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NEWSLETTER



**Government Recapitalization Ushers
In First-Ever Medical Helicopters for
ZFDS**

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Editorial Team



**Mrs Luyando Mbilika
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Dear Readers,

Welcome to yet another edition of the Zambia Flying Doctor Service newsletter. We are excited to share our passion and zeal in ensuring health service provision is enhanced for each and every Zambian.

We take pride and always endeavour to conform our service provision in accordance with our seven core values as a Service which are Integrity, care, respect, confidentiality, cleanliness, impartiality and excellence.

One individual stated that “the only way to do great work is to love what you do” – Steve Jobs, This quote highly resonates with us at ZFDS as we love what we do and are good at it with the patient being our priority by ensuring health service provision is done effectively and in a clean environment.

We are beyond thrilled to have you with us! Your presence on this Journey with ZFDS truly brings joy and warmth. Make yourself comfortable and enjoy every moment of this 5th edition of the newsletter.

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Foreword

Dr. George Ng'uni Chief Executive Officer



In ensuring adequate health service delivery is given to all in every part of Zambia, at Zambia Flying Doctor Service (ZFDS) we began the first quarter of the year having conducted Twenty-one (21) medical evacuations as compared to Nineteen (19) done in Quarter one of 2024. It is worth noting that the medical evacuations come as and when requested for either by the families of patients and through the Ministry Of Health.

I am proud to report that cumulatively since January 2025, the Service has managed to reach to One hundred and seventeen (117) Rural health centres, Eighteen (18) districts and Twenty Nine Thousand One Hundred and forty three (29,143) patients respectively. During these medical service provisions patients benefited from different quality health services that the medical team offered during the sixteen (16) outreach programs at no cost.

These outreaches have proven valuable in delivering both routine consultations and specialized care directly to the heart of communities. Our teams continue to expand the reach and ensure that the Ministry of Health's mission of bringing health care services as close to the home as possible is achieved.

At ZFDS, we take pride in ensuring comprehensive care is given at all our static centres in the provision of specialised medical services.

The First Quarter of the year saw us receive our very first helicopter as the Zambia Flying Doctor Service since inception in 1965. The helicopter could not have come at a better time as it will enhance our service provision in the rural and hard to reach areas of our country, enabling us provide efficient and quick ,medical interventions.

01



Institutional Development



Government Procures Medical Helicopter for ZFDS - NDOLA

For countless Zambians residing in the country's vast, rugged heartland, the sudden onset of a critical illness or the aftermath of a devastating accident carries a unique terror.

It's the fear not just of the ailment itself, but of the miles of gravel roads that transform into impassable quagmires during the rains, the agonizing lack of transport, and the unbearable wait for help that, too often, arrives too late or not at all.

This stark reality, where geographical isolation dictates destiny, has proved to be a long defining challenge to accessing life-saving medical services, leaving vibrant communities on the fringes of modern healthcare.

But on a day that promised to shift this grim narrative, January 27, 2027, the Zambia Flying Doctor Service (ZFDS) made a powerful declaration against this inequity.

In a landmark moment of national jubilation, ZFDS simultaneously unveiled one of its newly acquired, state-of-the-art helicopters in two distinct, celebratory ceremonies held in Lusaka and Ndola.



The majestic helicopter, 9J-KDK, proudly named in honour of Zambia's first patron and Republican President, Dr. Kenneth David Kaunda, is one of two vital air ambulances now joining ZFDS's fleet. This transformative acquisition was made possible by the Government's significant K167 million recapitalizations of ZFDS through the Ministry of Health.

Institutional Development

This crucial investment is a direct response to Zambia's enduring healthcare access challenges, systematically targeting the barriers of distance, inadequate rural infrastructure, and the urgent need for enhanced emergency response capabilities.

The Government's comprehensive recapitalization extends beyond just the helicopters, also enhancing ZFDS's ground fleet with a corporate bus, departmental utility vehicles, ambulances, and Land Cruiser units.

This holistic approach underscores a profound national commitment to achieving Universal Health Coverage (UHC) and advancing Sustainable Development Goal Number Three, which focuses on human health and well-being, ensuring that no Zambian is left behind.

Lusaka: A Roaring Welcome, A New Dawn

The Lusaka ceremony, held at the Zambia Air Force (ZAF) side of Kenneth Kaunda International Airport, buzzed with an electrifying sense of anticipation. As the sleek, gleaming helicopter majestically taxied in, it was met with a breathtaking water arch salute from fire tenders – a symbolic baptism of hope for an aircraft poised to ferry countless lives.

Officiating the event, Minister of Transport and Logistics, Hon. Frank Tayali, representing the Minister of Health, spoke with palpable pride, his words echoing the aspirations of a nation.

"I am delighted to be present today at this momentous occasion of the unveiling of the first ever helicopter by the ZFDS," Minister Tayali declared.

"Today, we come together to celebrate a historic moment for our beloved Zambia Flying Doctor Service... which will transform the way we provide healthcare to the people."

He further underscored the strategic importance of ZFDS, a service established 58 years ago, in "bridging the gap in accessing health services" for citizens in "far-flung areas," and conveyed President Hakainde Hichilema's deep gratitude for making this milestone possible.



