



Where now meets next

FedEx® Supporting
HealthCare Solutions
Worldwide



We've got healthcare covered

Logistics can be challenging for the healthcare industry. Sensitive shipments have specific needs, from ensuring temperature integrity, speed of delivery and tailored support to contingency planning.

FedEx provides the tailored solutions to deliver your shipments with the proper care and protection. We can even help with your trade and regulatory requirements.

From samples to medical equipment, time-sensitive to fragile products, confidential items to imaging supplies, we provide solutions to fit your specific needs.

Next level technology and care

- Gel pack and Dry Ice replenishment services
- Temperature maintenance and temperature logging
- Implant services/Control Tower
- Packaging solutions
- Refrigerated trucking
- Returns management
- Direct to hospital
- Same day delivery*
- Pick-up and delivery on public holidays and outside regular office hours
- Cold storage facilities at Bengaluru, Hyderabad, Mumbai, Pune, Chennai, Delhi, Kolkata and Ahmedabad

Air and Ground Services

Door-to-door delivery within India for your time-critical and temperature-controlled shipments



Coverage

- Over 6,000 postal codes



Size and Weight:

- Weight should be less than or up to 68 kg per piece. For more than 68 kg, please contact your FedEx account representative for support
- Standard size limitations apply



Express Delivery:

- 24 to 48 hours in metros (Mumbai, Bengaluru, Hyderabad, Pune, Chennai, Delhi, Kolkata and Ahmedabad)
- 48 to 72 hours beyond metros



Delivering for your industry

Clinical Research:

- Clinical trials
- Movement of Investigational Medicinal Products (IMPs), medical kits
- Test samples, biological samples
- Tissues, stem cells

Pharmaceuticals and Biotech:

- Chemical materials used as medicines for humans and animals
- Branded/generic tablet/capsule API (Active Pharmaceutical Ingredient)
- Recombinant insulin
- Erythropoietin
- Vaccines, research samples, and more

Diagnostics:

- Businesses and laboratories that offer analytical or diagnostic services
- Reagents
- Body fluid analysis
- Pathological samples of blood, urine, tissue etc

Medical Equipment and Supplies:

- Surgical and laboratory instruments
- Ophthalmic, dental, imaging supplies
- Low-end medical devices like thermometers, tongue depressors, hypodermic needles and more

Specialized urgent services

Special Express

Pick-ups and deliveries outside regular office hours. Our services cover documents, parcels and temperature-controlled shipments.

Next Flight Out

Urgent air connections with the best available direct commercial flight, with dedicated pick-up and delivery services.

Benefits

- **Flexibility** to customize your pick-up and delivery schedules and choose from door-to-door, door-to-airport, on-demand air solutions for your shipments, and dedicated 24x7 pick-up and delivery services
- **Speed:** you can count on FedEx for rapid transit times and quick customs clearance services
- **Control and Visibility:** thanks to our proactive tracking services, we can efficiently monitor your shipment all through its journey



Validated Packaging: Temperature-controlled

| Packaging Type | Product Description | Temperature Range | External Vol. in Kg* |
|--|---------------------|----------------------------|----------------------|
| Frozen Dry Ice – Validated | Medpak Frozen 5 | -20 to -70°C | 5.8 |
| | Medpak Frozen 10 | -20 to -70°C | 10.4 |
| Temperature-controlled Packaging – Validated | Medpak Cool 5 | +15 to +25°C +2 to +8°C | 5.8 |
| | Medpak Thermo 13 | +15 to +25°C +2 to +8°C | 14.5 |
| | Medpak Thermo 20 | +15 to +25°C +2 to +8°C | 24.6 |
| | Medpak Thermo 28 | +15 to +25°C +2 to +8°C | 33.4 |

*External volume calculated LxBxH in cm divided by 5000

Customized solutions for your international shipments

FedEx offers tailored international shipping, packaging, monitoring and distribution services to meet the needs of the healthcare industry across the globe:

- Specialized secure shipping and supply chain management
- Assistance with global trade and regulatory requirements
- Dedicated cross-functional support teams to engineer right-fit solutions for your products
- Flexibility to follow customer-specific standard operating procedures (SOPs)
- Uninterrupted monitoring and end-to-end visibility of critical shipments
- Latest tracking technology
- Global network capabilities to assist with virtually any temperature-sensitive shipping need
- Multiple layers of security
- Validated temperature-controlled packaging for high-value, high-demand or highly sensitive healthcare products
- Priority uplift on the flight
- Temperature recording (data logger)



Custom designed for extra protection

Explore our range of best-in-class packaging designed to meet the requirements of healthcare shipments.

