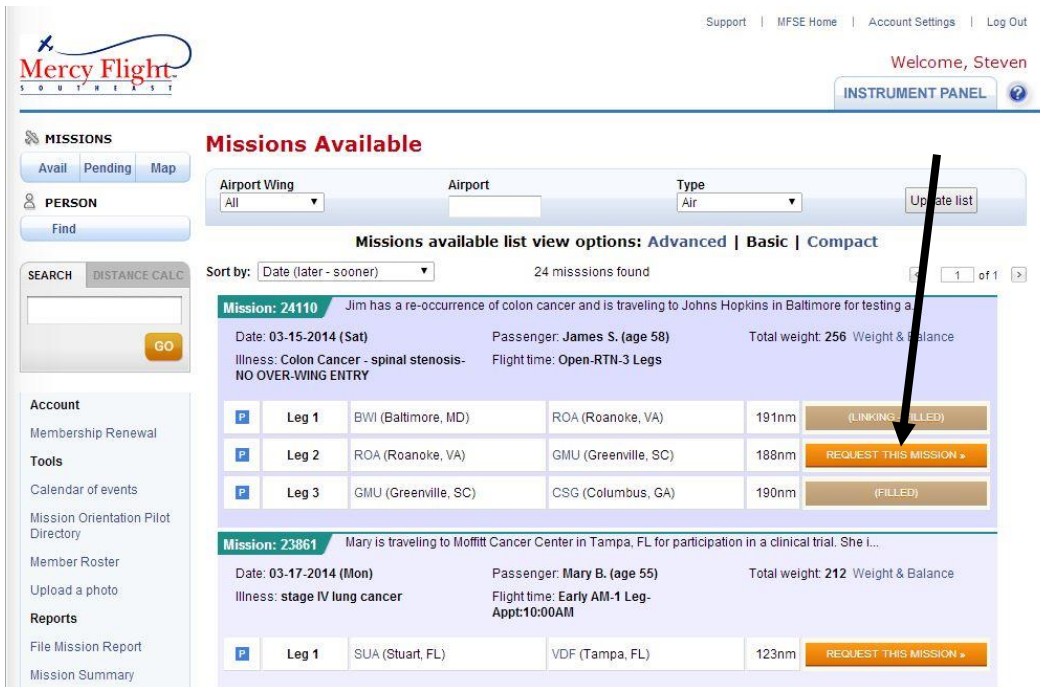


The screenshot shows the AFIDS website interface. At the top, there is a navigation bar with links for Support, MFSE Home, Account Settings, and Log Out. A user is logged in as Steven, with a 'Welcome, Steven' message and an 'INSTRUMENT PANEL' button. The main content area is titled 'CURRENT MISSIONS (View Available missions as List)'. It features a map of the United States with various mission points marked by yellow sun icons and temperature indicators (e.g., 35°F, 48°F, 60°F, 70°F, 82°F). A sidebar on the left contains navigation options for MISSIONS (Avail, Pending, Map), PERSON (Find), and a SEARCH box with a DISTANCE CALC button. Below the sidebar, there are sections for Account (Membership Renewal), Tools (Calendar of events, Mission Orientation Pilot Directory, Member Roster, Upload a photo), and Reports (File Mission Report, Mission Summary, Year-End Report). At the bottom, a 'PRIORITY LIST' section displays the following information:

- There is 1 mission available to/from your home base airport.
- There are 38 missions available in your wing.
- You have 1 Missions pending.



- c. Below is our missions available list. Look over the information and if it meets your criteria; click on “Request This Mission”.
- d. **Note:** If you have already requested this flight, the button will be labeled "Already requested."



**Missions Available**

Sort by: Date (later - sooner) 24 missions found

**Mission: 24110** Jim has a re-occurrence of colon cancer and is traveling to Johns Hopkins in Baltimore for testing a

Date: 03-15-2014 (Sat) Passenger: James S. (age 58) Total weight 256 Weight & Balance  
 Illness: Colon Cancer - spinal stenosis- NO OVER-WING ENTRY Flight time: Open-RTN-3 Legs

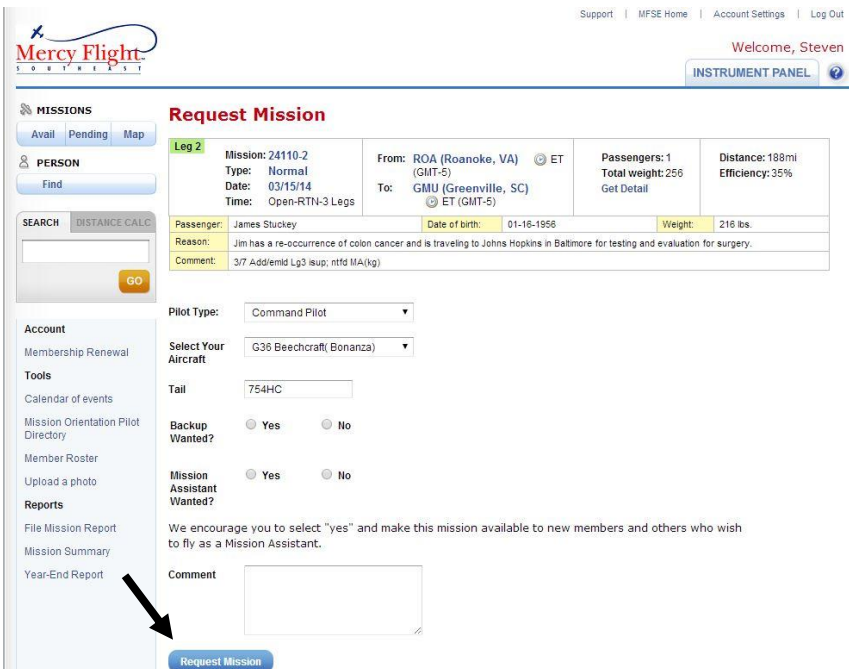
Leg 1	BWI (Baltimore, MD)	ROA (Roanoke, VA)	191nm	(LINKING & FILLED)
Leg 2	ROA (Roanoke, VA)	GMU (Greenville, SC)	188nm	REQUEST THIS MISSION
Leg 3	GMU (Greenville, SC)	CSG (Columbus, GA)	190nm	(FILLED)

**Mission: 23861** Mary is traveling to Moffitt Cancer Center in Tampa, FL for participation in a clinical trial. She L...

Date: 03-17-2014 (Mon) Passenger: Mary B. (age 55) Total weight 212 Weight & Balance  
 Illness: stage IV lung cancer Flight time: Early AM-1 Leg- Appt:10:00AM

Leg 1	SUA (Stuart, FL)	VDF (Tampa, FL)	123nm	REQUEST THIS MISSION
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- e. Mission Summary - The mission leg summary provides an overview of the key information about this flight. Please review these details to ensure that you can accept the flight, i.e. that your aircraft has enough seats, range, and so forth.
- f. Click “Request Mission” to submit your request.



**Request Mission**

**Leg 2** Mission: 24110-2 From: ROA (Roanoke, VA) ET Type: Normal Date: 03/15/14 Time: Open-RTN-3 Legs Passengers: 1 Total weight: 256 Get Detail Distance: 188mi Efficiency: 35%

To: GMU (Greenville, SC) ET (GMT-5)

Passenger: James Stuckey Date of birth: 01-18-1958 Weight: 216 lbs.  
 Reason: Jim has a re-occurrence of colon cancer and is traveling to Johns Hopkins in Baltimore for testing and evaluation for surgery.  
 Comment: 3/7 Addemid Lg3 isup; ntfid MA(kg)

Pilot Type: Command Pilot  
 Select Your Aircraft: G36 Beechcraft (Bonanza)  
 Tail: 754HC  
 Backup Wanted?  Yes  No  
 Mission Assistant Wanted?  Yes  No

We encourage you to select "yes" and make this mission available to new members and others who wish to fly as a Mission Assistant.

Comment:

Request Mission

- g. Once you submit your request, the request will be reviewed by the coordination staff. There may be requests for this leg ahead of you, or other reasons why the coordination staff may not choose you for this leg. You will be notified if they have selected you for the flight.



