



Elevating Aeromedical Rescue Operations with





What is Aeromedical Retrieval and Why Does it Matter?

Aeromedical rescue is a critical component of modern healthcare logistics, delivering emergency help and repatriation care to patients when time, geography, or infrastructure prevents a typical ground response. These missions are complex and high-stakes. They often involve confined spaces, altitude-induced physiological changes, and highly trained teams of doctors and paramedics working in unstable airborne environments. Whether it's a remote outback retrieval, an emergency helicopter extraction, or a long-haul repatriation flight from overseas, aeromedical retrievals ensure patients get to the care they need when they need it most.

This specialised field bridges medicine, aviation, and rapid emergency response. Its importance continues to grow as factors such as international travel, remote workforces in industries like mining and energy, and the rate of crisis scenarios all continue to rise. Aeromedical retrieval is not just a convenience; it's a lifeline for many people all around the world.

| Who Is Retrieval Medics International?

Retrieval Medics International (RMI) is a leading provider of aeromedical retrieval, repatriation, and clinical support services globally. While their reputation is strongest as a contractor to insurance providers, their operations span healthcare delivery across mining, defence, and government sectors.

Even with years of experience and a suite of highly-capable professionals ready to act at a moment's notice, managing the logistics and compliance of such a diverse and mobile workforce across industry sectors, time zones, and patient portfolios means RMI requires a suite of tools that can keep up.



The Challenge:

Complex Operations, Disconnected Systems

As RMI grew from a Brisbane based local service provider into a global operation, the complexity of their missions grew to match. Managing patient data, coordinating mobile teams of paramedics, nurses, and doctors, and ensuring consistent care quality across austere environments became increasingly difficult. Paper-based and siloed systems were creating delays, risking data integrity, and making compliance more cumbersome.

They needed a system that could:

- Centralise case and clinical data across locations, mission types, and patient care requirements
- Customised workflows for varying case natures
- Provide live access to electronic patient care records, eyes on ground assessments, and operational updates
- Offline access whilst in flight
- Streamline workforce management for a rotating medical staff
- Be tailored to meet both rapid emergency needs and longer-term repatriation logistics
- GPS tracking for flights and staff on the ground globally

The Solution:

Integrated, Configurable Digital Coordination

RMI partnered with Chronosoft to implement a suite of tools that brought structure and visibility to every part of their operation. Chronosoft provided an integrated system tailored for use by frontline paramedics, back-office coordinators, and executive oversight alike.

- **Digital Mission Management:** RMI teams now document and monitor every patient interaction through a unified, customisable workflow system that tracks each case and treats each incident individually. This ensures continuity of care on or offline and a single source of truth for clinical data and mission status.
- **Electronic Patient Records:** Every aeromedical mission now includes thorough digital reporting, ensuring accurate capture of vital signs, medications, and incident context, even mid-flight.
- **Workforce Scheduling and Resource Coordination:** RMI's national and international staff rotations are now handled within a single interface. This has reduced administrative overhead and improved readiness for mission-critical deployments.

The system is fully configurable, allowing RMI to adapt workflows for helicopter rescues, fixed-wing repatriations, and on-site clinical management across insurance, mining, defence, and government sectors.

The Results: Streamlined Care and Scalable Growth

Implementing Chronosoft's systems has delivered measurable outcomes for RMI, including:

- Faster mobilisation of clinical teams
- Improved accuracy and accessibility of patient data
- Real-time coordination across control rooms and aircraft
- Scalable systems that support their continued expansion

The result: a safer, faster, and more compliant aeromedical service.

"Chronosoft gives us exactly what we need to deliver on our promise: getting people home safe. Their systems are built around the way we work, not the other way around. And, honestly, they just make things easier."

— Ethan Dooley (RP/RN) Managing Director, Retrieval Medics International



It's Technology that Responds When It Matters Most

Aeromedical rescue is about more than rapid response: it's about consistency, clarity, and care under pressure. For Retrieval Medics International, Chronosoft has provided a digital backbone, allowing them to manage missions across land, sea, and air. Whether it's a complex repatriation or an urgent rescue, every moment counts – and with Chronosoft, every moment is accounted for.

Book your demo now at chronosoft.com.au to see how Chronosoft can support your mission-critical healthcare services.

