

EMPIC: Frequently Asked Questions and Answers

As you are aware, the SACAA EMPIC Medical System went live for Designated Aviation Medicine on the 30th September 2017; please note that our office will not accept manual documents unless special arrangements have been made with our office for a DAME to continue with the manual system. Our office has compiled a list of questions identified by DAMEs and Medical Assessors and answers to address possible questions that may arise during the early stages of the implementation of the system for your reference below:

Dr Lesego Bogatsu 25 October 2017

Section 1: Questions Relating to Part 67 Regulations

For questions & answers click [here](#)

Questions	Answers
1.1. Is the applicant's signature a legal requirement before the medical certificate is issued?	Yes , as per Part 67.00.7 below: (1) An application for the issuing of a medical certificate shall be made on the appropriate prescribed form. (2) An applicant who attends a medical examination or test for the issuing of a medical certificate shall— a) produce proof of his or her identity; b) produce for inspection any licence held for which the certificate is required and the most recent medical certificate held, if any; c) provide the DAME with a statement of medical facts detailing personal, familial and hereditary history; and d) sign a declaration confirming the accuracy, completeness and truthfulness of the information contained in the medical examination form.
1.2. Is the DAMEs Signature a legal requirement?	Yes , as per Part 67.00.7 below: (1) An application for the issuing of a medical certificate shall be made on the appropriate prescribed form. (2) An applicant who attends a medical

	<p>examination or test for the issuing of a medical certificate shall—</p> <p>a) produce proof of his or her identity;</p> <p>b) produce for inspection any licence held for which the certificate is required and the most recent medical certificate held, if any;</p> <p>c) provide the DAME with a statement of medical facts detailing personal, familial and hereditary history; and</p> <p>d) sign a declaration confirming the accuracy, completeness and truthfulness of the Information contained in the medical examination form.</p> <p>(3) Subject to the provisions of regulations 67.00.3 (2) (c) and 67.00.4 (3) (b) (iii), an applicant who complies with the appropriate medical requirements and standards referred to in regulation 67.00.2 (6), shall be entitled to a medical certificate.</p> <p>(4) Upon completion of the medical examination, a DAME shall complete and sign the appropriate part of the medical examination form</p>
<p>1.3. Are all the documents in line with the Technical Standards/Medical Protocols (Part 67) required to be submitted before issuing a medical certificate?</p>	<p>Yes, DAMEs are required to ensure that they upload the necessary information in line with the Technical Standards; Part 67 (Medical Protocols) requirements prior to submitting to the Medical Assessor at the SACAA.</p>
<p>1.4. Are DAMES allowed to issue medical certificates that are not in line with Medical Protocols/Technical Standards in line with Part 67?</p>	<p>No, DAMEs who issue medical certificates to applicants who do not meet the prescribed Technical Standards/Medical Protocols are in contravention on the law, and possible enforcement /termination may take place against the DAME.</p> <p>- Issuance of Medical Certificate by the DAME to a non-compliant applicant may</p>

	<p>result in an aircraft accident and criminal charges may be laid against the DAME if they are found to have been negligent.</p> <p>- The Health Professions Council of South Africa will also be informed of such misconduct. (Sipho)</p>
1.5. Can a DAME allow another Medical Practitioner/Specialists or other DAME use their password or any other CAA documentation without proper authorization by the CAA?	No , such action is deemed to be fraudulent and the DAME will be referred to the CAA Legal Division and HPCSA for investigation and possible enforcement.
1.6. Can the DAME conduct medical examination and issue a medical certification when their designation is not current?	No , DAMEs have to ensure that their designation is current yearly as per Part 67 Technical Standards. DAMEs practicing without official designation are non-compliant to Part 67 and will be referred to the Legal Division for Enforcement Action
1.7. Can a Regular DAME issue a Class: I and Class III Medical Certificate?	No , Class I & III Medical Certificate can only be issued by Senior DAMEs, Regular DAMEs found to issue Class I and Class III without official designation as Senior DAMEs are non-compliant to Part 67 and will be referred to the Legal Division for Enforcement Action
1.8. Can DAMEs issue medical certificates if they do not meet the requirements for the Refresher 4 Yearly as prescribed by Part 67	No , DAMEs who fail to comply with the requirement above and continue to issue aviation medical certificates in contravention of Part 67 will be referred to the vision Legal Division for Enforcement Action.
1.9. Are the Medical Assessors and Professional Nurses required to write once they complete verification?	Yes , the SACAA Medical Assessors/ Nurses are required to write their name when they verifying and communicating with DAME, this will make it easy for communication between the DAMEs and the Medical Assessors/Professional Nurses
1.10. Can a DAME or any member of the	Yes , any member of the community or

