



Asian
Institute of
Insurance

BEHIND THE SCENES OF INTERNATIONAL EMERGENCY MEDICAL ASSISTANCE (IEMA)



DELIVERY PARTNERS:



9 Prime Skills
5 Power Skills

PROFICIENCY LEVEL :
NOVICE



15 Apr
2026



9.00 AM -
5.00 PM



SkyPark Regional
Aviation Centre
(SRAC)



Training Programme No:
10001648055

Limited to
30 seats ONLY!

PROGRAMME OVERVIEW

Behind the Scenes of International Emergency Medical Assistance (IEMA) offers insurance professionals a rare, end-to-end view of how local and overseas medical emergencies are managed in real life—from the first distress call to case closure. This programme demystifies the complex IEMA ecosystem by walking participants through actual workflows involving TPAs, insurers, medical providers, and aeromedical partners.

Beyond theory, the programme places strong emphasis on **real-world, on-ground case handling**, including medical evacuation, repatriation, and non-medical emergencies. A key highlight is the **exclusive air ambulance visit**, where participants will gain first-hand exposure to aircraft configuration, medical setups, crew readiness, and operational limitations—insight that is critical yet rarely accessible. This practical exposure helps insurers better understand cost drivers, risk controls, decision-making constraints, and governance realities in emergency medical assistance.

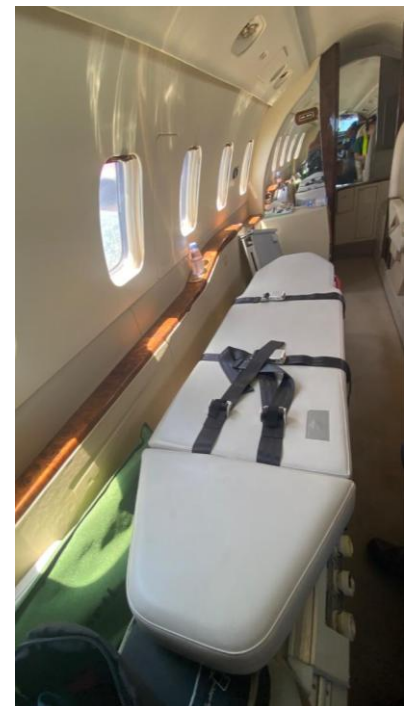
PROGRAMME OBJECTIVE

- Provide insurance professionals with a clear, practical understanding of how international emergency medical assistance operates in real-world situations.
- Enhance knowledge of end-to-end assistance workflows, including coverage verification, medical assessment, evacuation decision-making, cost containment, and case closure.
- Bridge the gap between policy terms and on-ground execution by highlighting governance, limitations, and operational realities in overseas emergency cases.
- Strengthen insurers' ability to assess risks, manage claims, and make informed decisions in high-cost, high-risk emergency medical scenarios.
- Expose participants to real-life emergency case handling through practical case studies and expert sharing by TPAs and aeromedical service providers.
- Offer exclusive insight into air ambulance operations through an on-site aircraft visit, deepening understanding of medical, aviation, safety, and cost considerations.



LEARNING OUTCOME

By the end of the programme, participants will be able to:



- Understand the IEMA ecosystem and the roles of TPAs, insurers, medical providers, and assistance partners.
- Understand the end-to-end workflow of international and domestic medical assistance, from notification to case closure.
- Evaluate evacuation and repatriation decisions across accident, illness, and disaster scenarios.
- Appreciate regulatory, medical, aviation, and patient-safety considerations in aeromedical transport.
- Gain critical operational insight through an **on-site air ambulance briefing and aircraft visit**, enhancing understanding of real-world constraints, risks, and costs in emergency medical evacuation.




PROGRAMME DETAILS

Time	Agenda	Speaker
8:30am	Arrival & Registration	
9:00am	<p>Session 1: Introduction to the Medical Transport Industry</p> <ul style="list-style-type: none"> • Overview of global medical assistance and evacuation ecosystem • Types of medical transport (air ambulance, commercial medical escort, stretcher, ground ambulance) • Role of assistance companies vs. insurers vs. air ambulance operators • Important attributes of a Assistance Company <ul style="list-style-type: none"> ◦ First call skillsets – gaining confidence and credibility ◦ Network & Track Record ◦ Medical Skillsets • How Assistance Companies enables and enhance Insurance Products 	<p>Mr Aminuddin</p> 
9:30am	<p>Session 2: Operational Execution of Medical & Non-Medical Assistance</p> <ul style="list-style-type: none"> • Process workflow: <ul style="list-style-type: none"> ◦ Pre-approval, guarantee of payment, activating payer networks • Coordinating with families, insurers, and hospitals • Budgeting and cost drivers (aircraft type, distance, medical staffing, permits) • Case costing vs. insurance expectations • Non-medical emergency assistance services 	<p>Mr Loh Kim Loon</p> 
10:00am	Morning Break	

