



Information you need to know

- **FINANCIAL VERIFICATION:** The household financial position must be reported to Wings of Mercy (WOM). Verification is required through document submission or a letter from the social worker.
- **FLIGHT TICKET – DOCTOR’S CERTIFICATION (form):** These are signed by your doctor and are good for 6 months unless you have a medical procedure/surgery, then a new one needs to be received before your flight. The flight will not happen if WOM does not have the DC on file before the flight.
- **WAIVER OF LIABILITY (form):** Every person flying in the airplane is required to sign one.
- **FINANCIAL REFERENCE (form):** A NON-RELATIVE person will be contacted by WOM to verify the household’s financial condition.
- **DESTINATION AND FLIGHT INFORMATION (form):** Must be COMPLETELY filled in and returned to WOM before the flight.
- **STRETCHER FLIGHT (form):** Patient is non-ambulatory. Adequate assistance must be provided by the family to help the patient in boarding and exiting the airplane. **Bring your own pillow and blanket.**
- **PASSENGER:** A passenger accompanies the patient during the flight. The passenger must be able to assist the patient onto and off the airplane, be able to make urgent decisions for the patient during the flight, and be a helpmate/companion. There are some exceptions where a patient may fly alone, however we do have some people who volunteer as companions.
- **WEIGHTS:** The pilot must know the EXACT weight the airplane will be carrying. **Do not estimate.** Body weight must include street clothes. **If weight is not accurate, it could compromise airplane safety.**
- **LUGGAGE (everything excluding people - i.e.: purse, pillow, carry-on, suitcase, etc):** Carry as little as possible. Luggage is limited to **20** lbs per person. A child’s luggage weight is to be included as part of the adult’s luggage weight. Best to use smaller suitcases than big ones. See luggage form.
- **EXTRA CARGO:** Any thing carried onto the airplane that exceeds the 20 lbs per person weight limit and/or that is not considered regular luggage (wheelchair, oxygen cylinder, walker, car seat, addition luggage, etc). Special pre-approval must be made by the flight director and pilot. Weight and dimensions are required. See luggage form.
- **PILOT AVAILABILITY:** All flights depend on finding pilots to do the flights.
- **The RETURN HOME flight:** Due to a patient’s condition or recovery, it may not be known for sure when the patient will be able to come home. WOM needs as much lead time notice as possible to establish the flight. Depending on pilot availability, weather conditions, etc, the patient/passenger may have to wait one, two, or more days for WOM to obtain a pilot for a flight back ‘home’.
- **SECOND MODE OF TRANSPORTATION:** If pilots are not available for a flight request or if weather hinders a flight, the patient should have an alternate means of travel already established. **THIS IS ESPECIALLY IMPORTANT FOR TRANSPLANT PATIENTS!**
- **AIRPORTS:** Due to various reasons, the patient may need to drive to and/or from a more distant airport for departure or landing.
- **FBO - FIXED BASE OPERATOR:** Depending on the size of the airport, flights do not take place at the Main Terminal building. Fixed Base Operators (FBO) are the business(s) located on the airport campus that smaller, private, and general aviation aircraft use for picking up passengers, re-fueling, etc. This is where patients will meet the pilots or be dropped off.