

Notice No. MSN 14 (2025)**Date: 20.06.2025**

EMERGENCY MEDICAL EVACUATION VIA HELICOPTER

**To**

- **Vessel Masters**
- **Ship Owners**
- **Ship Operators**
- **Shipping Agents**
- **Marine Tenants**
- **Berth Operators**
- **Emergency Services**
- **Medical Facilities**

Photo for illustrative purposes

Background

A recent helicopter evacuation from a vessel at Saqr Port Anchorage successfully transferred a critically ill crew member to Hamad Bin Obaidullah Hospital (formerly Saif Hospital), Ras Al Khaimah.

The operation was supported and executed by the RAK Coast Guard, Abu Dhabi National Guard, and emergency services, and was coordinated between them and the Vessel Master by the Marine Agent.

While crew boats are commonly used for medical disembarkation, they can be slow and physically demanding during critical emergencies. Helicopter evacuation provides a faster and safer alternative in life-threatening situations.

The protocol for non-critical medical assistance for vessel crew is outlined in the 'RAK Ports Security Procedure for Vessels', available under *Marine Information* at www.rakports.ae/marine.

Emergency Response Coordination

In life-threatening emergencies, helicopter evacuation may be considered based on feasibility and coordination with authorities.

The Vessel Master ensures vessel readiness; the Marine Agent manages communications, documentation, and coordination.

Marine Agents are responsible for ensuring that all relevant vessels and parties are aware of and prepared to follow the outlined procedures as required by the authorities, concisely briefed herein.

Helicopter Evacuation Procedure – Marine Agent and Vessel Master Responsibilities	
Step	Actions
Initial Notification	<p>Marine Agent: Shall contact RAK Coast Guard Operations (+971 (0)7 207 1211) and provide:</p> <ul style="list-style-type: none"> ○ Vessel Name ○ Flag ○ IMO and MMSI Numbers ○ Last and Next Port ○ Nature of Emergency <p>If advised, contact Abu Dhabi National Guard Operations: +971 (0)2 202 0202.</p>
Documentation Submission	<p>Marine Agent: Shall send via WhatsApp to +971 (0)50 999 5576:</p> <ul style="list-style-type: none"> ○ Vessel Registry ○ Last Port Clearance ○ Master's Statement in English ○ Crew Member's Passport and Seaman Book ○ Helipad Diagram ○ Current RVP (Rendezvous Point) and Helipad Capacity (tons) <p><i>Note: Only one bag with essential documents is permitted onboard.</i></p>
Vessel Movement	<p>Vessel Master: To call VTS Centre on VHF Channel and shall:</p> <ul style="list-style-type: none"> ○ Proceed to Anchorage area designated by the VTS Centre. <p>Marine Agent: Shall share confirmed RVP with National Guard</p> <p>Estimated Response: Helicopter typically arrives within 40 to 45 minutes</p>
Hospital Coordination	<p>Marine Agent: Shall liaise with Hospital to ensure:</p> <ul style="list-style-type: none"> ○ Landing of the helicopter at the hospital's helipad. ○ Medical staff are on standby.
Immigration & Visa Formalities	<p>Marine Agent: Shall coordinate with Saqr Port Immigration:</p> <ul style="list-style-type: none"> ○ Seaman Visa Application (valid for 7 days) ○ Master's Statement ○ Port NOC ○ Hospital Admission Report <p><i>Emergency Exit Permits may be retrospectively issued in life-threatening cases.</i></p>
Health & Safety Compliance	<p>All Personnel:</p> <ul style="list-style-type: none"> ○ Must wear PPE ○ Follow sanitisation protocols

RAK Ports Marine Department will monitor vessel movement and anchorage compliance via the VTS Centre and coordinate with the Marine Agent as needed.

Capt. Michael Magee

Group Harbour Master, RAK Ports