<p>public make a submission to the Civil Aviation Regulations Committee (CARCOM), if they wish, based on evidence based medicine and research?</p>	<p>DAME can submit a proposal to the Civil Aviation Regulations Committee(CARCOM), through the Legal Division of the DCA, which function as a Secretariat</p>
<p>1.11. Is the EMPIC System able to calculate period of validity to month end?</p>	<p>No, the software does not calculate validity to month end validity dates, the DAME has to manually adjust the system to the last day of month before printing the certificates.</p>
<p>1.12. Is the DAME required to capture Near and Intermediate Vision?</p>	<p>Yes, the DAME is required to capture Near and Intermediate Vision values should be entered under comments as per Part 67 Technical Standards Requirements</p>
<p>1.13. The EMPIC System does not have a field to capture the Near and Intermediate Vision. Do we have to submit them?</p>	<p>These are required under Part 67, and the values have to be entered under comments.</p>
<p>1.14. The Cabin Crew medicals are linked to Class: IV in Licencing (FCL), should the DAME issue a Class 4 Medical Certificate?</p>	<ul style="list-style-type: none"> a) The Cabin Crew medicals are linked to Class: IV in Licencing (FCL) and the tab has been deactivated on the EMPIC-Med until further notice. b) The SACAA has submitted a proposal to CARCOM to move cabin crew from Class: II to Class: IV, DAMEs should issue Class: II to cabin crew until the Minister promulgate this regulation. c) Therefore the DAME's will be required to issue a Class 2 Medical (from the SACAA-FCL tab for those cabin crews) thereafter they will specify on the "comments" or "explanation for FCL" section that the medical is for Cabin Crews
<p>1.15. How should DAMEs manage applicants who inform them that they</p>	<p>-The applicant must present the DAME with the CAA letter and certificate as evidence.</p>

<p>were medically cleared by the CAA Aeromedical Committee without evidence?</p>	<p>-The CAA is currently updating the Aeromedical Committee outcome on the EMPIC System.</p> <p>- Where DAMEs are not sure, they are welcome to contact the CAA Medical Assessors or Professional Nurses to verify the information.</p>
<p>1.16. How should a DAME calculate period of validity for an applicants who are 39 about to turn 40 years?</p>	<p>a) The DAME can issue a medical certificate for the duration of the outstanding period before 40 years:</p> <p>or</p> <p>b) The DAME may issue a medical certificate of period of validity of 40 years and above.</p>
<p>1.17. When I load a new patient, it always says that a lung function test must be done as well, I then click no, and on the pop-up the previous and next dates for lung functions</p> <p>1. The system always asks for the form to be printed, and if I do not print the form, I cannot go to the next application.</p> <p>2. I struggle when I do a new application, I just want to make sure I do everything correct.</p>	<p>- Firstly I go in at Manage Applicant, then look for the applicant, if not found create a new one.</p> <p>- This is done by Applicant Form. Everything is typed in of the patient. Print and then the doctor and patient sign and doctor, scan and upload. Go to Work-list and select patient.</p> <p>- At the Examination Form, everything is filled in, printed, signed, scanned and uploaded</p> <p>- Go to the Examination Viewer, print certificate, if everything is correct, tick block and release to CAA.</p>
<p>1.17. Can a DAME issue a medical certificate retrospectively following promulgation of the Part 67.00.6? If the medical is now due for a new medical, but in the interim the period of validity changed to 2 years, can a DAME just issue a new certificate without seeing him or must he have his "normal" medical again?</p>	<p>DAMEs are advised that our regulations do not apply retrospectively unless it is specifically stated. In this case of your ATC client, Regulation 67.00.6 provides that your client must be issued with a 24 months medical certificate but must be medically assessed first.</p>

