



Gulf Air IT – Carriage of Medical Passenger User Guide

The purpose of this document is to provide a detailed guide on how to use Carriage of Medical Passenger (CMP)

Effective Date: 08-Aug-2018

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1 Introduction

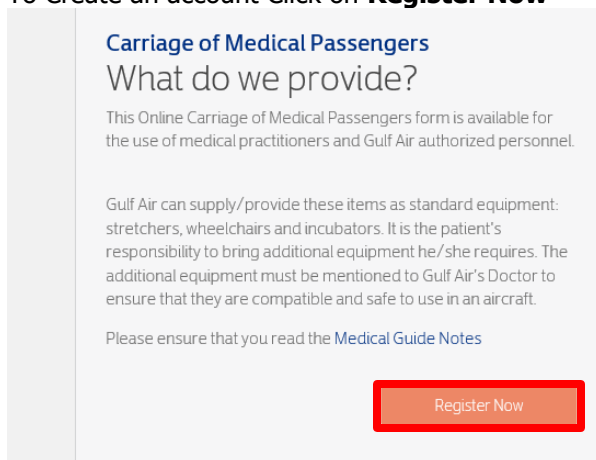
Carriage Medical System automates the workflow of processing Carriage of Medical Passenger (CMP) requests. Using this system, the originator of the CMP form can raise and track the request form online by logging into the site that is accessible [here](#).

The application initiates the workflow of the new CMP starting from the GF Doctor, who will be the first person to receive the originated form. Based on the initial requested information, the GF Doctor will decide to forward this form, either to the GF reservation section to validate the flight requested by the patient, or back to the originator to request more details. This form will be routed between the originator and GF related departments (GF Doctor, GF Customer Reservation Control (CRC) and GF Store) based on the needs of these four areas until it is approved and closed or it is rejected.

2 Account

2.1 Register an account

- To Create an account Click on **Register Now**



- Enter your e-mail and the other personal details.

Create New User

Title *
Mr

First Name *
FirstName

Family Name *
FamilyOrLastName

E-Mail *
EmailHere@gmail.com

Password *
.....

Confirm Password *
.....

Password must be 4 to 8 Characters. It must contain at least one UpperCase, one LowerCase, and one Number

Secret Question *
Question?

Secret Answer *
Answer.

- Read the **Privacy Policy**, and then click on the checkbox if you agree.

Acknowledgement

I understand that data relating to medical conditions and health issues has the potential to identify certain sensitive personal characteristics. I confirm that I consent (and have authority to consent on behalf of all other passengers on this booking) to Gulf Air collecting, processing and transferring this data to third-party suppliers as may be necessary in order to provide assistance to me. I have read and acknowledge the [Privacy Policy](#).

I understand and agree to the above *

- Click on **Submit** button to register the new account, or click **Cancel** button to exit the registration page.

I understand and agree to the above *

2.2 Login

- Once your registration is complete, enter your e-mail and password and then click on the **Login** button. Once you have logged in proceed to section 3.

Login

E-mail / ID *

test@gmail.com

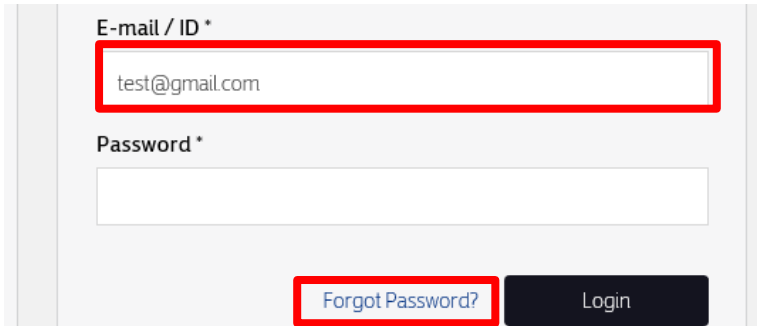
Password *

●●●●●●●●

[Forgot Password?](#)