## Email

You can email the mission coordinator at [coordination@mercymail.org](mailto:coordination@mercymail.org) to sign up for a mission. Please include your name, mission number, date of mission and what leg you're interested in.

## Telephone

Call the office (352) 326-0761. The office is open Monday - Friday from 9AM – 5PM Eastern time.

# 6. Mission Sheets

## How to use the form

Before a mission, the Mercy Flight Southeast mission coordinator will email you a Mission Sheet. The mission sheet will tell you the patients' and passengers' names, weights, phone numbers, etc. If the mission involves a linking leg, the form will give details. Be sure to take this form with you on the mission. (See example: Mission Sheet in Appendix B).

## Retrieving a mission sheet

- a. Click on "Mission Summary" - The mission summary provides you with a way of retrieving information about your upcoming and past missions. **There are 3 tabs for, future missions, pending requests and past missions**
- b. Click on "View/Print Mission Itinerary Form for this mission leg"; to view and print your mission sheet.
- c. After clicking the link; you will see a copy of your mission sheet. You don't see the waiver forms until you click "Print"
- d. To print your mission sheet and waiver forms; scroll down and click on the "Print" button.
- e. A new window will pop up with a PDF of your mission sheet and waiver form. Print out these forms.

• **Future missions** – Future missions assigned to you as a Command Pilot

**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

Passenger	Mission	CoPilot
<b>Patricia Johnson</b> Weight: 170 (772) 501-9939 Daughter - Caprice	24135-1 Date: 03/13/2014 From: Vero Beach (Vero Beach) To: Kendall-Tamiami Executive (Miami) <a href="#">View/Print the Mission Itinerary Form for this mission leg</a>	CoPilot: Not yet assigned

• **Pending Requests** – Missions you Requested but not yet Assigned to You

**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

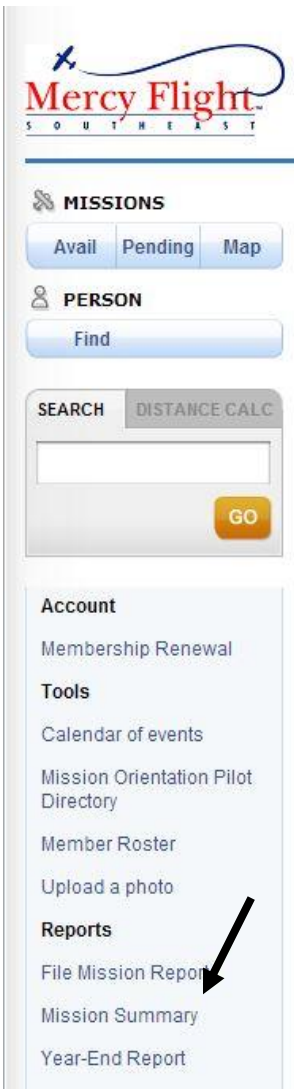
Passenger	Mission	CoPilot
<b>Keith Larsen</b> Weight: 125 (575) 613-5918	37615-2 <b>You have not yet been assigned this mission leg</b> Date: 06/09/2013 From: Hale County (Plainview) To: Curtis Field (Brady) <a href="#">View/Print the Mission Itinerary Form for this mission leg</a>	CoPilot: Not yet assigned

• **Past Missions** – Past missions assigned to you as a Command Pilot. You can print your mission report if already filed.

**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

Passenger	Mission	CoPilot
<b>Julian Guillen</b> Weight: 20 (806) 275-0670 Mom's cell - Maria guillenmaria80@gmail.com	37453-1 Date: 05/13/2013 From: Addison (Dallas) To: Hutchinson County (Borger) <a href="#">View/Print the Mission Itinerary Form for this mission leg</a> <a href="#">View mission report</a>	CoPilot: Not yet assigned



Mercy Flight Southeast

**MISSIONS**  
 Avail Pending Map

**PERSON**  
 Find

SEARCH DISTANCE CALC  
 GO

**Account**  
 Membership Renewal

**Tools**  
 Calendar of events  
 Mission Orientation Pilot Directory  
 Member Roster  
 Upload a photo

**Reports**  
 File Mission Report  
 Mission Summary  
 Year-End Report

## 7. Preparing the Passenger for the Trip

**Please call your passenger as soon as you receive your mission sheet. It will put them at ease.**

### Introduction

Introduce yourself as their Mercy Flight Southeast pilot, provide your contact information, verify current info and obtain any additional contact information for passengers.

**Note:** On link missions, the above should be accomplished by the first pilot in the chain. He or she should then call the second pilot in the chain and exchange information re the passenger, time and place of link-up, telephone numbers and call signs, etc. If there is a third leg, the second leg pilot should contact the third leg pilot, etc. Direct contact of passengers by second and subsequent leg link pilots is optional.



## Verify Appointment Date and Time

Make sure that your pick-up time, ETA, etc., meet the requirements of the appointment time. **Note:** If this is a return flight, make sure the passengers are realistic about what time they will be available for the return flight. On afternoon flights, make sure there is plenty of time to go to the passengers' destination, and return before dark, if necessary.

## Passenger Flight Experience

If the passengers have flown several Mercy Flights before, and/or are experienced with small planes, there is not much more to talk about. However, if the passengers have never flown in a small plane, or ever flown at all, some detailed explanations and assurances are in order. Are they prone to motion sickness? What is their anxiety level regarding flight in a small plane? If the passenger exhibits severe anxiety, suggest they contact their M.D. to discuss the issue.

## Special Needs

Ensure that, *if* the passengers have special needs, you and your plane can accommodate those needs. Will a wheelchair fit in your baggage compartment or behind your seats? Are you willing to let them use their own oxygen on board your plane? That is up to the individual pilot.

## Weight and Passenger Limits

It is not unusual to have passengers ask if a friend or relative, not on the mission sheet, may go along, and/or to ask about additional baggage weight allowance. Make sure you coordinate any additional baggage or passengers with Mercy Flight Southeast prior to accepting them. Even if you can handle the load, the next pilot on a link mission and/or the return flight pilot may not be able to do so.

## Pickup Time and Place

When you establish a meeting time and place; make sure you specify the FBO or other location. Provide the telephone number of the FBO so that the passengers can call for directions. Do not just say you will meet them at the airfield. If you do, both you and the passenger may spend a lot of time trying to connect once you get there. Make sure that, if the pickup point is in another time zone, you are clear about the local time at which you will meet the passengers.

## Destination Time and Location

Make sure the passenger understands where they will be taken; which FBO, expected time of arrival, etc. Give them the telephone number of the FBO in case their ground transportation needs to call for directions.

## Waiver

Make sure the passenger understands the requirement to sign a waiver before the flight.

## Toilet Facilities

Advise the passengers of the expected time en route and the lack of toilet facilities. Suggest they eat a solid meal before the flight, but limit their consumption of liquids, particularly diuretics such as coffee, tea, and caffeinated soft drinks.

## Safety Concerns

Particularly with passengers who have not flown before or have limited experience in small planes, it may be necessary to address their safety concerns.

## Alternate Plans

Make sure the passengers understand the possibility that the mission may be canceled due to weather, mechanical problems, or other reasons. They may choose to arrange alternate travel plans, or they may choose to reschedule their appointments. That is up to the passengers and the Social Workers. Remind passengers if they need to cancel or change their plans, they must call the pilot and the Mercy Flight Office at (888) 744-8263.

## Additional Questions

Give the passengers the opportunity to raise any other questions or concerns. Make sure they know how to contact you if anything else occurs to them.

## Final Coordination

Always arrange for a time and date for a final coordination telephone call. Normally, that should be after you have filed your flight plan, and checked weather the evening before the mission. Even at that point, there may still be doubt about the weather. If so, tell the



passengers that you will contact them again immediately before take-off time. Make sure you have their mobile telephone numbers, if available, in case they need to be contacted en route to or at the meeting place.

Mercy Flight Southeast maintains a strict No-Smoking policy for both pilots and passengers en-route; no tobacco products are allowed.

## 8. Preparing Yourself for a Mission

### FAA rules and regulations

All Mercy Flight Southeast missions must be conducted in full compliance with applicable Federal Aviation Regulations. You, as the PIC, are responsible for knowing the FARs pertaining to your flight, and assuring compliance.