He also clarified that while this helicopter was being unveiled, the second procured aircraft would be delivered at a later stage, promising even greater reach.

Distinguished guests, including ZAF Commander Lieutenant General Oscar Msitu Nyoni, Attorney General SC Mulilo D. Kabesha, ZNBC Director General Mr. Berry Lwando, Ministry of Health Permanent Secretary Dr. Kennedy Lishimpi, CPA Chairperson Dr. Christopher Kalila, ZCAA Lieutenant General Captain Derrick F. Luembe, and ZFDS Board Chairperson Dr. Rosemary Kumwenda, shared in the profound sense of national achievement.

Institutional Development

Ndola: Copperbelt Celebrates Transformation

Concurrently in Ndola, at Peter Zuze Air Base, the same helicopter made its equally celebrated appearance, met with an enthusiastic gathering of regional leadership and traditional authorities. Copperbelt Minister Hon. Elisha Matambo presided, accompanied by Bwana Mkubwa MP Warren Mwambazi and His Royal Highness Chief Chiwala of Masaiti District.

Minister Matambo wasted no time in offering powerful commendation to ZFDS Chief Executive Director Dr. George Ng'uni and his entire management team for spearheading a remarkable turnaround. He vividly recalled ZFDS's prior state, stating it was "almost grounded operationally with nothing that was ticking!" before the current management's visionary leadership brought renewed hope and viability.

"To you Chief Executive Officer, I want to express my happiness for transforming the institution within the shortest possible time," Hon. Matambo asserted. He further thanked the Zambian Government through the Ministry of Health for its continued support, positioning ZFDS to be a preferred aero medical service provider throughout Zambia by 2030.

Chief Chiwala, a voice from the heart of rural Zambia, expressed profound happiness at the milestone. His joy resonated with the knowledge that these air ambulances would bring immense benefits, especially to people in communities like his, where timely medical intervention has often been a distant dream.



Institutional Development

Redefining Care: A New Era for Outreaches and Emergency Response

The reality on the ground in Zambia has often been stark. Many lives have been tragically lost simply because help could not reach them quickly enough, or because patients, particularly road accident victims or those suffering sudden illnesses, could not be safely transported to a health facility in good time. The dangerous practice of untrained individuals mishandling accident victims often worsens situations in a desperate attempt to help.



This is where ZFDS's enhanced capacity becomes a pivotal force. For years, ZFDS has been a literal lifeline through its crucial medical outreaches, dispatching specialized health services directly to communities that would otherwise never access them.

The dedication shown by this unit in saving lives is unparalleled, with celebrated stories including the removal of a 9kg tumour from a woman in Nakonde to life-changing aid delivered to mothers in Mpongwe district.



The new helicopters, with their speed and reach, will dramatically improve the frequency and scope of these outreaches, overcoming the "distance-decay" effect that so often leaves rural populations disadvantaged.

Institutional Development

Crucially, these air ambulances will revolutionize emergency medical evacuations. The helicopters' vertical take-off and landing capabilities mean they can access Zambia's most remote and challenging terrains swiftly, bypassing impassable roads and providing rapid transport of critically ill patients.

This ensures professional medical teams can reach emergencies with unprecedented speed, and patients receive timely care, ultimately reducing pre-hospital mortality and addressing critical healthcare inequalities.

As President Hakainde Hichilema has consistently underscored, health is not only a social determinant but an economic commodity essential for human development. These new air ambulances are a direct fruit of his administration's efforts to strengthen institutions and reduce the urban-rural health gap.

Synergy and Future Vision

The vision extends beyond flight. ZFDS Board Chairperson, Dr. Rosemary Kumwenda, underscored the critical need for integrating this advanced air service with ground infrastructure.

"We need helipads in the reference hospitals where we are delivering these patients with helicopter. If we do not have helipads, it means landing at the airport and wasting time in the busy roads to take patients from airport to hospitals," she urged. Her call echoes that of Minister of Health Elijah Muchima, highlighting the pressing need for prompt action from the Ministry of Infrastructure to ensure a seamless chain of health delivery.

ZFDS Chief Executive Officer, Dr. George Ng'uni, hailed the acquisition as a pivotal upgrade to the Service's healthcare delivery. "With this helicopter, we are better positioned to respond swiftly to medical emergencies and perform evacuations that can mean the difference between life and death in hard-to-reach areas," he stated.

He extended profound gratitude to the government, Ministry of Health, the Zambia Air Force (ZAF Commander Lieutenant General Oscar Msitu Nyoni being specifically grateful for hosting the Lusaka event), the Zambia Civil Aviation Authority (ZCAA), and all other stakeholders whose invaluable support facilitated the acquisition and ensured compliance with international safety standards.

With such strategic investments and the relentless dedication of its staff, the Zambia Flying Doctor Service, a Statutory Body Under the Ministry of Health Established in 1965, is unequivocally setting Zambia's health priorities right, soaring into a new chapter of expanded reach and enhanced life-saving capabilities, bringing hope within reach for every Zambian.