2.3 Forgotten Password

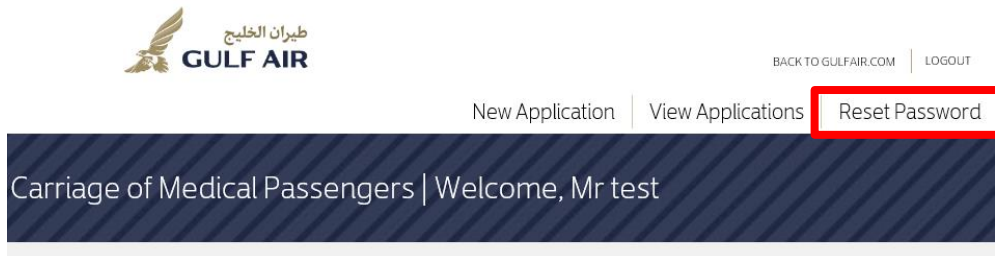
- If you forgot the password of your account, click on **Forgot Password?** While placing your email in the textbox.



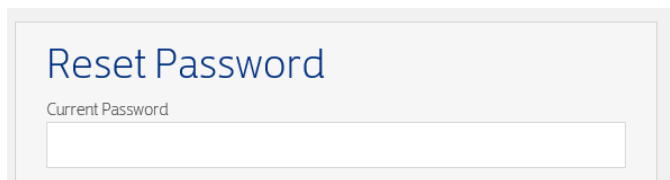
The screenshot shows a login form with two input fields: "E-mail / ID *" containing "test@gmail.com" and "Password *". Below the fields are two buttons: "Forgot Password?" (highlighted with a red box) and "Login".

2.4 Reset Password

- To reset the password, first Login into the system as per section 2.2 and then click on **Reset Password** on the Main Menu

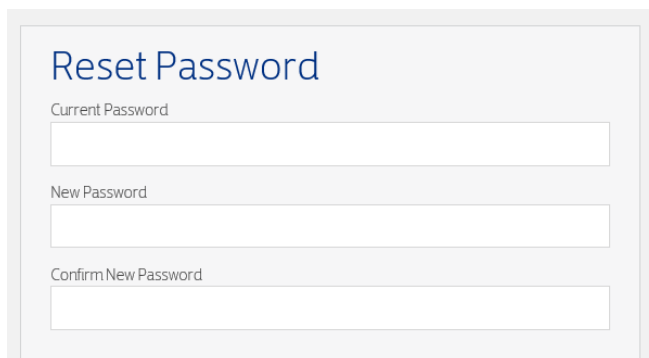


- Enter Your **current** password



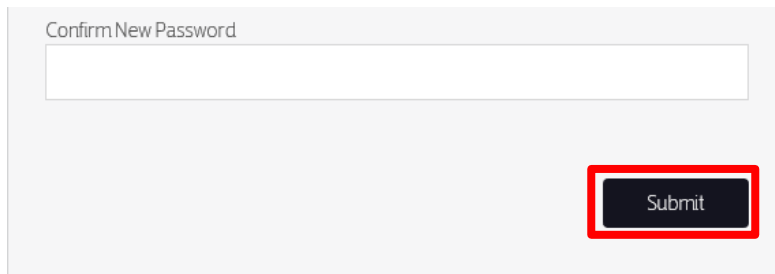
The screenshot shows the "Reset Password" form with the title "Reset Password" in blue. Below the title is a label "Current Password" and an empty input field.

- Enter your **new** password **and** confirm it by re-entering the same password again as follows:



The screenshot shows the "Reset Password" form with the title "Reset Password" in blue. Below the title are three labels and input fields: "Current Password", "New Password", and "Confirm New Password".

- Click on **Submit** Button.