| Packaging Option | Benefits and Features |
|--|---|
| C-Safe Compressor Container (4°C to 25°C) | <ul style="list-style-type: none">• Assistance with global trade and regulatory requirements• Maintains a consistent internal temperature in the payload compartment |
| Cold Shipping Package (2°C to 8°C) | <ul style="list-style-type: none">• Choose from small, medium and large sizes• Standard duration unit (all three sizes) offers up to 96 hours of temperature control, depending on external temperature |
| FedEx® Thermal Blanket Solution (15°C to 25°C) | <ul style="list-style-type: none">• End-to-end solution – no blankets to buy or training required• Covers perishable cargo during transportation• Stabilizes the cargo's temperature and shields it from weather fluctuation• Provides priority uplift in transit monitoring |
| FedEx® Deep Frozen Shipping Solution (-150°C) | <ul style="list-style-type: none">• Choice of standard and large-volume sizes• Dry vapor technology enables up to 10 days of holding time• Includes FedEx Priority Alert™ for enhanced tracking and visibility• No need for insulated boxes and dry ice• Meets requirements to handle infectious substances |
| FedEx® UN 3373 Pak and FedEx Clinical Pak | <ul style="list-style-type: none">• Safely transport infectious substances, non-infectious human or animal clinical samples, and FDA-approved pharmaceuticals containing biological substances |
| Dry Ice Container/ Envirotainer (0°C to +25°C) | <ul style="list-style-type: none">• Sets and holds shipment temperature• Monitor temperature from pick-up to delivery• Controlled positioning in the aircraft |
| Va-Q-tainer (-60°C to +25°C) | <ul style="list-style-type: none">• Advanced passive alternative for temperature-controlled shipments• Three times higher performance active containers through the combination of vacuum insulation and phase change material |



In healthcare, shipment integrity is everything

At FedEx, we're committed to making healthcare shipments easier, faster and more secure so you can be confident your shipments are in good hands.

Got a last-minute shipment or a product launch? FedEx Customized Freight (FCF) can:

- Reposition containers globally to accommodate your products, at no cost to you
- Ensure dedicated 24/7 monitoring, 365 days a year via FedEx® temperature-control services
- Provide support through our Quality Teams who will manage your regulatory compliance requirements

With FedEx, your shipment benefits from the combined expertise of FedEx Custom Critical® and FedEx Express® global network, so you can be confident your products arrive safely and securely.

Dedicated support from us. Peace of mind for you.

Critical, temperature-sensitive healthcare shipments require extra care and attention. FedEx Priority Alert®(FPA) is your go-to logistics partner to deliver that extra layer of awareness.

- **Assurance:** global service analysts closely monitor the status of your package and freight shipments, notify you of any delays and execute recovery procedures
- **Priority placement:** priority boarding on our aircraft and, where available, priority clearance handling to ensure maximum time for clearance issue resolution
- **Global connectivity:** available in more than 70 countries, your shipment stays in FedEx's care from start to finish
- **Convenience:** no complicated processing requirements, just the same as your other FedEx® shipments

Simple shipping documentation

Are you a contracted customer? You can use the following options to create FedEx Priority Alert™ shipping documentation:



FedEx Ship Manager® Server



FedEx Ship Manager® Software



FedEx Web Services





Cutting-edge temperature-controlled containers

Choose from a range of temperature-controlled containerized options to meet your shipment needs.

The Envirotainer RKN e1 and Envirotainer RAP e2:

- Are validated active container solutions using compressor technology
- Able to maintain temperature ranges from 0°C to +25°C
- Certified air cargo Unit Load Device (ULD), enabling a continuous temperature-controlled process throughout the supply chain
- Able to support single pallet and Envirotainer e2 can support multi-pallet

Sensitive shipments. Special solutions.

FedEx Priority Alert® and FedEx Priority Alert Plus™ are part of the FedEx Temp- Assure® portfolio designed specifically to support temperature-controlled shipments for the Healthcare industry.

We understand every minute counts for the delivery of high-value, time-sensitive and often temperature-controlled products.

FedEx Priority Alert Plus™ includes additional recovery options such as dry-ice replenishment, gel-pack exchange and cold storage.¹

Additional terms and conditions governing the use of FedEx Priority Alert® apply. Contact your FedEx account executive for more information.

Proactive monitoring support with FedEx Priority Alert®

The CSafe RKN is a validated active container solution with the ability to maintain temperature ranges from +4°C to +25°C

- Uses compressor technology and is a certified air cargo Unit Load Device (ULD)
- No additional charge for positioning
- Easy to use temperature control unit to ensure temperature is maintained during transit



More attention.
Less worry.

Together, we can deliver a better tomorrow. Contact your FedEx account representative to learn more today

¹ Additional surcharges apply.



To know more



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0800 - 2000 hours Saturday



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