ZFDS Launches Helipad Project, Honours Staff Dedication in Mwansabombwe – Mwansabombwe

on 2nd May, 2025 – The Zambia Flying Doctor Service (ZFDS) has commenced construction of a crucial helipad at its Ng'anga Bilonda Hospital in Mwansabombwe, a strategic move poised to significantly improve emergency medical evacuations and comprehensive healthcare access in the district and surrounding areas.

The groundbreaking ceremony was graced by His Royal Highness Mwata Kazembe of the Lunda-speaking people, who lauded the initiative as a monumental development for the local communities.

The traditional leader specifically thanked the Government for facilitating the purchase of the new helicopter, which he stated would greatly enhance ZFDS's operations.

"I must say that we thank the Government whole-heartedly for facilitating the purchase of this helicopter which I know will go a long way in attending to the health needs of our people in Mwansabombwe and also the whole country," Mwata Kazembe affirmed. He further urged the staff at Ng'anga Bilonda Hospital to maintain their commendable work in health service delivery.



ZFDS Chief Executive Officer Dr. George Ng'uni emphasized that the new helipad, coupled with the recent addition of a helicopter to their fleet, will fundamentally enhance the institution's reach to remote populations.

This underscores ZFDS's unwavering commitment to equitable healthcare access across the nation. "We believe as ZFDS that a life in Mwansabombwe is as good as a life in Ndola," Dr. Ng'uni declared, articulating the service's philosophy.

"The fact that some of us live in urban areas doesn't make us more deserving than anyone else across the country," he said. He also emphasized the Zambia Flying Doctor Service's (ZFDS) bold strategy to expand both routine and specialized medical outreaches, noting a remarkable increase from just three outreaches annually before 2010 to eight running concurrently each month by 2024.

The groundbreaking ceremony also served as the platform for ZFDS's Labour Day awards, recognizing 28 employees for their outstanding service and commitment.

This year, 2025, the ZFDS management decided to have the labour day awards ceremony at Ng'anga Bilonda and to mark the occasion, workers from ZFDS's Ndola wing were airlifted to attend the event, demonstrating the immediate practical benefits of the new air transport capabilities

ZFDS Launches Helipad Project, Honours Staff Dedication in Mwansabombwe – Mwansabombwe

Guest of Honour at the event, Mwansabombwe District Commissioner Ivo Mpasa, expressed profound happiness with how ZFDS has transformed the hospital. Mr. Mpasa encouraged the workers not to be complacent but to consistently deliver health services to the high expectations of the people in the district, emphasizing the need for employees to be hardworking and productive as this was the only way to attain meaningful development.

Awardees spanned various categories, with Mutinta Chuuba, a Registered Paediatric Nurse, named Best Overall Employee, and Jendo Jendo, a Medical Laboratory Technologist, honoured as Best Employee Male.

A particularly heartwarming moment saw volunteer nurse Goodluck Mumba receive a permanent position in recognition of his exceptional dedication and hardwork.

Overcome with emotion, Mr. Mumba, who had been working as a volunteer since the hospital opened in October 2024, expressed his disbelief and joy: "I'm so happy I'm failing to believe this is happening. When the CEO called my name I was so scared because I didn't know what I had done for him to call out my name."

Among the dignitaries in attendance were the Council Chairperson, his worship Mr. Terrioh Chungu, the District Administrative Officer Mrs. Linety Mbozwa and District Health Director's representative Mr. Nyambe Nyambe were also part of the Delegation.



Institutional Development

Government Procures Medical Helicopter for ZFDS - NDOLA



02

Stakeholder Relations



Stakeholder Engagement

High Commissioner Pledges Global Partnerships for ZFDS's Life – Saving Mission – Ndola



Aimed at boosting healthcare delivery in Zambia's rural and remote areas, the High Commissioner of Zambia to Australia and New Zealand has formally pledged to actively seek international partnerships and collaboration opportunities for the Zambia Flying Doctor Service (ZFDS).

This commitment, made during an official visit to the ZFDS headquarters in Ndola, signals a new era for expanding critical medical support to the nation's most hard-to-reach areas.

Dr. Elias Munshya was warmly welcomed by ZFDS Chief Executive Officer Dr. George Ng'uni and members of his executive management team.

The visit underscored the vital, often heroic, role ZFDS plays in bridging the vast geographical gaps that often leave rural communities without essential medical services.

During the visit, Dr. Ng'uni provided the High Commissioner with a detailed briefing on ZFDS's ambitious modernization program.

This included insights into the recent acquisition of new medical aircraft and helicopters – vital assets that are rapidly enhancing both emergency response and routine rural outreach capabilities across Zambia.

A poignant moment during the visit highlighted the personal connection many Zambians share with the Flying Doctor Service. The High Commissioner recalled growing up and how ZFDS provided critical emergency support to family members in Milenge years ago, before local hospital infrastructure was fully established. This personal testimony powerfully underscored the enduring and life-saving legacy of ZFDS.

Reflecting on this profound impact and the Service's modern advancements, the High Commissioner committed the full support of Zambia's diplomatic mission in Canberra to ZFDS.