PROGRAMME DETAILS

Time	Agenda	Details
10:30am	<p>Session 3 The Medical Transport Clinical Framework: Managing Stakeholders, Patient Assessment, Stabilisation & Fit-to-Fly Criteria, Flight Itineraries</p> <ul style="list-style-type: none"> • Intake & triage: Case conference and medical direction • Clinical decision-making: When is evacuation warranted? • Fit-to-fly assessment (cardiac, respiratory, trauma, infectious disease, ICU-level) • ICU vs. non-ICU cases: how decisions differ • Risk management in-flight: oxygen needs, monitoring, medication management • Equipment preparation (ventilators, monitors, drugs, oxygen calculations) • Medical escort competencies (doctor, nurse, paramedic) • Aircraft selection (pressurised jet, turboprop, helicopter) • Provider coordination: hospitals, airports, airlines, ground ambulance • Clearances: immigration, customs, flight permits, overflight rights stretcher, business class, cabin space, airline approvals • Case scenarios of complex patients 	<p>Dr Stephanie</p> 
12:00pm	Q&A	<ul style="list-style-type: none"> • Mr Aminuddin • Mr Loh • Dr Stephanie
12:30pm	Lunch	
1:30pm	<p>Session 4 On-Ground Emergency Case Handling: Real-World Scenarios</p> <p>Practical case studies with focus on:</p> <ul style="list-style-type: none"> • Hospitalisation for sudden illness, accident & injury • Evacuation decision-making • Evacuation & repatriation in accident, sickness & disaster cases <p>Emphasis on: aviation regulations, medical compliance, patient safety, and risk controls</p>	<p>Dr Kiran</p> 
2:30pm	Q&A	Dr Kiran

PROGRAMME DETAILS

Time	Agenda	Details
3:00pm	Afternoon Break	
3:30pm	Session 5 Air Ambulance Visit & Briefing <ul style="list-style-type: none"> Aircraft configuration and medical setup Crew roles, readiness, and operational limitations Practical considerations in air medical transport 	Mr Manu KRIS SAKTI AER 
4:30pm	Q&A	Mr Manu
5:00pm	End	

WHO SHOULD ATTEND

Insurance professionals across underwriting, claims, risk, compliance, operational functions and sales team of :

- General Insurance Company / General Takaful Operator
- Life Insurance Company / Family Takaful Operator
- Reinsurance Company / Retakaful Operator

REGISTRATION DETAILS

To register, please log in to <https://aii4u.org/ilms/>

	Aii Member	Non - Member
Fee (Registration Closing Date: 6 April 2026)	RM 3,000	RM 3,600

Note:
Fee is inclusive of 8% SST

ADDITIONAL INFORMATION



SkyPark Regional Aviation Centre (SRAC)

Address: Jalan Riyal U3/36, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor

Arrival:

- Upon arrival at the SRAC guard counter, all participants are required to register, collect a visitor pass, and undergo a security check before entering the premises with their vehicle.
- Kindly park at the designated parking areas. No parking fee is required.

Attire:

- Participants are encouraged to dress in smart casual attire and wear comfortable shoes.



Training room



Air Ambulance visit



Hangar visit



Mr. Loh Kim Loon
Head of Assistance,
EMA Global



Mr. Loh is the current Head of Assistance for EMA Global, a highly experienced crisis operations professional with over 25 years of operational experience in the international medical and security assistance industry.

He has extensive hands-on expertise in managing complex medical evacuations, security evacuations, and large-scale crisis responses across multiple regions worldwide. His career spans frontline operations, regional oversight, and global coordination, with a strong track record in handling high-risk, time-critical cases involving multiple stakeholders, including governments, healthcare providers, insurers, and corporate clients.

Mr Loh has played key roles in several major international crisis responses, winning multiple industry awards including the Assistance Centre Award 2019 and Assistance Leaders Award 2019.



Dr Stephanie Chuen
Associate Medical Director,
EMA Global



Dr Stephanie Chuen, MD, is an Associate Medical Director and Flight Doctor at EMA Global Assistance Sdn Bhd. She graduated from I.M. Sechenov First Moscow State Medical University

With a clinical background in anesthesiology and critical care, she brings strong expertise in managing complex and high-acuity medical cases.

In her role, she oversees international medical cases involving overseas insured patients, coordinating multidisciplinary care and managing complex commercial and air ambulance medical transports. She works closely with operations teams and international healthcare providers to ensure safe patient care, continuity of treatment, and medically appropriate, cost-effective case management for both patients and insurers.



Mr. Aminuddin Hafidz
Head of Business Development & Project
Management Office,
EMA Global



Mr. Aminuddin leads Corporate Solutions Development at EMA Global, where he works with multinational corporations to strengthen their Duty of Care responsibilities for employees travelling and operating internationally.

He specialises in designing comprehensive, fully integrated assistance solutions that combine medical, security, and travel support to safeguard employees worldwide. With extensive experience in global assistance and emergency response services, Aminuddin also collaborates with insurance companies to enhance their insurance offerings by integrating EMA Global's assistance capabilities. His work enables organisations and insurers to deliver stronger protection, rapid crisis response, and seamless support for individuals facing medical or security incidents abroad.