### Be professional

Pilots and other Mercy Flight Southeast volunteers and staff are expected to maintain and uphold a professional appearance and manner when dealing with the public as official representatives of our organization. They must dress, behave, and fly in a manner which communicates professionalism, encourages trust, and demonstrates respect for our passengers and the community we serve.

### Adequate insurance

In this society, insurance is a critical component in your overall plan. You should contact your insurance agent and discuss whether your policy is compatible with Mercy Flight Southeast missions. If you rent or borrow an aircraft for a mission, you must verify that you are insured adequately. Both you and the aircraft must be covered, even if different policies are required.

Mercy Flight Southeast Insurance requires you to have a minimum of 250 hours total time and a copy of your insurance certificate on file in our office. Please always ensure we have a current copy on file. *Without it, we cannot let you fly a mission.*

### Maintain the aircraft

You must know if the aircraft can mechanically perform the mission before you accept it, and certainly before you start on the mission. Its speed, range, and payload are a critical part of the mission. Check the passenger and baggage weights before you accept a mission, and be aware of what summer density altitudes can do to your plane's performance.

### Prepare an alternate plan "Plan B"

The best plans go astray. Develop a backup "Plan B." For example: Changing from VFR to IFR may require a co-pilot. Have one lined up to assist in the mission. Example: Have an alternate airport selected, to meet the patient's needs or due to a NOTAM being issued at the last minute or a change in the weather.

## 9. Just Prior to the mission

### Mercy Flight Southeast badge

If you lose your badge, please call the Mercy Flight Southeast office and a new one will be provided. Wearing any Mercy Flight Southeast clothing is also recommended, e. g. polo shirt, T-shirt, hat, sweatshirt

### Update Weather

Get a full weather briefing immediately before flying the mission.

### Flight Plan

It is required that the pilot file an IFR or VFR flight plan with "Flight Following" while en-route. This will allow Mercy Flight Southeast personnel to contact your flight through the ATC for messages that will affect the outcome of your mission.

### "Angel Flight" Call sign

The FAA permits you to use the call sign "NGF" while transporting medical patients or cargo. In many instances this will provide the flight preferred handling by controllers while en-route, thus expediting the mission. Please refrain from use of the call sign on any unrelated flights

When filing the flight plan, the prefix in the Aircraft Identification field should be "NGF" followed by the 4-digit call sign ID. When talking with ATC use the term "Angel Flight" followed by the 4-digit call sign ID; i.e., "Angel Flight" 3007 ready for takeoff". See example of a Flight Plan.

### Change Mission if Necessary

Any change of the mission from its original schedule should be relayed to Mercy Flight Southeast staff, if possible. Refer to the Pilot Mission Form for additional telephone contacts.





## **At the Airport, Before Departure**

Have all adult passengers and/or guardian for minors sign the waiver form. Fax (352) 326-9360, email [coordination@mercymail.org](mailto:coordination@mercymail.org) or mail the forms to the Mercy Flight Southeast office, **before** departing. You can ask the person at the FBO desk to fax/mail it for you. If you are based at a private hangar or no FBO or mailbox is otherwise available, then leave the signed, stamped release forms in your car. We now have electronic waivers that can be signed on your smartphone or tablet; ask your Care Traffic Controller.

## **Prepare the Passenger for the Trip**

Be sure to understand the patient's needs, for instance food, water, medication, or any other special needs. Acquaint the patient with the aircraft: exits, ventilation, seat belts, seat adjustments and head-sets (if provided).

## **Last Minute Changes**

Sometimes the best of plans must be changed. As Pilot-In-Command, you are in charge of the mission and must decide what changes are acceptable or necessary to complete the mission. If a potential change jeopardizes the mission safety, reject it immediately. A polite but firm "NO" is certainly your prerogative if you don't like a suggested change.

## **Typical Causes for a Mission Change**

Reasons for changes could include weather, change in mission requirements, pilot, aircraft, passenger or destination problems. Sometimes there is not one big reason for the change, but several little reasons. Things are just "not right" for a safe, legal, and on time mission. Planning ahead usually allows this type of problem to be discovered early in the mission, so plans can be changed or problems overcome more easily. Surprises do occur and a mission might need to be changed at the last minute. If the mission is canceled for any reason, please call all parties involved (Mercy Flight Southeast office, patient, linking pilots, or agencies). Don't assume they have already been contacted.

## **Alternative Solutions**

Don't take the first solution you think of, but rather think out several possible alternatives. There are always alternatives, such as: waiting until later in the day, waiting until the next day, getting another aircraft or pilot, getting a co-pilot to share the cockpit duties, leaving someone behind, or even canceling the mission.

## **Keep it Simple**

Select the safest and best solution. If a problem can be solved by a minor change in the plan that does not affect other parties in the mission, feel free to make the changes. If others were involved, contact the involved parties as soon as possible, either to consult about a possible solution or to inform them of a decision made that would affect the mission. Don't assume that it would be OK to make the changes without notifying all other parties.

When you decide to make changes, be sure not to promise something you or the connecting pilot cannot deliver. Example: last minute addition of a passenger to the mission. You must reject it unless you are absolutely sure it will not impair your flight, or that of another mission segment, like a return flight in a smaller aircraft. Example: do not allow baggage weights exceeding 50 pounds on multi-leg missions. The next pilot may be unable to carry the additional weight.

# **10. During the Mission**

## **Passenger comfort**

Remember that our patients are often feeling under the weather when they board the flight. Many of them have been undergoing chemotherapy for cancer. These treatments can cause nausea. Keep air vents open if temperature permits.

Avoid abrupt maneuvers and rapid altitude changes. If possible, avoid turbulence; listen for PIREPS to help stay clear of bumps at certain altitudes. If needed, explain to the patient in simple terms the causes of turbulence and the phases of flight when turbulence is more likely (e.g., takeoff & landing versus cruise flight). Don't hesitate to ask Air Traffic Control for a more favorable altitude; tell the controller you have an uncomfortable passenger. And make sure you have a supply of airsick bags and paper towels within reach--just in case. Consider having earplugs available if the patient doesn't want to use a headset. Mercy Flight Southeast requires that all small children be secured in an approved CRS safety seat or infant carrier during flight. For more information, please refer to: [http://www.faa.gov/passengers/fly\\_children/crs/](http://www.faa.gov/passengers/fly_children/crs/).

## **En-route changes**

If you need to make changes to the mission while en-route, call ATC or Flight Service, using the "Angel Flight" call sign. Controllers and FSS specialists are very helpful to aviators using that designation. If the condition of the patient deteriorates during the flight, you may upgrade "Angel Flight" to "Life Guard".





### **Who and how to contact en-route**

Pilots should notify the Mercy Flight Southeast office and/or ground transportation of any changes or delays in the mission status. If you need to contact Mercy Flight Southeast or your ground transportation partners during the mission, ATC or FSS will help you. You may also notify your destination FBO of changes to your arrival time. On the ground, contact them by phone. In the air, call them on the assigned frequency and tell them what you need. (Example: Delay in arrival or departure time, weather issues, mechanical, or needs of patient or passenger)

### **Delivering the patient or cargo**

When you arrive at your destination, help your patient to get out of the plane and into the FBO. Make sure that the patient's ground transportation has arrived or is on the way before you leave. If you are delivering cargo (for instance blood) make sure that it is unloaded promptly and cared for properly.

### **Close your flight plan!**

In the rush of last-minute details, don't forget to call Flight Service and close your flight plan, if filed VFR.

### **Special treatment or fuel discounts for Mercy Flight Southeast missions**

In many cases, FBO's provide to Mercy Flight Southeast pilot's fuel discounts, limited courtesy cars, pilot's lounge, discount hotel rates for overnight stays, and more. Refer to the Mercy Flight Southeast "Pilots" link on the web site [www.mercyflightse.org](http://www.mercyflightse.org) for preferred FBOs. If you patronize an FBO not currently listed there, advise them that you are flying for Mercy Flight Southeast Inc., and briefly explain the program and what it is attempting to accomplish. In many cases they will work with you in as many areas of service as possible. If they do offer a discount, be sure to notify your wing leader so the FBO can be added to the preferred list. This will also help to spread the philosophy of Mercy Flight Southeast. Leave a few of our brochures in the pilot's lounge, too!

