

F1973 – N505JB – Second Degree Burn due to hot water spill

Statement Ellise Byrd - F1:

We had just started service and within 2-3 mins of being in the aisle it started to get bumpy. After about a minute of the bumpiness we all started heading back to the galley because it was just too bumpy to be out. I as the number one had just got to the front when the captain called and said that we should be seated. The # 2 came to the front and the # 3 called me and explained to me that during the turbulence the hot water craft fell off her cart and spilled on the customer in 24D and she had given him some napkins and a cold compress. She sounded pretty shook up so I told her as soon as the bumps stopped I would be back so we could assist the customer and her further. Once the captain said it was okay to get up I went back to the back to talk to the # 3 and the customer. I asked the customer if he was okay and if there was anything else we could do to help further and if we needed to land to get medical attention. The wife(Debra) said that she thought it might be okay for now but they were going to go to urgent care when they landed. I said that we could get the paramedics to meet us in Tampa and they said that would be okay. The wife(Debra) said that she was a nurse and was checking the burned area while we were talking and requested another cold compress and some of the antibiotic ointment and some pain reliever. Once we got the customer situated I called the Capt and let him know about the situation and we would be needing paramedics waiting when we land. I let the capt know that I would fill out the medlink form and get it to him which we did. We checked on the customer throughout the flight and he said he was doing okay and the burn seemed to be under control

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Statement Wilfredo Rivera - F2:

On August 8, 2019 While doing beverages service; we got unexpected turbulence. I decided to retrieve to the front galley since I was in the middle of the aisle closer to the front door. During that process, our number 3 Krishna Thomas had called to the front for Medical Team. Our number 1 Ellise Byrd went to the back to assist our number 3. Once I secured our carts I went to the back to assist as well. When I went to the back to assist, our customer sitting on 24D Mr. Brian Charles Degroat was being assisted by our number 2 & 3 as well as Degroat's wife who happened to be a nurse. She requested some items like a pain reliever, ointment and more compress. All was given to him. During that time, we kept communication with the captain and he gotten in contact with MedLink. The customer was informed that upon arrival at Tampa the paramedics will meet him. A Medlink form was filled out. We keep checking on him during the flight to make sure he was ok and in case he needed anything. The customer was cooperative and calm.

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Statement Krishna Thomas - F3:

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During service with carts in the aisle a unexpected turbulence occurred in the aisle which resulted in heavy shifting and movement of my cart. While the heavy surface movement of the turbulence was occurring in the aisle the hot liquid container toppled over on the customer Brian Charles Degroat sitting in 24D shoulder resulting in some liquid burn on his left shoulder. I immediately attended to him by giving him some napkins from off my cart and pushed the cart as best as I could out of the aisle to the back galley and got him a cold compress. While attending and talking to the customer and his wife the captain called to tell us to take our seats. Once I hung up I called the F1 (medical team) and explained what happened in the aisle during turbulence the F1 and F2 came to help right away. We immediately attended to the customer as a team and followed the advice of the customer Brian's wife Debra Degroat (who is a nurse) who requested pain reliever, more cold compress and antibiotic ointment. The captain was informed of what happened and he then informed Medlink. A Medlink form was filled out and we were informed by the captain that the paramedics would meet the aircraft in TPA. We checked on the customer throughout the flight and as we were concerned for pain and physical condition. Pain was relieved by the pain reliever and the physical appearance of the burn appeared to be controlled as the flight went on.

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