Dr Kiran SS
Chief Escorting Doctor,
AK Aeromedical Services



Dr Kiran is the Founder of AK Aeromedical Services, a clinician-led aeromedical repatriation company delivering discreet, bespoke medical transfers across domestic and international destinations.

With over 20 years of experience in Emergency Medicine, Critical Care, and Occupational Health, Dr Kiran provides calm, authoritative medical leadership for complex and time-sensitive transfers. His career spans senior clinical and executive roles within Malaysia's public healthcare system and IHH Healthcare Malaysia, including Gleneagles Kuala Lumpur and Gleneagles Kota Kinabalu.

Renowned for establishing emergency and pre-hospital services in remote and offshore environments, Dr Kiran brings unparalleled expertise in critical transport, risk management, and continuity of care—forming the cornerstone of AK Aeromedical's approach.

Founded in 2023, AK Aeromedical Services offers end-to-end, white-glove aeromedical solutions, seamlessly managing medical assessment, flight coordination, in-flight care, regulatory clearances, and handover to receiving facilities. Dr Kiran works closely with the Malaysia Healthcare Travel Council (MHTC) and serves on the official PERKESO repatriation team, reflecting a commitment to clinical excellence, discretion, and trusted international care.



Mr. Manu S Sasidharan
Chief Operating Officer,
KRIS SAKTI AER



Manu S. Sasidharan is the Chief Operating Officer of Kris Sakti Aero Sdn Bhd and former CEO of Destini Aviation Sdn. Bhd. and Sabah Air Aviation Sdn. Bhd., where he led a successful business turnaround. He has over 32 years of experience in the Defence, Aviation, and Aerospace sectors.

He was one of the pioneer of Excelnet Sdn. Bhd., ASEAN's first dedicated aerospace design engineering company. His expertise spans aerospace design and manufacturing, AOC operations, airline MRO, offshore helicopter services, and space component manufacturing.

He spearheaded the formation of SAZMA Aviation, one of Malaysia's three home-grown offshore helicopter companies supporting Petronas, and managed HEMS and FDS operations under KKM, including pioneering an FDS for the Orang Asli community in Cameron Highlands. He also provides consultancy in defence, aerospace, aviation, and corporate fundraising. Manu holds a Bachelor of Engineering in Aeronautical Engineering from Panjab University, India, and is based in Kota Kinabalu, Sabah.



Denzel Chew Hock Teong
Aii Facilitator



Denzel Chew is a dynamic trainer, coach, and speaker with over 25 years of experience delivering workshops, coaching, and business presentations across Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam.

Renowned for his ability to engage diverse audiences—from CEOs and corporate leaders to sales teams, executives, and technical staff—he works closely with senior management to enhance performance, boost productivity, and drive profitability, often through organizational diagnostics and the development of key performance indicators.

Fluent in English, Mandarin, and Bahasa Malaysia, his interactive, energetic style blends professionalism with humor, creating impactful learning experiences. A Certified RPL Assessor (2014) and Certified Master Performance Coach (2018), Denzel has been engaged by major corporations, including a foreign bank in Malaysia, to deliver intensive coaching for peak sales performance and management effectiveness, leveraging his cross-cultural expertise and deep passion for helping individuals and organizations achieve lasting growth and success.

FUTURE SKILLS FRAMEWORK



9 Prime Skills
5 Power Skills
Proficiency Level:
Novice

Skills Developed by Attending this Programme

Prime Skills

Customer Experience
Management

1. Customer Experience Design
2. Customer Relationship Management

Growth & Partnerships

3. Disruption Management
4. Global Perspectives
5. Partnership Management
6. Scenario Planning and Analysis

Procurement
Management

7. Contract and Vendor Management

Risk Management,
Governance and
Regulatory Compliance

8. Crisis and Disaster Recovery Management
9. Operational Risk Management

Power Skills

Innovation and Delivery

1. Adaptability and Resiliency
2. Business Acumen
3. Critical Thinking
4. Innovative Thinking
5. Problem-Solving

Asian Institute of Insurance (Aii) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?

HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?

Asian Institute of Insurance (Aii) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Asian Institute of Insurance (Aii).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Asian Institute of Insurance (Aii) invoice.

Asian Institute of Insurance (Aii) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?

Please click on link for information on training grants application: <https://hrdcorp.gov.my/employer-guidelines/>

4. What are the supporting documents required?

Please click on link for information on training grants application: https://hrdcorp.gov.my/wp-content/uploads/2022/07/HRD-Corp_SBL_Grant-Helper.pdf

Important Notice:

- Effective 1st August 2019, training programmes must commence within six (6) months from the date of training grant applications are made and training claim submissions must be made not more than six (6) months from the date the training programmes are completed.
- Application must be submitted by employers before training date commencement.
- The company shall bear full responsibility for the programme fee balance if the HRDC claim is not approved or claimable for any reason.

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at ithelpdesk@hrdcorp.gov.my

Application Process:





REGISTER NOW



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50480 Kuala Lumpur, Malaysia

For further information, please contact:
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