### **Do not abuse the "Angel Flight" call sign**

You may use the NGF call sign on a mission when you have the patient or time sensitive cargo onboard your flight. Please refrain from use of the call sign on any unrelated flights.

### **Reimbursement or compensation for mission**

Patients may and sometimes do offer to reimburse you for all or part of the cost of the flight. **DO NOT** accept any reimbursement or compensation in kind for the trip, as this will endanger Mercy Flight Southeast's status with both the IRS and FAA, not to mention your own pilot's license. If patients or passengers wish to contribute to the Mercy Flight Southeast, advise them to send it to the main office. Give them the proper mailing address and advise them that the contribution will be used for operating expenses of Mercy Flight Southeast. Mercy Flight Southeast is a 501(c)(3) non-profit organization and all contributions are tax deductible.

### **Flight instruction**

Flight instruction is not permitted on any passenger-carrying legs, however instruction may be allowed under FAA guidelines to, or from a mission with no Mercy Flight passengers on board.

### **Severe illness or suspected deceased in flight**

In the rare occasion where a passenger becomes severely ill or is even suspected to be deceased, the pilot should land the aircraft and contact emergency services as soon as practicable. Continuing to the destination is not recommended unless deemed the safest course of action by the pilot. Mercy Flight Southeast should be notified immediately after contacting emergency services. Allow the authorities to contact the family.

### **Photos please!**

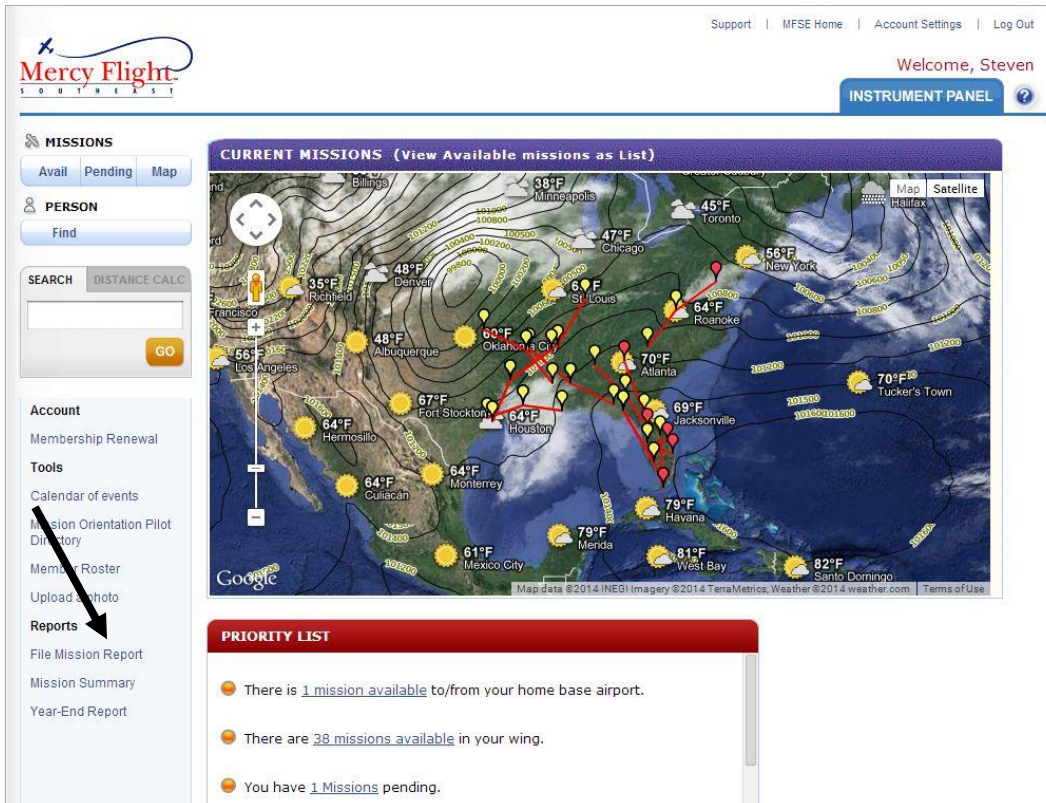
If you have a camera, you are encouraged to take pictures of your missions. Please take pictures close-up, including only part of the plane, inside or out. Pictures that attempt to include the entire plane are usually unsuitable for newsletter use. Passengers have given us permission to use these photos as part of the waiver they have signed before boarding.

## 11. Concluding the Mission

### Filing Your Mission Report

**Please DO NOT file a report with zero hours, if the mission has been cancelled.** If your mission is  **canceled** for any reason, please call or email the Mercy Flight Southeast office and contact all parties involved (patient, linking pilots, ground transportation coordinator or agencies). Don't assume they have already been contacted.

- a. Log onto AFIDS at [afids.afse.org](http://afids.afse.org)
- b. You can file your report by clicking on "File Mission Reports" on the **left** side of this page **or** clicking the link under your Priority List to file your report



- c. Select the Mission(s) that need to have a report filed.
  - If you have multiple missions that were flown **on the same day**, you can select the multiple mission legs for that day and file one report. **For example:**
    - If you carried several passengers on the same day, you would group those mission legs into one report.
    - If you flew passengers round-trip (same or different passengers)
    - If you flew a 2 or 3 leg mission
  - **Please do not group mission legs if you flew the same patient on different days**

d. Scroll down and click “File Report for Selected Mission”.

**Mission Reports Outstanding**

Please select the mission leg(s) for which you wish to file a report by clicking the check box to the left and the click the "File Report for Selected Missions" button below.

If you have multiple mission legs that were flown **on the same trip**, you can select multiple mission legs and file one report. For example, if you carried several passengers on one leg, you would group these mission legs into one report.

Otherwise, please file a different report for each mission leg.

Please do not group mission legs of different types, for example, if you flew the passenger, then provided ground transportation as well, do not combine the air and ground legs.

Select	Mission Date	Origin	Destination	Passenger	Notes
<input checked="" type="checkbox"/>	05/10/2013 (air_mission)	HOU	SJT	Sonia Montalvo	Please file a report
<input checked="" type="checkbox"/>	05/10/2013 (air_mission)	SJT	ELP	Sonia Montalvo	Please file a report
<input type="checkbox"/>	05/16/2013 (air_mission)	CWC	HOU	Cherie Davis	Please file a report

[File Report for Selected Missions](#) ←

e. Fill out the necessary information and click “Submit”.

### File Mission Report

Pilot flown mission

Mission Date:

Mission Assistant name:

Is the Mission Assistant a member?  Yes

Pickup airport: If you picked up different passengers at multiple airports, enter each pickup airport separated by commas.

Dropoff airport: If you dropped off different passengers at multiple airports, enter each dropoff airport separated by commas.

Routing: If your flight involved stops other than the pickup/dropoff airports above, you may enter your full routing if you wish.

Passenger Name(s): Enter the names of each of the passengers on this flight separated by commas.

Commercial Flight: Sometimes, pilots may purchase a commercial ticket for a passenger rather than fly the flight. If this is the situation for this mission, please enter the cost of the ticket in this field, leave the hobbs time blank, and leave the aircraft selection blank.

Expenses:

Select from the list below the airplane you used to fly this mission. If you used another airplane not listed, enter the make, model and Tail Number in the space below under "Other".

Select	Make / Model	Tail Number
<input checked="" type="radio"/>	EADS/Socata (TBM 700)	700RK
<input type="radio"/>	-- select --	<input type="text"/>

Mission Comment:

Upload photo 1:  No file chosen  
Max file size: 3MB and Formats: jpg, png, gif  
[add another photo](#)

### Give us your feedback

Help us improve our service to you and our passengers by providing us with some feedback on your experience. Responses are optional, and will not be communicated outside the organization.