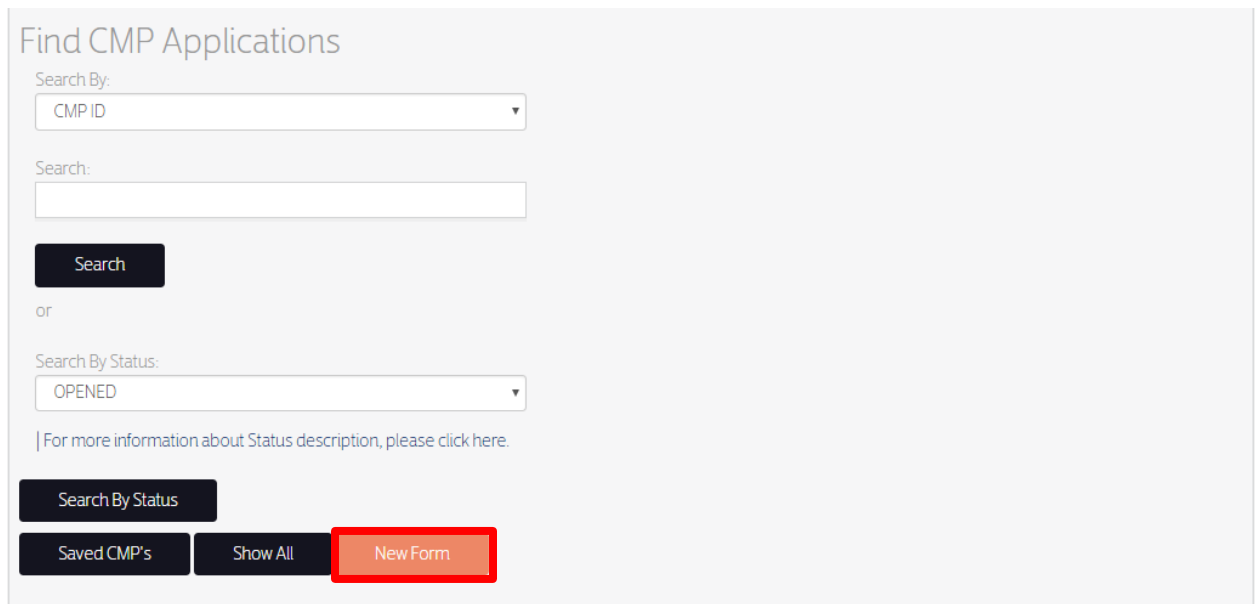


Confirm New Password

3 CMP applications

3.1 Create new CMP form

- After Logging in, you will find the page where all your CMP applications are displayed
- Click on **New Form** button.



Find CMP Applications

Search By:
CMP ID

Search:

or
Search By Status:
OPENED

[| For more information about Status description, please click here.](#)

- Fill-in all the required details in all the six steps and at the end of every step, click on **Next** to move to the next step. If you need to save the information in order to complete the form later, click on **Save** button.

Passenger & Doctor Details STEP **1** 2 3 4 5 6

Passenger Details
- * Asterisk shows mandatory (required) field -

Title * <input type="text" value="Select your option"/>	Gender * <input type="text" value="Select your option"/>
First Name * <input type="text"/>	Last Name * <input type="text"/>
Age * <input type="text"/>	E-Mail <input type="text"/>
Permanent Address * <input type="text"/>	Telephone Number * <input type="text"/>

Destination

If there are any flight connections, they can be specified in the above field

Save
Next

3.2 Search and filter CMP applications

- To filter and search a specific request, click on the drop down menu, select the search criteria and then type the relevant value. Once done, click on **Search**

Find CMP Applications

Search By:

Search:

Search

- If the CMP request exists, it will be displayed as follows.

CMP ID	Date	Passenger	Flight	Status
CMP10359	Jul 31 2018 10:52AM	Mr. Ahmed Mosayeb	GF2342	OPENED

- Alternatively, you can search by status by choosing the status of your CMP application and then by clicking on **Search by Status**.

Search By Status:
 ▼

| Status Description

Search By Status Saved CMP's Show All New Form

CMP ID	Date	Passenger	Flight	Status
CMP10359	Jul 31 2018 10:52AM	Mr. Ahmed Mosayeb	GF2342	OPENED

3.3 View CMP

- Click on the required **CMP ID** to view your form.

Search By Status:
 ▼

| Status Description

Search By Status Saved CMP's Show All New Form

CMP ID	Date	Passenger	Flight	Status
CMP10359	Jul 31 2018 10:52AM	Mr. Ahmed Mosayeb	GF2342	OPENED

- On this page you can view all the CMP's details

First Name: Dr test	Telephone Number: 397483783	E-Mail: test@hotmail.com
Family Name: test	Registration Number:	