This concrete promise opens wide the door to potential international cooperation, which could bring new resources, expertise, and technologies to further strengthen ZFDS's ability to serve Zambia's most remote populations.

STAKEHOLDER ENGAGEMENT

ZFDS and Indo Zambia Bank Explore Partnership for Comprehensive Healthcare Delivery – NDOLA

The Zambia Flying Doctor Service (ZFDS) is exploring a significant collaboration that could dramatically enhance healthcare access for communities across Zambia, encompassing both its remote outposts and established Aero Medical centers.

ZFDS hosted a high-level delegation from Indo Zambia Bank at the Peter Zuze Zambia Air Force (ZAF) Base in Ndola, marking the critical first step towards a potential strategic partnership aimed at revolutionizing national health delivery.

The delegation, led by Indo Zambia Bank Managing Director Mr. Brajesh Kumar Singh, and including General Manager Mr. Godwin Ngoma along with other senior bank officials, reaffirmed the bank's commitment to supporting ZFDS's vital mission.

Their visit underscored a shared vision to bring primary and specialized healthcare services closer to all Zambians, whether in underserved rural areas or within bustling urban environments.



The visit commenced with a comprehensive tour of the ZFDS hangar at Peter Zuze ZAF Base, where the Indo Zambia Bank team gained firsthand insight into the Services's impressive fleet. This included a viewing of the recently acquired medical helicopter, a crucial new asset that significantly reinforces ZFDS's capacity to respond swiftly and efficiently to medical emergencies across the vast Zambian landscape.

The sight of these modern air assets highlighted the technological advancement and operational readiness of ZFDS, supporting both its outreach and emergency response functions.

The delegation then proceeded to the Kenneth Kaunda AeroMED Hospital in Itawa, gaining insight into ZFDS's innovative mobile hospital trucks and ambitious plans to scale healthcare services in hard-to-reach areas.

Crucially, the visit also provided an understanding of how these urban-based AeroMED hospitals serve as vital revenue points, generating income that directly supports ZFDS's extensive rural operations and its overall sustainability.

STAKEHOLDER ENGAGEMENT

ZFDS and Indo Zambia Bank Explore Partnership for Comprehensive Healthcare Delivery – NDOLA

At the James Lawless AeroMED Hospital in Northrise, Mr. Singh expressed particular admiration for the facility, especially its well-equipped maternity wing, acknowledging its significant contribution to urban healthcare services.

ZFDS Chief Executive Officer Dr. George Ng'uni seized the opportunity to emphasize the Service's unique capability to provide quality healthcare not only to the general public in both urban and rural settings but also to employees of partner institutions such as Indo Zambia Bank.

He articulated a compelling vision for collaborative efforts, highlighting how such partnerships could fundamentally transform healthcare delivery across the entire country, creating a ripple effect of improved well-being for all citizens.

Evidently impressed by ZFDS's operational achievements, its comprehensive infrastructure – spanning both mobile rural clinics and established urban hospitals – and its profound impact on communities, Mr. Singh expressed a strong and clear interest in formalizing the collaboration.



He indicated the bank's desire to establish a Memorandum of Understanding (MoU), which would meticulously outline mutual goals and a framework for supporting both ongoing and future operations.

This potential partnership between ZFDS and Indo Zambia Bank holds immense promise.

It represents a powerful synergy between corporate commitment and public service, poised to significantly strengthen Zambia's national healthcare systems and bring tangible improvements to the lives of countless individuals in communities nationwide, fostering a healthier, more productive populace in both urban and rural settings.

STAKEHOLDER ENGAGEMENT



03

Medical Corner



Quarterly Report – Medical Performance Overview March 2025 Key Highlights

In March, the Zambia Flying Doctor Service (ZFDS) sustained and intensified its commitment to delivering quality healthcare across Zambia. The month's operations significantly contributed to the overall Quarter 1 performance, demonstrating robust delivery in both emergency response and comprehensive outreach.

Emergency Medical Evacuations: Four critical medical evacuations were successfully undertaken during March, all coordinated through the Ministry of Health.

These missions underscore the life-saving efficacy of aeromedical services in critical situations. Patient profiles included a four-year-old girl with foreign body aspiration and a 76-year-old man requiring urgent orthopedic attention, demonstrating the diverse and urgent needs addressed.

Extensive Outreach Operations: Outreach teams surpassed all set performance targets for the month, extending care to eight districts across seven provinces.

- A total of over 11,000 patients accessed services in general health screening, dental care, and eye care.
- 58 surgical procedures were successfully completed through specialized outreach efforts.
- 793 radiological scans were conducted marking a significant enhancement in diagnostic capabilities.
- 1,318 pairs of glasses were distributed, addressing critical needs in vision correction.

Specialized Surgical Camps: In Mwansabombwe District, a well-attended surgical camp delivered critical interventions. The medical team successfully operated on 27 patients, addressing conditions such as hernias, cysts, breast lumps, and performing advanced procedures including splenectomy and ileostomy. An additional 15 patients underwent sight-restoring cataract surgeries. Seven cases requiring higher-level interventions were identified and referred to larger medical facilities for specialized management.