<p>1.18. Part 67.00.6 Period of Validity: The legislation relating to period of validity came into effect around May 2017</p>	<p>No: The SACAA regulations do not apply retrospectively, regulations come into effect on the date the regulation has been approved by the Minister of Transport and the Technical Standards (Medical Protocol) on the date that it has been signed by the Director of Civil Aviation. Please refer to www.caa.co.za, CAA Regulations: 2011 and Technical Standards under Personnel Licensing, Click Part 67</p>
<p>1.19. Can DAME issue Part 67.00.6 Regulation retrospectively,</p>	<p>No: The SACAA regulations do not apply retrospectively, regulations come into effect on the date the regulation has been approved by the Minister of Transport and the Technical Standards (Medical Protocol) on the date that it has been signed by the Director of Civil Aviation. Please refer to www.caa.co.za, CAA Regulations: 2011 and Technical Standards under Personnel Licensing, Click Part 67</p>

Section 2: Questions Relating to Medical Standards/Assessments

Questions	Answers
<p>2.1 Are the measurements for visual standards similar to that of Europe on the EMPIC System?</p>	<p>The visual values have still not been converted to the local values, for example 6/6=1, our office have issued the conversions to all the DAMEs for easy reference; this is still under development.</p>
<p>2.2. Does the EMPIC System have fields for Stereopsis and Phorias?</p>	<p>No, the system does not have fields to enter Stereopsis and Phorias, this information is necessary as Part 67 and the DAME is required to enter this information under other comments</p>
<p>2.3. Is the DAME required to complete the Tonometry Field?</p>	<p>Tonometry is not required, unless if the applicant suffers from Glaucoma, in which case a comprehensive Ophthalmologist's Report will be required.</p>
<p>2.4. There is no option to select green eyes on the drop-down list</p>	<p>This is a drop-down entry it can be added, currently the information can be added under comments.</p>
<p>2.5. Is the DAME required to submit Haemoglobin Test as required by the EMPIC System?</p>	<p>No, the Haemoglobin (Hb) is currently not required by the SACAA, unless stipulated by the protocol.</p>

2.6.	Does the EMPIC System make provision for capturing of Class: IV Medical Certificates?	Yes , the DAME must enter the Class: IV requirements under Light Aircraft Pilot Licence (LAPL), until such time that the conversion meet the SACAA requirements.
2.7.	Are DAMEs required to label the scanned documents?	Yes , while uploading the documents such as ECG's, Lung Functions and other, DAMEs are required to label the documents.
2.8.	Who will upload the outcome of the Aeromedical Committee?	Aeromedical Committee information outcome will be updated by the Medical Department.
2.9.	Has the screening for Hearing requirement changed?	Yes , the requirements for screening are prescribed in Part 67 CATS (Alternate Requirements Audiogram and Conversation/Whisper Test) Refer to the protocol.
2.10.	Is an FEV1% or % of Predicted Required?	The Lung Function Test is required as part 67, and should be scanned and attached with the information submitted to the Medical Assessor. FEV1% is required, not the % predicted
2.11.	The EMPIC System does not refer to the Remotely Piloted Aircrafts (Drones)	Yes: Remotely Piloted Aircrafts are currently under Class: IV Medical Requirement, the DAME is required to clarify the category under comments The CAA is currently working on the changes.
2.13.	The DAME is not sure how to capture the alcohol information on the EMPIC System?	- The DAME shall capture the information on the comments section. - The CAA is currently consulting with the National Department of Health to address this matter
2.14.	There is no tag on the uploaded form for lung function. I'm just using 'other' as I don't think 'pulmonology' is appropriate.	Additional Reports with no pre-defined labels can be placed under others

