

MEDICAY GLOBAL

Vetting & Onboarding Standards

TRANSPORT VETTING STANDARDS

How we assess and select transport partners for our patients

© 2026 Medicay Global Inc.

Registered in Ontario, Canada | Corporation No. 1005498123

www.medicayglobal.com | info@medicayglobal.com

About Our Transport Vetting Standards Vetting Process

Transport is one of the most consistent touchpoints in a patient's journey — from the moment they land to every hospital visit and back again. Every transport partner we work with is assessed against standards covering legal compliance, vehicle quality, driver conduct, and safety protocols. We do not leave this to chance. The criteria below outline what we require of every transport partner before they are included in our network.

Legal & Regulatory Compliance

Company Registration

We verify that every transport partner is a legally registered business entity in accordance with Indian regulations.

Commercial Vehicle Permits

We confirm that all vehicles used for patient transport hold valid commercial vehicle permits as required by law.

Insurance

We require comprehensive vehicle insurance to be in place for every vehicle used in patient-related transport.

Driver Licence Verification

We verify that all drivers hold valid commercial driving licences appropriate to the vehicles they operate.

Police Verification

We require police verification for all drivers — a non-negotiable standard in our patient transport requirements.

Vehicle Fitness & Pollution Certificates

We confirm that all vehicles hold current fitness certificates and valid pollution clearance certificates.

Vehicle Standards

Vehicle Type & Capacity

We require transport partners to provide appropriate vehicles for airport transfers and daily hospital commutes — spacious, comfortable, and suitable for patients who may have mobility considerations following procedures.

Cleanliness

We assess documented cleaning protocols and conduct or review evaluations of vehicle interior cleanliness standards.

Air Conditioning & Comfort

All patient vehicles are required to be fully air-conditioned with comfortable seating and adequate luggage space.

Wheelchair Accessibility

We assess the availability of wheelchair-accessible vehicles within the partner's fleet for patients who require them.

Maintenance Records

We review maintenance logs to confirm that vehicles are serviced regularly and kept in safe operating condition.

Driver Standards

English Communication

We assess driver communication ability, with preference given to English-speaking drivers to facilitate clear communication with our international patients.

First Aid Knowledge

We require drivers to hold basic first aid knowledge — an important safeguard when transporting patients in recovery.

Professional Conduct

We assess professional appearance standards and patient handling etiquette, recognising that drivers are often the first point of contact our patients have on arrival.

Hospital Location Knowledge

We verify that drivers are familiar with hospital locations and routes across the city, ensuring efficient and stress-free travel.

Punctuality

We assess the transport partner's track record for on-time service — critical for patients with appointment-based hospital schedules.

Safety Protocols

GPS Tracking

We require GPS tracking on all patient transport vehicles, enabling real-time monitoring and accountability.

Emergency Support

We assess the availability of emergency contact support for both patients and our coordination team at all hours.

24/7 Availability

We require transport partners to be available round-the-clock to accommodate the unpredictable nature of medical schedules.

Female Passenger Safety

We assess specific safety protocols for female patients and companions travelling alone, including verified driver identification and real-time tracking confirmation.

Seat Belts

We confirm that functioning seat belts are available for all passengers in every vehicle.

Billing & Transparency

Transparent Billing

We require all transport partners to provide upfront, itemised pricing with no undisclosed charges.

Clear Cancellation Policy

We confirm that cancellation and amendment policies are documented and communicated to patients in advance.

Corporate Account Facility

We assess the availability of corporate billing arrangements to support coordinated invoicing through Mediacay Global.

Medicay Global coordinates all patient transport through its Local Operations Partners. Transport arrangements are confirmed in advance and communicated clearly to every patient. All transport partners are held to the standards set by Medicay Global as a condition of their partnership and are subject to ongoing review.

© 2026 Medicay Global Inc. | Registered in Ontario, Canada | Corporation No. 1005498123
info@medicayglobal.com | www.medicayglobal.com

This document is the property of Medicay Global Inc. All rights reserved. Not for redistribution.