Passenger: How interested would you be in providing transportation for this passenger again in the future?  
 Not at all     Very interested

Coordination: How satisfied were you with the coordination process, i.e. the request process, communication with the staff, and so forth?  
 Not satisfied     Very satisfied

Overall: Please rate your overall satisfaction with this mission.  
 Not satisfied     Very satisfied

[Cancel](#)



## 12. Mercy Flight Southeast Frequently Asked Questions

### **Who we are**

We are a non-profit, 501(c) 3 charitable organization of volunteer pilots who donate their time, flying skills, airplanes, and also the cost of operating their airplanes to provide air transportation, without charge, for people in need.

### **Experience**

Mercy Flight Southeast has flown tens of thousands of missions, transporting patients, blood, and medical cargo. There is never a charge to the patient or the agency we serve. Always, Mercy Flight Southeast's primary purpose is to provide free air transportation for the public's benefit.

### **Financial support**

Mercy Flight Southeast is financially supported primarily by our pilots who fly the missions (by donating the use of their airplanes and operating expenses) and by contributions from individuals, service clubs, social and religious groups and corporations. We receive no financial aid from any government entity.

### **Our Pilots**

Each pilot certifies to adhere to FAA regulations and provide insurance coverage. Because we want all missions to be completed safely, our pilots are in complete charge of the missions they fly. With respect to the capability of the airplanes they fly and weather conditions, they make their own "go/no-go" decisions.

### **Who coordinates missions and how?**

Mercy Flight Southeast has Mission Coordinators who coordinate by email, phone or fax. On the average, it takes about 24 phone calls to set up a single mission. Locating an available pilot can be quite time consuming. Besides the pilot and patient, there are a number of other people that are often involved and that need to be contacted for various reasons. These include the referring physician, the patient's caseworker, etc.

### **Is a co-pilot required?**

Mercy Flight Southeast expects pilots to operate in accordance with FAA regulations. Therefore, copilots are required only when FAA regulations require a second-in-command. However, few of the aircraft usually flown by Mercy Flight Southeast pilots require a second-in-command. If you are more comfortable having a copilot aboard, it's your choice..

### **What about ground transportation for patients?**

Mercy Flight Southeast's obligation is to provide air transportation from airport to airport. It's the patient responsibility to make arrangements for ground transportation. However, Mercy Flight Southeast provides ground transportation options for Miami and Taxi service through the Moffett Cancer Center for Tampa Executive Airport. Often the hotel/motel in which the patient is staying has a shuttle to take the patient to and from the airport.

### **Do patients ever require physical assistance?**

Mercy Flight Southeast normally does not accept passengers who need physical assistance. However, when we do, we insist that the patient have an attendant. If the patient is a child, you can expect that the mother, father, or other companion will accompany the child. Pilots are always informed about such situations when they are asked to accept a mission.

### **Do I have to own an airplane?**

No. It is immaterial to Mercy Flight Southeast whether you rent or own an airplane. Either way, however, it is expected that you have reasonably ready access to an airplane and are properly insured so that when the Coordinator calls you about a mission, the arrangements can be confirmed quickly.

### **What about liability?**

Passengers are required to sign a liability release form before boarding the flight. In the case of minors, a guardian is required to execute a release form on behalf of the minor. Depending on your state, the "Good Samaritan" law provides that those assisting others for no financial consideration are relatively exempt from liability, as long as they act in a responsible manner.

### **Can I decline a flight?**

Certainly. Mercy Flight Southeast cannot and will never pressure pilots to fly a mission that they don't want to accept, nor should pilots accept any mission that they feel uncomfortable with for whatever reason. It is the objective of this organization to accommodate as many people that need our services as possible within the scope of Mercy Flight Southeast charter and standards. Safety is our number one consideration. Upon accepting any mission from Mercy Flight Southeast; you, as the Pilot-In-Command, are in charge of completion of the mission and can cancel the mission for any reason.





### **How are pilots selected for flight?**

Basically, no one is selected for a mission. Flights are undertaken by pilots who have volunteered for that flight.

### **How often will I be called to fly a flight?**

All pilots are volunteers. You can fly as many or as few as you want. Ideally, we would like every Mercy Flight Southeast pilot to fly at least a few flights a year.

### **What are the pilot requirements?**

Mercy Flight Southeast requires you to have a minimum of 250 hours. You must have a valid medical certificate, be current, and be proficient in whatever airplane you fly. You are also required to affirm that you will maintain personal liability insurance and comply with all applicable FARs. A copy of your insurance certificate is required to be on file with our office.

### **Does Mercy Flight Southeast insure passengers and airplanes while flying a flight?**

It is quite unnecessary for Mercy Flight Southeast to provide insurance for flights flown by its member pilots. Since there is nothing special about voluntarily flying an ambulatory person from one airport to another, a pilot's normal insurance arrangement should be satisfactory. We urge you, however, to discuss Mercy Flight Southeast flights with your insurance representative.

### **Who manages Mercy Flight Southeast?**

Mercy Flight Southeast is staffed by a professional Executive Director and a Care Traffic Controller. All other positions are filled entirely by volunteers. The Executive Director reports to a volunteer Executive Board of Directors, which is elected by the members of Mercy Flight Southeast. In addition, Volunteer Wing Leaders, in local areas, provide information to local pilots and patients, and coordinate activities within the wings.



## 13. Year End Report

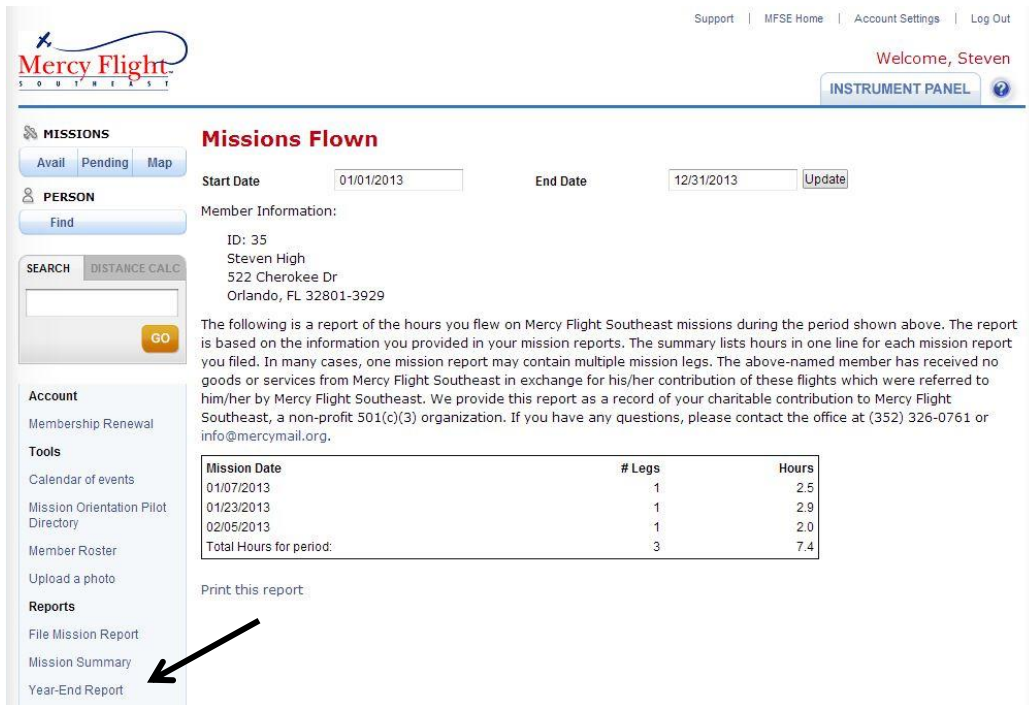
### Can I Deduct The Cost Of A Mission From My Income Tax?

Mercy Flight Southeast is a charitable organization under the Federal Income Tax Code. Thus, contributions to Mercy Flight Southeast can be deducted to the full extent allowed by the law. Pilots may deduct the direct (out-of-pocket) expenses of a mission. This includes aircraft-related expenses as well as personal car mileage to and from the airport for missions. Should weather conditions force a mission pilot to remain overnight, the cost of lodging and meals are deductible as well. It's important that pilots maintain accurate records, receipts, etc., to substantiate deductions. However, for complete information, pilots should consult their personal tax advisors.