2.15. Last lung function date not asked for, so what if it was done recently?	Yes, the DAME can override the system by unchecking the Pulmonary Function requirement on 'manage applicant' - overview.
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Section 3: Questions relating to the EMPIC Module

Questions	Answers
3.1. Is the implementation of the EMPIC Medical Module Compulsory?	Yes , all DAMEs are required to implement the EMPIC System by the CAA 30th September 2017, only those DAMEs who have officially requested permission to extend for a period of time by the CAA, and once such permission has been officially granted, it can extend the implementation date.
3.2. Are all DAMEs required to complete and sign the access form?	Yes , all DAMEs are required to complete an access form issued by the CAA before using the system, this enables us to capture the correct information and is also for security purposes.
3.3. Can the applicant (Cabin Crew, ATP, ATC or other) complete the application form remotely from the DAMEs Practice or in the DAMEs Practice?	<p>- Yes, when the administrator/DAME confirm the appointment with the applicant the form can be e-mailed to the client to complete personal information and forward to the DAMEs Practice for pre-loading of information, this will reduce the waiting period;</p> <p>- DAMEs with an extra computer can request the applicant to present themselves early, and complete their personal information and a unique password will be generated by the EMPIC System for the applicant to log into the system.</p> <p>- Applicants will not be able to access the</p>

	EMPIC System away from the DAMEs Practice or the CAA
3.4. Are DAMEs required to print an EMPIC Medical Certificate or issue the old medical certificate?	DAMEs are advised to issue the old medical certificate (white/yellow/blue booklet certificates) and not the EMPIC generated medical certificate until further notice from the Medical Department of the CAA to inform them to print on a special paper that will be issued by the CAA.
3.5. Will the CAA reject the applicant's medical if the necessary reports are not uploaded as required by the protocol?	Yes , the requirements prescribed in Part 67 Technical Standards are part of the law, and applicants who do not meet the protocols/Technical Standards will be declared temporary unfit.
3.6. Can the system temporarily save pre-loaded information while the applicant is referred for example to a specialist for additional reports?	Yes , if the applicant is referred for further investigations, the DAME can save the information on save without check under Medical Examination Report.
3.7. Should the DAME's submit the documents both manually to the Institute of Aviation Medicine and Electronically?	Once the documents are submitted electronically, there is no need to submit a duplicate copy to the Institute of Aviation Medicine, unless informed otherwise by the SACAA.
3.8. Is the DAME and Applicant able to sign electronically on the EMPIC System?	- The EMPIC System currently does not allow DAMEs and Applicants to sign electronically. - The SACAA is in consultation with EMPIC in Germany and currently exploring the applicable legislation and the functionality regarding the electronic signature.
3.9. Can we download the EMPIC System on an I-Phone/I-Pads and Mac Book laptop?	-We can download the EMPIC System on a "Mac Book laptop" and the program is available on Windows Operating Systems. - The EMPIC System is not accessible on phones and I-Pads.
3.10. The medical examiner's data is not	The DAME is unable to ammned this

correct on the forms e.g. the address, telephone number, fax and e-mail address	information, but can forward the query to the medical department with correct details via e-mail.
3.11. Does the Helicopter and Fixed Wing have a Single Engine Piston?	Both the Helicopter and Fixed Wing may have a Single Engine Piston.
3.12. Is there a fee for the EMPIC Programme or is there an annual payment for the system?	No , the EMPIC System is currently a no expense program for the DAMEs and there is no annual fee payable currently.
3.13. Can the DAME add additional documents docs after exam completed and submitted to the CAA?	No , however; the DAME can e-mail the Medical Assessor or DAME that they are communicating with to load the documents;
3.14. Does Foreign Designated Aviation Medical Examiners have access to the EMPIC System	Foreign DAMEs who are designated by the SACAA have access to the EMPIC System's electronic portal and are required to contact the CAA for technical support.
3.15. The initial medicals still require a licence number, which isn't possible	The DAME can click N/A in checkbox
3.16. Is the EMPIC Training Mandatory for the DAMEs?	Yes , the training mandatory to minimize delay relating to queries and harmonization of the implementation
3.17. What should the DAME do when the SACAA server is down and the applicant is in the medical practice?	The DAME must revert to the old system, ensure that the applicant sign all the necessary information, and load the information to the EMPIC System once the server is up.
3.18. The initial medicals still require a licence number, which isn't possible. I am circumventing this at the moment by using '0' but this isn't correct.	The DAME should click Not Applicable(NA)