Ng'anga Bilonda Hospital Operations: Nganga Bilonda Hospital continued its vital role as a follow-up hub, effectively managing complex medical conditions such as renal stones, osteoarthritis, and hemorrhoids. One patient with rectal prolapse opted to decline surgery and remains under ongoing clinical review, highlighting the hospital's role in sustained patient management.

Cumulative Q1 Performance (January-March 2025): Cumulatively since January, the ZFDS Medical Directorate has demonstrated an unwavering dedication to equitable healthcare delivery.

The Directorate has successfully reached 117 rural health centers across 18 districts, delivering comprehensive care to over 26,000 patients.

These achievements reflect robust operational efficiency and significant progress towards improving health outcomes, particularly for those in Zambia's most underserved areas, reaffirming the Directorate's commitment to national health goals



04

Aviation Corner



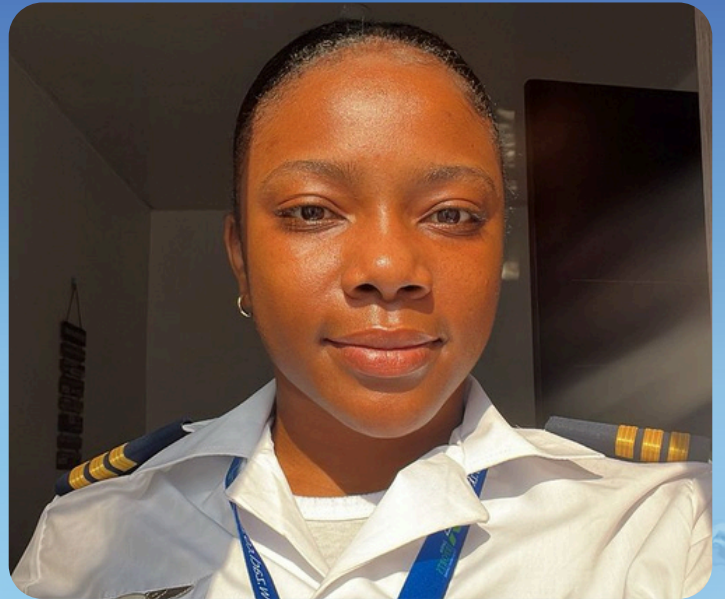
Young Pilot, Big Mission : Chanda Mumpangwe Takes on Lifesaving Flights with ZFDS – NDOLA

From the moment tiny aircraft streaked across the sky above her childhood home, Chanda Mumpangwe's gaze was fixed on the clouds, a fascination that would blossom into a remarkable aviation career.

Today, as a female pilot with the Zambia Flying Doctor Service (ZFDS), this young aviator is not just fulfilling a dream, but also delivering critical hope and medical aid across Zambia.

Chanda's deep dive into aviation was nurtured by supportive guardians, who encouraged her curiosity by spending hours at airports and poring over aviation documentaries.

This dedication led her to Blue Chip Flight School in South Africa, where in 2016 she embarked on her formal training, earning her Private Pilot License and Night Rating.



However, the path to the cockpit was far from easy. Chanda openly shares the significant hurdles she faced, including instances of financial strain, and moments of profound self-doubt.

These were not just obstacles," she reflects, "they were moments that tested my resolve and forced me to dig deep for resilience I did not know I had."

Her first solo flight was a pivotal triumph, an unforgettable experience that validated years of relentless effort.

Another indelible memory is soloing a fighter jet aircraft – an opportunity that combined adrenaline with a profound sense of achievement.

"There's a unique thrill to navigating the skies, especially when you are relying solely on map-to-ground navigation. No GPS, just raw skills and intuition," she recounts, describing the humbling yet empowering experience of flying over the complex urban landscape of Johannesburg without electronic aids.

While not new to the cockpit, Chanda made a deliberate choice to join the Zambia Flying Doctor Service, where her skills are now directly applied to saving lives, a rising from MoU with ZAF.

Based at the Head office in Ndola, she commands the Cessna Caravan C208B, transporting critically ill patients, medical teams on outreach, and vital supplies to remote communities.

"As a female pilot in the aeromedical field, every day presents a unique blend of technical precision, emotional resilience, and unwavering purpose," she explains.

She acknowledges the intense demands of this niche – quick decision-making, operating in all weather conditions, navigating unfamiliar terrains, and working long, unpredictable hours. These challenges, she affirms, have only further forged her confidence.

Despite the inherent difficulties, Chanda is immensely proud to contribute to a mission that directly saves lives. "I have learned that strength isn't about never feeling fear or fatigue; it's about flying through them with purpose," she asserts. As she continues to steadily build her path towards becoming an Airline Transport Pilot, her ambition remains limitless.

For Chanda Mumpangwe, aviation transcends a mere profession; it is a profound passion. It's a career that constantly challenges, stretches limits, and offers unparalleled exposure to new cultures and perspectives, demanding both technical prowess and remarkable mental and emotional endurance.

To other young aspiring aviators, particularly young women, she offers a powerful message: "The journey may seem long and exhausting, but delay is not denial. Every step you take brings you closer to the skies. Keep going. The world looks different from above, and it's a view worth fighting for."