### Year End Report

This report is the number of legs and hours you flew on Mercy Flight Southeast missions during a time period.

1. Click on the “Year End Report”
2. Click on “Print this Report” button to view your complete year-to-date report.



Support | MFSE Home | Account Settings | Log Out

Welcome, Steven

INSTRUMENT PANEL ?

**MISSIONS**  
[Avail](#) [Pending](#) [Map](#)

**PERSON**  
[Find](#)

SEARCH [DISTANCE CALC](#)  
  
[GO](#)

**Account**  
[Membership Renewal](#)

**Tools**  
[Calendar of events](#)  
[Mission Orientation Pilot Directory](#)  
[Member Roster](#)  
[Upload a photo](#)

**Reports**  
[File Mission Report](#)  
[Mission Summary](#)  
[Year-End Report](#)

**Missions Flown**

Start Date: 01/01/2013 End Date: 12/31/2013 [Update](#)

Member Information:  
 ID: 35  
 Steven High  
 522 Cherokee Dr  
 Orlando, FL 32801-3929

The following is a report of the hours you flew on Mercy Flight Southeast missions during the period shown above. The report is based on the information you provided in your mission reports. The summary lists hours in one line for each mission report you filed. In many cases, one mission report may contain multiple mission legs. The above-named member has received no goods or services from Mercy Flight Southeast in exchange for his/her contribution of these flights which were referred to him/her by Mercy Flight Southeast. We provide this report as a record of your charitable contribution to Mercy Flight Southeast, a non-profit 501(c)(3) organization. If you have any questions, please contact the office at (352) 326-0761 or [info@mercymail.org](mailto:info@mercymail.org).

Mission Date	# Legs	Hours
01/07/2013	1	2.5
01/23/2013	1	2.9
02/05/2013	1	2.0
<b>Total Hours for period:</b>	<b>3</b>	<b>7.4</b>

[Print this report](#)



3. A new window will pop up with a PDF copy of your complete Year End Report.



8864 Airport Blvd. | Leesburg, FL 34788  
(352) 326-0761 | (352) 326-9360 fax | info@mercymail.org

March 11, 2014

Steven High  
522 Cherokee Dr  
Orlando, FL 32801-3929

The following is a report of the hours you flew on Mercy Flight Southeast Missions during the period shown above. The report is based on the information you provided in your mission reports. The summary lists hours in one line for each mission report you filed. In many cases, one mission report may contain multiple mission legs. The above-named member has received no goods or services from Mercy Flight Southeast in exchange for his/her contribution of these flights which were referred to him/her by Mercy Flight Southeast. We provide this report as a record of your charitable contribution to Mercy Flight Southeast, a non-profit 501(c)(3) organization. If you have any questions, please contact the office at (352) 326-0761 or info@mercyflightse.org.

Mission Date	# Legs	Hours	Ticket Purchased
01-07-2013	1	2.5	\$0
01-23-2013	1	2.9	\$0
02-05-2013	1	2.0	\$0
Total	3	7.4	\$0



8864 Airport Blvd. | Leesburg, FL 34788  
 (352) 326-0761 | (352) 326-9360 fax | info@mercyemail.org

## Mission Itinerary

**Mission #:** 23992 **Date of report:** 2014-03-11 12:17:09  
**Mission Date:** 03-11-2014 **Appointment Date/Time:** 2014-03-11 09:15:00  
**Originating Organization:**

<p><b>Name:</b> Liz Self          DOB/Age: 08-05-1965 (48)          Weight: 163</p> <p><b>Contact:</b> <b>Language:</b>  <b>Best Contact:</b></p> <p><b>Prim. Phone:</b> Home: (772) 245-7951          Cell: (413) 388-6047</p> <p><b>Illness:</b> low grade endometrial stromel sarcoma</p> <p><b>Lodging:</b> (561) 294-9628</p> <p><b>Destination:</b> Moffitt Cancer Center (813) 745-2183 Dana Dawson S/W</p> <p><b>Requester:</b> Passenger Requester</p>	<p><b>Address:</b> 5342 SE Schooner Oaks Way          Stuart, FL 349972521</p> <p><b>Other:</b> Email: lizself7@yahoo.com</p> <p><b>Treating Physician:</b> Dr. Gonzales Phone: (813) 745-4673</p> <p><b>Releasing Physician:</b> Volunteers of Medicine Phone: (772) 463-4128</p> <p><b>Phone:</b></p>
---	---

### Leg 1: Mercy Flight Southeast -- (352) 326-0761

<p><b>FROM:</b> SUA (ET) GMT -5          --&gt;<b>ETD:</b> Early AM-1 Leg-App:9:15AM</p> <p><b>TO:</b> VDF (ET) GMT -5          --&gt;<b>ETA:</b></p> <p><b>Pilot:</b> Ronald Myrick</p> <p>--&gt;<b>Aircraft:</b> Cessna 182 series</p>	<p><b>Airport Name:</b> Witham Field  <b>FBO:</b> ()</p> <p><b>Airport Name:</b> Tampa Executive Airport  <b>FBO:</b></p> <p><b>Phone:</b> Work: (617) 901-3933          Cell: (617) 901-3933          Email: ron.myrick@gmail.com</p> <p><b>N Number:</b> 7270H</p>	<p><b>City/St:</b> Stuart, FL  <b>FBO Phone:</b></p> <p><b>City/St:</b> Tampa, FL  <b>FBO Phone:</b></p> <p>Seats: 4 Ice: <b>Unknown</b></p>
--	--	--

COMPANIONS AND MISSION WEIGHT				
Companion name	Relationship	DOB	Weight	Phone
<b>Baggage:</b> Normal			20	
<b>Total Mission Weight (passenger, companion(s), baggage):</b>			183	

**COMMENTS AND OTHER INFORMATION**

**Pub. Cons.:** Liz is traveling to the Moffitt Cancer Center in Tampa, FL for an evaluation and treatment options for her condition. Liz is 5ft 5in tall.

**Mission Comments:** 2/10 Add/emld cmsup & wvr to plt(kg)2/27 Lst plt(D.Bradford)mech(kg)

**IMPORTANT!** Read all pages of this Complete Waiver and Release of Liability Agreement ("Agreement") carefully. It is intended to be a legally binding document. You may want to consult an attorney to obtain advice about this document. By signing this Agreement, you are indicating your express acceptance of the following terms and conditions:

1. Mercy Flight™ Southeast, Inc. has arranged for the transportation of the Passenger in a general aviation, propeller driven aircraft ("Aircraft") in connection with a humanitarian mission ("Proposed Mission"). The Passenger is receiving this service for free and Mercy Flight™ Southeast, Inc., the Pilot, and Co-Pilot (if applicable) are providing this service on a completely voluntary and humanitarian basis without compensation.

2. The Passenger is riding in the Aircraft voluntarily, of his or her own free choosing and will, without force or coercion, and after careful consideration of the risks associated with riding in the Aircraft. These risks include property damage, personal injury, and death, which may result from, among other things, turbulence, mechanical or equipment malfunctions, emergency landings, or accidents. The Passenger expressly assumes these risks and understands that the Proposed Mission may not be completed. The Passenger has considered other forms of transportation and, after considering such, has chosen to ride in the Aircraft. The Passenger is not required to ride in the Aircraft and the Passenger's medical condition does not otherwise necessitate riding in the Aircraft. The Proposed Mission does not constitute a critical medical flight and the Aircraft is not a charter ambulance aircraft. Accordingly, the Aircraft is not equipped with any medical equipment and no medical assistance can be provided to the Passenger on the Aircraft. **WARNING: INDIVIDUALS WHO SUFFER FROM CLAUSTROPHOBIA, HEAVY CONDITIONS, PHYSICAL DISCOMFORT OR IMPAIRMENT, NERVOUSNESS, ANXIETY, PANIC ATTACKS, OR PREGNANCY ARE STRONGLY ENCOURAGED TO CONSULT WITH A PHYSICIAN PRIOR TO THE PROPOSED MISSION.**

3. In consideration of the free service being provided to the Passenger, which the Passenger acknowledges as being sufficient legal consideration to support this Agreement, the Passenger completely releases and releases the following parties ("Released Parties") (a) Mercy Flight™ Southeast, Inc. and Angel Charity Network™, together with their chapters, affiliates, officers, directors, shareholders, members, employees, agents, contractors, volunteers, assigns, successors, insurers, and attorneys; and (b) the Pilot and the Co-Pilot (if applicable), together with their heirs and personal representatives; and (c) the Aircraft Owner, Lessee (if applicable), and Lessor (if applicable), and each of them, together with their heirs and personal representatives and, if the Aircraft Owner, Lessee (if applicable), or Lessor (if applicable) is a corporation or other legal entity, their officers, directors, shareholders, members, employees, agents, contractors, volunteers, assigns, successors, insurers, and attorneys.

