



Operating out of Jandakot Airport in Perth, Medical Air offers local and international air ambulance and patient transfer services.

Their state-of-the-art medical equipment and highly trained staff set industry standards for patient transport. Medical Air needed to match the level of care they deliver in the sky with the best possible ground transfer crews, so they conducted an audit of Western Australia's ambulance providers. Wilson Medic One was the only provider to meet Medical Air's exceptionally high standards, and we're now contracted as Medical Air's primary provider of ground patient transport around Australia.

On time, every time

From the outset, Wilson Medic One's track record for being on time, every time has been exemplary.

Our performance has been so good, says Medical Air's Medical Operations Manager Brendon Vagg, we've never ever kept an air crew waiting. "With Wilson Medic One I can guarantee a high level of service all the way through to the end product for our patients and our crews," he says. "They're always there, they're always friendly, they're always helpful and adaptable. It's such a relief when you get off a 26-hour flight and they're guaranteed to be there with a smiling crew ready to help."

Professional, adaptable, methodical

Specialising in high acuity care, Medical Air are the people that the doctors call when they've run out of options.

Delivering best possible outcomes for patients in dynamic and life-threatening situations is a complex business. Vagg says Wilson Medic One's adaptability further sets us apart from the rest. "Some of these patients have nine or ten I.V. lines running into them so it's not simple," he says. "When you're breathing and doing everything for a patient it requires quite a complex handover from our officers to the ground ambulance crew and at the other end into the ICU ward... It's a very methodical process we have to go through."

Joining forces to save lives

To ensure these handovers run smoothly, Wilson Medic One crews regularly attend Medical Air training sessions.

Our crew members are put through their paces and shown exactly how Medical Air wants things done. This willingness to collaborate, along with open and direct lines of communication to our ground crews from the air, has been instrumental in saving lives. "There have been times where I've landed the plane, pushed open the door and the Wilson Medic One crew have jumped on board and helped resuscitate a patient without needing to ask any questions," Vagg says. "I can't get that from another service."