Zambia Flying Doctor Service Maintains Strong Flight Operations in first Quater – 2025

The Aviation Department continues to play a crucial role in healthcare system by providing timely medical evacuations and essential outreach services across the country.

In February 2025 alone, the Services's two aircraft, registered as 9J-AGC and 9J-FDS, completed a combined total of 41 flights, covering over 35,000 kilometers and spending nearly 138 hours in the air. These flights were primarily focused on medical evacuations commissioned by the Ministry of Health as well as routine outreach missions aimed at bringing healthcare services to Zambia's remote and underserved communities.

Through these operations, ZFDS bridges the gap between isolated areas and well-equipped medical facilities, saving lives and improving health outcomes.

The aircraft frequently flew between strategic locations including Zuze Base (FLZZ), Kenneth Kaunda International Airport (FLKK), Simon Mwansa Kapwepwe International Airport (FLSK), and regional centers such as Mansa (FLMA), Mongu (FLMG), Kasama (FLKS), and Chipata (FLCP). These routes reflect the breadth of ZFDS's service coverage across the country's provinces.

In addition to medical evacuations and outreach, ZFDS conducted various other flight activities including charter pickups, staff training, and test flights. These efforts ensure that the Service maintains operational readiness and efficiency at all times.

ZFDS's service remains an indispensable lifeline for many Zambians who live in hard-to-reach areas with limited access to medical facilities.

Patients requiring urgent care for emergencies such as complicated pregnancies, accidents, and critical illnesses are often airlifted to hospitals where they can receive specialized treatment.

This rapid response capability significantly reduces delays that could otherwise result in preventable deaths.



As the first quarter of 2025 progresses, ZFDS continues to strengthen its capacity and expand its reach, operating not only as a medical evacuation service but also as a provider of comprehensive healthcare outreach and support.

The Zambia Flying Doctor Service remains committed to ensuring that no matter how remote the location, quality medical care is accessible, demonstrating the power of aviation in transforming healthcare delivery across the country.

Flying Hope

Medical Evacuations as of the 1st Quarter of 2025

22 Patients were evacuated

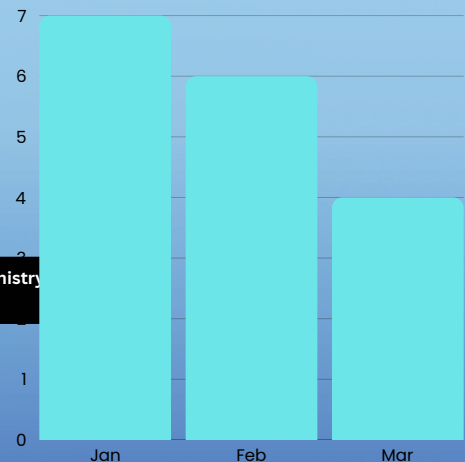
17 Medevac Flights



How a medevac happens

- 1** Patient identified by local health facility
- 2** Request sent to Ministry of Health by the attending Doctor and copy shared with ZFDS
- 3** Approval granted by Ministry of Health. Approval letter shared with ZFDS
- 4** ZFDS dispatched paramedics and aircraft
- 5** Patient picked from nearest airport or airstrip and transferred to higher level facility

Cost fully covered by Ministry of Health



CONTACT CENTER PROACTIVITY
Weekly calls made from the ZFDS contact center to district hospitals to check for emergency cases

05

STAFF WELLNESS & DEVELOPMENT



Health Minister Praises ZFDS for Spiritual Commitment, Leadership – Ndola

The Zambia Flying Doctor Service (ZFDS) recently received a significant commendation from the Minister of Health, Hon. Dr. Elijah Julaki Muchima, during an uplifting visit to one of its morning devotion sessions.

The Minister applauded ZFDS for its unique workplace culture and strong leadership, making the visit a highlight for the entire team.

ZFDS maintains a consistent practice of daily devotional sessions, held Monday through Friday at 07:40 hours.

These sessions are designed not only for spiritual nourishment but also to foster reflection and mutual encouragement among staff. Fridays feature more personal and powerful staff testimonies, focusing on overcoming life's challenges.

In a heartfelt address, Minister Muchima expressed his admiration for the Service's commitment to this enriching environment.

"It is rare to find a lot of workplaces that have devotion. What you are doing here is inspiring," he remarked.

Drawing from his own life, the Minister shared a personal story about his upbringing and the formative discipline imparted by his mother, a lesson he now fully appreciates as a parent and grandparent.

The Minister particularly singled out ZFDS CEO, Dr. George Ng'uni, for exceptional leadership.

"It's not about one's profession," the Minister noted. "Dr. Ng'uni may be an accountant by training, but the way he is running this service is a testament to what discipline and focus can achieve."



Hon. Muchima further extended his appreciation to the entire management and staff of ZFDS for their dedication and hard work. He described the team as a shining example of how collective commitment can transform lives, even in Zambia's most remote areas.

For ZFDS, these devotions are more than just a routine; they serve as a core pillar of strength and unity. The Minister's visit and encouraging words have further motivated the team, reinforcing their resolve to continue drawing strength from their shared faith as they deliver critical medical services across the country.