4. The Passenger forever waives, releases, and discharges each of the Released Parties from any and all claims and demands of any nature, including but not limited to, economic damages; non-economic damages; special damages; incidental and consequential damages; and property damage, personal injury, and death, which directly or indirectly arise out of the Proposed Mission, the delay, inability, cancellation, or failure to complete the Proposed Mission either timely or wholly, including boarding and debarking the Aircraft. **IN DOING SO, THE PASSENGER IS RELEASING EACH OF THE RELEASED PARTIES FROM ANY AND ALL CLAIMS OR DEMANDS OF ANY NATURE WHICH MAY ARISE, EITHER DIRECTLY OR INDIRECTLY, OUT OF THE RELEASED PARTIES' OWN NEGLIGENCE OF ANY FORM.** It is the intent of this Agreement to protect each of the Released Parties from lawsuits, claims, and demands and to otherwise hold the Released Parties harmless from lawsuits, claims, or demands which in anyway relate to, either directly or indirectly, the Proposed Mission, even if the claimed damages or injuries are not immediately apparent. The Released Parties are relying upon the acknowledgments set forth in this paragraph and this Agreement. Furthermore, the passenger(s) agree that the medical Liaison Officer, if involved in the mission at all, has no doctor-patient relationship with the passenger(s) and serves only to advise as to the compatibility between the passenger's medical condition and the intricacies of transportation in small General Aviation aircraft and is held harmless by this agreement.

5. The Passenger has had a sufficient amount of time to read this Agreement in its entirety prior to boarding the Aircraft and further acknowledges that he or she fully understands every word contained in this Agreement and the purpose and intent of this Agreement. A duplicate, photocopy, or facsimile image of this Agreement shall have the same legal effect as the original Agreement and in the event that the original Agreement is lost, destroyed, or misplaced, a duplicate, photocopy, carbon copy, or facsimile image of this Agreement shall be substituted for the original Agreement.

Office: 352-326-0800

Mission Request Hotline: 888-744-8263

Fax 352-326-936



6. This Agreement applies not only to the Passenger for whose benefit the Proposed Mission is being made, but also to each individual accompanying the Passenger, each of whom shall be considered a Passenger for the purposes of this Agreement. This Agreement also applies to any future Proposed Mission involving the Passenger. If any of the Passengers are under the age of 18 at the time of the Proposed Mission, a parent's (or legal guardian's) signature on behalf of the minor Passenger shall be binding on both the parent (or legal guardian) and the minor Passenger.

7. The provisions contained in this Agreement may not be modified, except through a written modification which must be signed by the Passenger, Mercy Flight™ Southeast, Inc., and the Pilot. This Agreement represents the entire understanding between the parties hereto and may not be contradicted by evidence of prior, contemporaneous, or subsequent oral agreements or representations of the parties. The Passenger is not relying upon any verbal representations made by any of the Released Parties or anyone else with respect to the Proposed Mission. This Agreement shall be governed by the laws of the State of Florida. In the event of litigation pertaining to this Agreement or the Proposed Mission, the exclusive forum, venue, and place of jurisdiction shall be in Lake County, Florida (for civil actions filed in state court), or the Middle District of Florida, Ocala Division (for civil actions filed in federal court), with the prevailing party being entitled to collect reasonable attorney's fees, costs, and expenses from the non-prevailing party. The Passenger agrees that this Agreement shall be interpreted to provide as broad and liberal protection as possible in favor of each of the Released Parties. For the purposes of this Agreement, the Passenger voluntarily submits himself or herself to the personal jurisdiction of the state and federal courts in Florida and otherwise waives any objections to any state or federal court in Florida exercising personal jurisdiction over the Passenger. This Agreement shall inure to the benefit of, and bind the heirs, personal representatives, successors, and assigns of the parties hereto. Whenever used, the singular shall include the plural and the plural the singular. If any provision of this Agreement shall be held unenforceable or void, then such provision shall be severable from the remaining provisions and shall in no way affect the enforceability of the remaining provisions or the validity of this document. **THE PASSENGER HEREBY WAIVES THE RIGHT, WHICH HE OR SHE MAY HAVE, TO A TRIAL BY JURY WITH RESPECT TO ANY LITIGATION ARISING FROM OR RELATING TO, EITHER DIRECTLY OR INDIRECTLY, THIS AGREEMENT OR THE PROPOSED MISSION. BY SIGNING BELOW PASSENGER ACKNOWLEDGES THAT HE OR SHE HAS READ BOTH SIDES OF THIS AGREEMENT IN ITS ENTIRETY AND FULLY UNDERSTANDS THE MEANING AND PURPOSE OF THIS AGREEMENT.**

8. You are granting Mercy Flight™ Southeast, Inc. permission to publish your photograph for public relations and publicity purposes. No compensation shall be due to you or any one else for the use of your photographs.

Mission No. \_\_\_\_\_ Pilot Name: \_\_\_\_\_

**SECTION I: TO BE COMPLETED BY ADULT PASSENGER**

Passenger Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Companion Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Companion Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Companion Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name of Minor Passenger \_\_\_\_\_

Printed Name of Parent (or Legal Guardian) \_\_\_\_\_ Signature of Parent (or Legal Guardian) \_\_\_\_\_ Date \_\_\_\_\_

**SECTION III: TO BE COMPLETED BY A WITNESS**

*I hereby acknowledge that I have witnessed the foregoing signature(s).*

Printed Name of Witness \_\_\_\_\_ Signature of Witness \_\_\_\_\_ Date \_\_\_\_\_

Address of Witness (Street Address, City, State, Zip Code) \_\_\_\_\_ Telephone Number of Witness \_\_\_\_\_

# 14. Transplant Program

The transplant program was established as an official program in January 1995. After receiving numerous calls, late at night, to arrange for an emergency flight, we felt there had to be a better way so we developed a network of "stand-by" transplant pilots. Since the development of this network in January 1995, we have been able to fly 400+ transplant recipients. Realizing we are dealing in a very "time critical" situation, we have fine-tuned the program over the years in order to collapse time frames.

## Communication

This is the key element to an effective transplant program. Successful transplants occur within very short time frames. From the time we receive a call, we usually have 3-4 hours for a heart recipient, 4 hours for a lung recipient, and 4-5 hours for a liver recipient. As you can see time is of the essence. We have found that 60-70% of transplant calls are received after 12:00 AM since most organs are recovered from accident victims. It is very important our transplant passengers and pilots can reach our office at any time, day or night. Mercy Flight Southeast (MERCY FLIGHT SOUTHEAST) has a toll free Mission Request Hotline (888) 744-8263, which is available 24 hours per day, 7 days per week. Mercy Flight Southeast staff members are on call and available at any time to assist passengers who have a scheduled flight, pilots flying on an upcoming mission and transplant recipients who are enrolled in our transplant program. We have a 24/7 answering service, with Primary, Secondary and Tertiary Care Traffic Controllers who are specially trained to fill these flights.

## Pilots

This is the backbone of our program. It takes a very special person to get up out of bed at 12:00 AM to whisk a perfect stranger off into the night for a lifesaving operation and for zero pay! There are several important concerns when considering signing up as a transplant pilot. Are you IFR rated and night current? Is your plane fast enough to transport a patient to their destination within the time frame allowed? Are you willing to get up out of bed in the middle of the night and fly a perfect stranger? Can you access your plane and airport after hours?