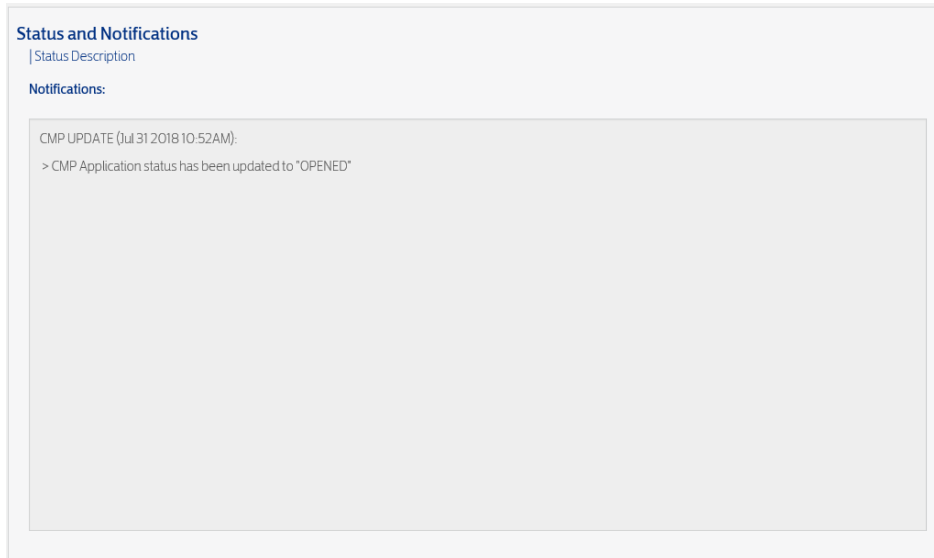
Flight Details

Flight Requested: GF2342	Origin: DOH	Rotation: One Way
Date of Travel: 07/16/2018	Destination: CGK	PNR (Record Locator Number): 2342
Flight Connections:	Other Airline:	Other Airline flight Number:

Medical Details

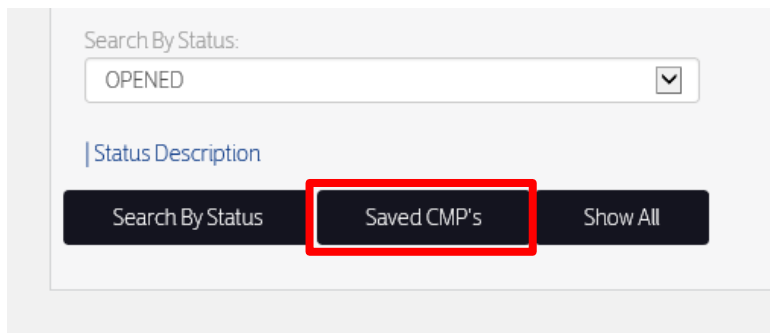
Date of Onset of Illness: 07/17/2018	Diagnosis: diagnosed already	Symptoms: symptoms alot
Height (cm): 234	Resolved? Yes	Prognosis for the Flight: its there
Weight (kg):	Stable/Controlled?	BP (Systolic)

- At the bottom of the CMP view page, you will find a message box where the originator, Doctors, CRC can communicate, view previously sent messages, and view the status of the CMP.



3.4 Saved CMP

- To view your saved CMP click on **Saved CMP's**.



- The status will display as **Incomplete**. Click on the required **CMP ID** to continue editing the form.

10033	May 16 2018 3:36PM	Ms. dg asdf	GF2342	Incomplete
10036	May 20 2018 1:06PM	Mr. Ahmed Mohamed	GF3453	Incomplete

3.5 Understanding CMP Status and workflow

- **Opened:** The Originator has submitted a new CMP and assigns it to the GF doctor to view it.
- **Pending:** The GF Doctor or CRC require more information and assigns it back to originator.
- **Processing:** The GF Doctor has given their Initial approval to CRC to process this case.
- **Approved:** The CRC have given their approval once the equipment is available in the stores.

4 Support

For day-to-day services and enquiries, please take the liberty to call our [World Wide Call Centre](#), available for 24/7. Alternatively, you can contact the nearest [Gulf Air office](#) in your area for further assistance.

If you are facing issues with cmp.gulfair.com, you may also choose to write to our dedicated Web Support help desk email web.support@gulfair.com

Our web support team is available every day to assist you from 8 am until 4 pm (Bahrain time, +3 GMT). Once all details are obtained, they will reply to you within a maximum period of 48 hours.

5 Glossary of Terms

Term	Definition
CMP	Carriage of medical passenger
CRC	Customer Reservation Control
GF	Gulf Air
ID	Identification