STAFF WELLNESS

CHAMPIONS OF WELLNESS: DR. NG'UNI LEADS ZFDS STAFF CHALLENGING DON BOSCO! – MWANSABOMBWE- WHAT A DISPLAY!

The Zambia Flying Doctor Service (ZFDS) is not just delivering life-saving medical care from the skies; they're showcasing their prowess on the sports field, proving that a winning team starts with a healthy, united squad!

The ZFDS Executive Management Team (EMT) dropped their corporate briefs and donned their athletic gear, joining staff from Ng'anga Bilonda Hospital for an electrifying day of sporting showdowns at the hallowed Don Bosco grounds in Mwansabombwe!

It was a spectacle! Leading the charge, none other than ZFDS Chief Executive Officer Dr. George Ng'uni himself, demonstrating leadership not just from the boardroom, but from the front lines of friendly competition! This wasn't just a casual kick-about; it was a powerful statement, a tangible commitment to the well-being and unity of their incredible workforce!



The tension was palpable as ZFDS teams, a formidable blend of EMT and dedicated Ng'anga Bilonda staff, went toe-to-toe with the resilient squad from Don Bosco of Mwansabombwe.

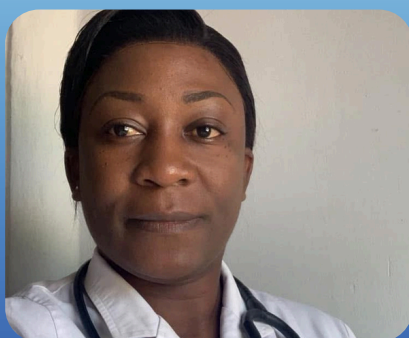
The pitches ignited with raw energy as battles raged across volleyball, soccer, and netball! Every spike, every tackle, every goal celebrated not just a point, but the unbreakable spirit of teamwork and healthy rivalry!

This thrilling initiative is more than just a game; it's a strategic masterstroke in ZFDS's grand plan for staff development and well-being.

By actively engaging in these high-octane activities, the leadership is forging an unbreakable bond, turbo-charging morale, and injecting a potent dose of positive energy into the organizational culture!

It's a testament to ZFDS's holistic vision for its dedicated staff, ensuring they are not just medically excellent, but personally vibrant and collectively unstoppable! What a team, what a spirit!

WOMEN'S MONTH - CELEBRATING WOMEN



STAFF WELLNESS



06

TRADITIONAL CEREMONIES



TRADITIONAL ENGAGEMENT

ZFDS Air Ambulance Saves Lives During Nc'wala Ceremony in Eastern Province – CHIPATA



Amidst the vibrant cultural spectacle of the annual Nc'wala Ceremony in Eastern Province, the Zambia Flying Doctor Service (ZFDS) made good on a critical promise, successfully airlifting two critically ill patients, demonstrating their unwavering commitment to accessible healthcare even during large public gatherings.

This swift intervention highlights ZFDS's pivotal role as a trusted and vital partner in Zambia's health landscape.

Led by Board Chairperson Dr. Rosemary Kumwenda, the ZFDS team had set up a robust medical operation in Chipata, specifically stationed to support attendees of the Nc'wala Ceremony and surrounding rural health facilities.

Ahead of the main events, Dr. Kumwenda paid a courtesy on His Royal Highness Paramount Chief Mpezeni IV at Laweni Palace in Mtenguleni.

During the visit, she underscored the comprehensive essential medical services being offered, which included General Screening, Dental and Laboratory Services, Ophthalmology and Pharmacy Services, and notably, Specialized Orthopaedic Services.



In a proactive display of preparedness, Dr. Kumwenda presented ZFDS's Emergency Response Plan to His Royal Highness, assuring him that an aircraft was strategically stationed in the district specifically for timely medical emergency evacuations.

The ZFDS team successfully airlifted two critically ill patients, bringing immediate, life-saving intervention to families in distress.

TRADITIONAL ENGAGEMENT

The first patient was a 67-year-old man, suffering from severe complications related to diabetes, whose condition required urgent advanced care. Simultaneously, the team responded to the plight of a 5-year-old girl battling a complex brain lesion, hydrocephalus (fluid on the brain), and a scalp mass condition.

Both patients received immediate aerial transport, bypassing the challenging terrain and long hours that ground travel would have entailed.

