



AIR NEW ZEALAND

Dear Sir/Madam

Thank you for your recent request for information regarding Deep Vein Thrombosis (DVT). I wish to explain Air New Zealand's position on this important matter.

Deep Vein Thrombosis (DVT) is a condition in which a blood clot develops in one of the veins of the legs. This usually causes a painful swollen calf, but in a few cases could cause more serious illness. Prolonged immobility (e.g. bed rest, sitting or failure to exercise during long distance travel) slows down the blood circulation and can increase the risk of DVT in some people.

There are other individual risk factors for DVT. You are more at risk if you are elderly, are overweight, smoke, have had recent surgery or illness, are pregnant or on oral contraceptives, have had a previous DVT or a family history of DVT, have congenital blood clotting abnormalities, a heart condition or a cancer. If you think you may be at risk – however small – based on the information above, we recommend you consult your doctor before you fly. Your doctor may advise you to take medication such as heparin, or the use of surgical stockings or other measures. Aspirin is not an effective medication in the prevention of DVT.

If you have any concerns about your fitness to fly, or your medical condition, you should discuss this with your doctor before you travel with us. If you do have a medical condition and are not fit to travel, we suggest you don't. If you must travel, you may be required to present us with a medical certificate from your doctor.

We encourage you to carry out regular, gentle exercise while onboard the aircraft. This includes walking in the aisle as space permits and, while seated, regularly flexing and rotating your ankles, wiggling your toes and moving your feet up and down. We also advise you to limit your alcohol or caffeine intake on board. Where you sit in the aircraft is not related to your risk of getting a DVT.

Occasionally our customers become ill in-flight. The vast majority of the problems are minor and are easily dealt with by flight attendants, who are trained to give first-aid. If you should require medical assistance whilst on board, all Air New Zealand aircraft carry a comprehensive doctors' kit which the flight attendants make available to any medical doctor travelling on your flights. We also have on-call specialist medical advice available to the crew by radio or telephone 24 hours a day. In the very rare event of a cardiac arrest in-flight, Air New Zealand aircraft carry emergency defibrillators which the crew are trained to use if required. Please advise us if you have a medical condition which may cause problems for you in flight, or be made worse by the flight, or if you require any special medical equipment such as oxygen on board.

We have provided general advice to customers about staying healthy whilst travelling with us via our web site (www.airnewzealand.co.nz).

I trust that you will understand our position on this matter. Air New Zealand is anxious to ensure your safety to the greatest extent possible, as this is our highest priority.

I wish you a pleasant and trouble-free flight with Air New Zealand.

Yours sincerely

Dr Tim Sprott MBChB DAvMed FAFOEM (RACP) **Chief Medical Officer**