We try to assign 5-10 pilots per transplant passenger. Before assigning a pilot to a passenger, we determine if the plane is capable of getting to the destination airport in the time frame allowed. We must also allow for ground transport to and from the airports. Pilots should flight plan those missions well in advance. Pilots are always instructed to file a "Medevac" flight plan. The FAA as of March 2013 has asked us to achieve this by adding an "L" in front of your entire tail number: i.e. N1256S would be LN1256S.

## Miami International

Most of our transplant passengers need transportation to Miami International; the closest airport to Jackson Memorial Hospital. Our preferred FBO there is Landmark Aviation. Some tips from one of our top pilots:

Flights to MIA.

1. Flying into MIA at 3am. Dead. Tower operates everything. Twr, gnd, clc, etc.
2. From the North file to PHK, V267 BRIKL, KMIA. They will always give you this routing.  
(Note: For Medevac flights, we often get direct all the way from Leesburg)
3. File 6,000' and PBI will bring you back down. Over Lake Okeechobee they will take you down to 3,000 heading 180.
4. You will stay on that heading until final for landing to the east. Predominant landing pattern.
5. Add 20 minutes to your flight plan time for this enjoyable hot, steamy and bumpy ride over the Everglades. Passengers always love this part of the trip.
6. Be prepared to mix it up with the big boys. You will be landing behind "heavies." Stay above their decent path and land long. Watch landings on runway 12 when you land on 08L. Stay above their path also.
7. Landing on 08L or 26R will get you to Landmark Aviation quickly. They are about in the middle of the field.
8. Landmark handles you well. You will be the only prop plane there. Tons of corporate jets.
9. Give them the Mercy Flight paperwork and don't get caught without it. Call AF if you have to. \$60 landing and \$40 handling fee. Waived for Mercy Flights. You don't have to gas up unless you like paying \$8.50/gal.  
(Note: for Medevac flights, Mercy Flight Southeast will fax/email this for you ahead of time)
10. MIA handles planes very well. Just be prepared as the instructions come fast.

Happy arrivals and departures.



**Steven W. High, DBIA**

*Chairman*

H. J. High Construction Company

407-422-8171 | [www.hjhigh.com](http://www.hjhigh.com)



## **Transplant Passengers**

When we accept a transplant passenger into our program, we make sure we can fly to the nearest airport to the hospital within the timeframe needed for the organ. We ask the patient to go to the predetermined meeting place at the airport (when applicable) ahead of time and familiarize themselves with the route. This helps to reduce the stress when the time actually comes. Generally, if the patient lives within 45 minutes of the pilot's airport we ask they meet at the pilot's airport. If the patient lives farther, it is sometimes quicker for the pilot to pick them up at an airport closer to their home. Our office and the patient determine this in advance. All passengers must be medically stable and ambulatory. Waivers and a medical release are received when we first accept the patient so this does not need to be done at the time of the flight. The Organ transplant coordinator calls our Mission Request Hotline (888) 744-8263, as soon as they are notified an organ is available. It is the passenger's responsibility to provide ground transportation to and from the airports, which should be planned in advance. Most pilots, however, will radio ahead approximately 15 minutes prior to landing and request taxi service for the patient.

## **The Call**

We have worked to fine tune the program to reduce stress to the passenger, pilot and the on call mission coordinator. Even so, the transplant calls are still the ones that get your adrenaline going no matter what time in the morning! The initial communication outlined below, usually occurs over a 15-minute time frame from the time we get the call until the time the FBO or ATC has been notified. A typical transplant mission begins as follows:

The passenger is notified. They will call the hospital first to confirm an organ is available. Depending on the organ(s) they are told how quickly they need to arrive (typically within 3-4 hours).

Once confirmed, the transplant coordinator calls the Mission Request Hotline (888) 744-8263.

If after hours, the calls are routed to our answering service (Leesburg Communications (352) 728-7670) who texts the Primary on-call staff member. If they do not receive an answer within 10 minutes, the Secondary then Tertiary staff members are contacted.

The on-call staff member contacts the passenger and transplant coordinator at the hospital to confirm the organ is available. Once confirmed, the Care Traffic Controller starts contacting each of the stand-by pilots assigned to the passenger until a pilot is secured. All information is password-protected on Google Sites at [https://sites.google.com/site/afseMercy Flight Southeasttransplantlist/](https://sites.google.com/site/afseMercyFlightSoutheasttransplantlist/)

Once a pilot is secured, the on-call staff member contacts the passenger and transplant coordinator to inform them of the pilot's name, tail number and ETA at the destination airport. Ideally, this takes place on a three-way call.

The on-call-staff member will contact the destination airport FBO and airport authorities (when appropriate) to alert them of the incoming "Medevac" flight. The flight plan should be filed as IFR with an "L" in front of the entire tail number. Example: N1256S would be filed LN1256S. This should give you additional priority status with ATC, even more so than just filing "NGF." The FBO is provided the pilot's name, type of aircraft and tail number. Runway and landing fees are normally waived by the FBO and airport authorities.

When a pilot is approximately 15 minutes from landing, the pilot will radio the FBO or ATC and instruct them to call for ground transportation (usually a taxi). Usually, the taxi will be waiting on the ramp when the plane arrives. Some hospitals will dispatch an ambulance as part of their service or the transplant coordinator will drive to the airport to pick up the passenger. This is determined in advance by the transplant coordinator who will notify their patient.

Sometimes a mission is scrubbed before the plane lands since the hospital may determine the organ is not acceptable. The on-call staff member always has the pilot's tail number and will contact ATC to alert the pilot of the status change. The pilot simply turns around and heads back home.

**Using the NGF call sign and ANGEL FLIGHT Telephony**  
**15. [SAMPLE FAA FLIGHT PLAN]**  
**Using the NGF call sign and ANGEL FLIGHT Telephony**  
**[SAMPLE FAA FLIGHT PLAN]**

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION		(FAA USE ONLY) <input type="checkbox"/> PILOT BRIEFING <input type="checkbox"/> VNR <input type="checkbox"/> STOPOVER			TIME STARTED	SPECIALIST INITIALS
<b>FLIGHT PLAN</b>						
1. TYPE	2. AIRCRAFT IDENTIFICATION	3. AIRCRAFT TYPE/SPECIAL EQUIPMENT	4. TRUE AIRSPEED	5. DEPARTURE POINT	6. DEPARTURE TIME	
VFR	<b>NGF3007</b>		KTS		PROPOSED (Z)	ACTUAL (Z)
IFR						
DVFR						
8. ROUTE OF FLIGHT						
9. DESTINATION (Name of airport and city)		10. EST. TIME ENROUTE		11. REMARKS		
		HOURS	MINUTES	<b>ANGEL FLIGHT N1256S</b>		
12. FUEL ON BOARD		13. ALTERNATE AIRPORT(S)		14. PILOT'S NAME, ADDRESS & TELEPHONE NUMBER & AIRCRAFT HOME BASE		15. NUMBER ABOARD
HOURS	MINUTES					
				17. DESTINATION CONTACT/TELEPHONE (OPTIONAL)		
16. COLOR OF AIRCRAFT		CIVIL AIRCRAFT PILOTS. FAR Part 91 requires you to file an IFR flight plan to operate under instrument flight rules in controlled airspace. Failure to file could result in a civil penalty not to exceed \$1,000 for each violation (Section 901 of the Federal Aviation Act of 1958, as amended). Filing of a VFR flight plan is recommended as good operating practice. See also Part 99 for requirements concerning DVFR flight plans.				

**FAA Form 7233-1 (8-82)**

**CLOSE VFR FLIGHT PLAN WITH \_\_\_\_\_  
FSS ON ARRIVAL**

Enter "NGF" and the four digit Callsign ID# in **BOX 2**.

The first number (3) represents Mercy Flight Southeast

The remaining number(s) identifies you as a pilot on a volunteer mission flying on behalf of Mercy Flight Southeast.

**Telephony Radio call:  
"Angel Flight Double-O-Seven"**

Enter **ANGEL FLIGHT** and the aircraft registration number in **BOX 11 "REMARKS"** Section.

Flight Plans are closed out by tail number NOT call signs.