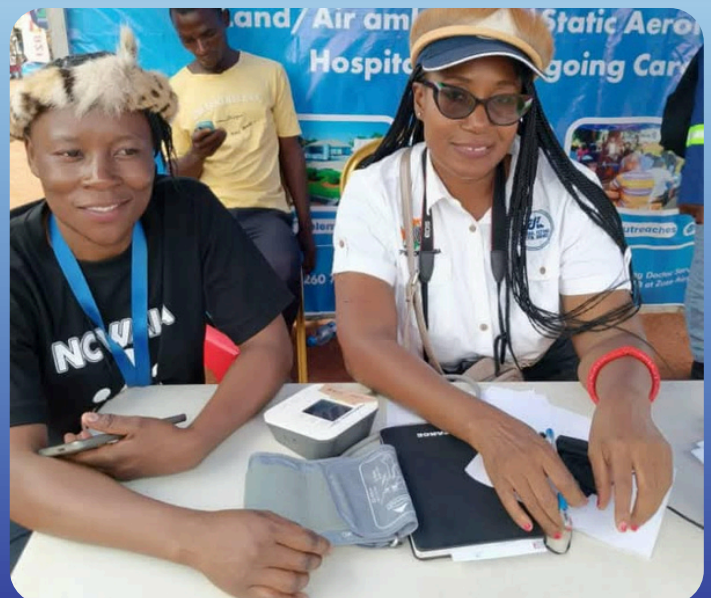
The 67-year-old man was airlifted from Chipata to Levy Mwanawasa Hospital, while the 5-year-old girl was swiftly taken to the University Teaching Hospital (UTH), both in Lusaka, for further specialized management.

These critical evacuations underscore the indispensable value of rapid air medical response, preventing potentially tragic outcomes due to delayed access to advanced medical facilities.

Beyond their operational duties, the ZFDS team was honored to witness the first ever ceremonial crossing of Paramount Chief Mpezeni IV in Luangwa, a testament to their deep engagement with the community. They also paid a courtesy visit to Chief Mpezeni at Ephendukeni Palace, further solidifying their relationship.

In his remarks, Paramount Chief Mpezeni IV expressed his deep appreciation for the invaluable health services consistently delivered to his community by ZFDS.

He highly commended the Service for their unwavering support over the years, affirming ZFDS as a truly "trusted and vital partner" in the well-being of his people.



TRADITIONAL ENGAGEMENT

ZFDS Supports Kuomboka Ceremony with Vital Health Services – Mongu

The Zambia Flying Doctor Service (ZFDS) played a crucial role in the 2025 Kuomboka Traditional Ceremony of the Lozi people in Western Province this year.

As thousands gathered from across Zambia and beyond to celebrate the historic movement of the Litunga of Barotseland from Lealui to Limulunga, ZFDS conducted a routine medical outreach, ensuring comprehensive health services were readily available to all attendees.

In line with its unwavering mission to bring healthcare to underserved and remote communities, the ZFDS team established a presence at the ceremony site.

They delivered a wide array of essential health services to the public, including General Medical Screening, Dental Screening, Eye Screening, Basic Laboratory Services, and Pharmacy Services.

The outreach also featured crucial Specialized Orthopedic Services, offering expert care for musculoskeletal conditions and injuries, which are particularly critical during large, active gatherings like the Kuomboka Ceremony.



Throughout the event, the dedicated ZFDS team attended to hundreds of individuals, providing quality healthcare in a convenient and culturally relevant setting.

Their presence ensured that both jubilant celebrants and local residents had direct access to much-needed medical attention, seamlessly integrating health support into one of Zambia's most revered cultural festivities.



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Corporate Social Responsibility



ZFDS Extends Lifeline to Young Man with Rare Condition – Sinazongwe

The Zambia Flying Doctor Service (ZFDS) demonstrated its deep commitment to community welfare by providing critical medical and financial assistance to a 22-year-old man from Sinazongwe, who was battling a rare and life-threatening skin condition.

This intervention, part of ZFDS's Corporate Social Responsibility (CSR) initiatives, highlights the vital role the service plays in reaching vulnerable individuals in remote areas.

The young man's plight came to light during a ZFDS medical outreach program at Malima Rural Health Facility in Sinazongwe District in the first quarter Of 2025. Recognizing the urgency of his condition, the outreach team, led by ZFDS Chief Medical Officer Dr. Tendai Mweemba, swiftly arranged for his evacuation to Livingstone General Hospital for specialized treatment.

Dr. Malan Malumani, a Consultant Dermatologist at Livingstone General Hospital, confirmed the patient was in a critical state.

"He was in a very serious state when he arrived. Immediate treatment was crucial," Dr. Malumani reported.

Thanks to prompt administration of life-saving medication and close clinical observation, the young man has since been stabilized and discharged from the hospital.

"Without timely intervention, his condition could have been fatal," Dr. Malumani added, emphasizing the severe nature of the illness.

Beyond the initial emergency intervention, ZFDS extended its support to cover the cost of ongoing treatment. The service provided funds to enable him procure essential medication and transportation back to his home from Livingstone to sinazongwe, ensuring the young man could continue receiving advanced care for his chronic inflammatory condition.

We believe our work does not end with a medical evacuation or a consultation during an outreach. It is about standing with people through their entire healing journey. Our CSR programme allows us to do just that, support the vulnerable and ensure they don't walk alone.

This act of compassion is a direct reflection of ZFDS's 7 core values: Care, Respect, Confidentiality, Cleanliness, Integrity, Impartiality and Excellence.

The case underscores the significant challenges faced by many in remote areas in accessing consistent healthcare and highlights ZFDS's role in bridging these gaps and providing hope where it's needed most.

As the young man continues his treatment, ZFDS remains optimistic about his full recovery



Photo Focus



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