<p>3.19. How do I know that a medical has been checked or passed by CAA?</p>	<p>a) The DAME should go to Manage Applicant, and search an applicant and check if the application is blocked.</p> <p>b) Otherwise the DAME can contact the SACAA for clarity.</p>
<p>3.20. Can the system generate an email to warn CAA assessor when permission is needed for immediate attention?</p>	<p>a) Not e-mail ,the DAME can forward a consultation ,under examination viewer (AMC Consultation)</p>
<p>3.21. The SACAA server is slow, is there anything that can be done?</p>	<p>a) The CAA has increased the server resources to accommodate EMPIC.</p> <p>b) The DAME's internet connection could be slower.</p>
<p>3.22. Is the DAME able to add comments when there is no abnormal value or negative response by a client?</p>	<p>Yes the DAME is able to capture additional information under comments if they wish to provide clarity to the CAA.</p>
<p>3.23. How does a DAME submit a Medical query to the SACAA?</p>	<p>the DAME can forward a consultation ,under examination viewer (AMC Consultation)</p>
<p>3.24. The medical certificate's dates are cut off and we need to write it by hand every time, sometimes the dates are wrong as well, and I struggle to address this matter.</p>	<p>The matter has been resolved</p>
<p>3.25. The DAME is experiencing challenges with unstable internet.</p>	<p>Some DAMEs are experiencing challenges with unstable Internet, this lies with ISP (service provider where they get internet), they sometimes get disconnected and get error messages, this normally happens when they use Wi-Fi.</p> <p>It is advised that the DAME should buy internet/data from a network provider that is</p>

	reliable in the area. The SACAA cannot recommend any specific products due to legislation.
3.26. The date format is American i.e. Month/Day/Year. I think this will cause a lot of confusion with lower number dates e.g. is 04/09/2017 April 9th or September 4th?	The CAA notes this limitation and will engage developers
3.27. The system always asks for the form to be printed, if I do not print the form, I cannot go to the next application.	The DAME should click 'no' if the system ask if they want print the form, this should allow them to continue. OR click print, when the available printers show, the click 'Cancel'
3.28. If one goes for the training you actually do not experience any problems, it only comes when you do the actual work, and is there no other way to do the training?	The SACAA IT, Synova and Medical Department are available to provide continuous support.
3.29. I struggle when I do a new application, I just want to make sure I do everything correct.	<p>Please refer to the EMPIC Manual, Audi Gauta training by the SACAA.</p> <ul style="list-style-type: none"> -Firstly I go in at Manage Applicant, then look for the applicant, if not found create a new one. -This is done by Applicant Form and everything is typed in of the patient. - Print and then DAME and patient sign and doctor scans and upload. - Go to work list, select patient - At the Examination Form, everything is filled in, printed, signed, scanned and uploaded; - Go to the Examination Viewer, print certificate, if everything is correct, tick block and release to CAA.

<p>3.30. Update or Rectifying class and /or required examination on the medical before releasing to SACAA</p>	<p>Go to Work list ----- click once on applicant- ----choose icon #4 (change exam content) - --- make changes and save.</p> <p>Go to work list ---- double click on applicant Go to Examination report ----- on recommendations, choose icon #4 (request write access) ----- make the changes and save.</p>
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