

Encounters Professionally maintained The staff in the hangar at the Rega Centre who ensure that the rescue helicopters and ambulance jets are ready for action at all times. **16**

Horizons Well organised What it takes to be able to fly patients back home from all corners of the globe in a Rega jet. **22**



Planning en route

A young child urgently needs help. How the Engadin crew prepares for all eventualities during the flight to the scene of the accident. **8**



Bridge back home: last year, 981 patients flew back home on board Rega's jets.

“Rega suddenly becomes important”



Karin Hörhager
Editor-in-Chief

Dear Reader

Are you, too, looking forward to the forthcoming winter season? To the sun, snow and all the fun sports that you can only do in winter? Then you will feel like an acquaintance of mine, who some time ago, in summer temperatures, told me about his plans for the cold months of the year. He also said that as a skier,

Rega patronage was for him a matter of course and that he always carried his patronage card with him during his ski trips.

Like so many other people, my acquaintance has a very specific image of Rega and mainly associates it with winter sports accidents. He was not aware that Rega helicopters fly around three times as many missions due to acute illnesses as to skiing accidents. Nor did he know that Rega crews are called out in response to occupational or road accidents around 2,000 times a year and transfer some 2,500 patients from a peripheral hospital to a central clinic. Not to be forgotten, of course, are the crews of our ambulance jets. Every year, they fly more than 1,000 patients who have become seriously ill or injured abroad back home to Switzerland under the professional care of Rega's medical staff.

Our broad scope of operations shows that even though we all hope that we will never have to rely on it for help, Rega can nevertheless suddenly become important to us. So isn't it good to know that our crews are well prepared to deal with an emergency? These preparations start already in the Rega hangar: on page 13, you can learn more about the work of a helicopter mechanic. In addition, the feature from page 22 onwards gives you an insight into the complex work involved in preparing for and performing our worldwide missions using the Rega ambulance jets.

I hope you enjoy reading this latest issue of our magazine and wish you an accident-free winter sports season.

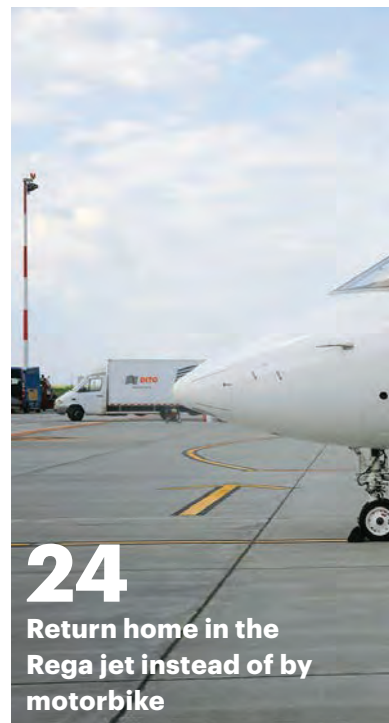
A handwritten signature in black ink, appearing to be 'KH', written in a cursive style.

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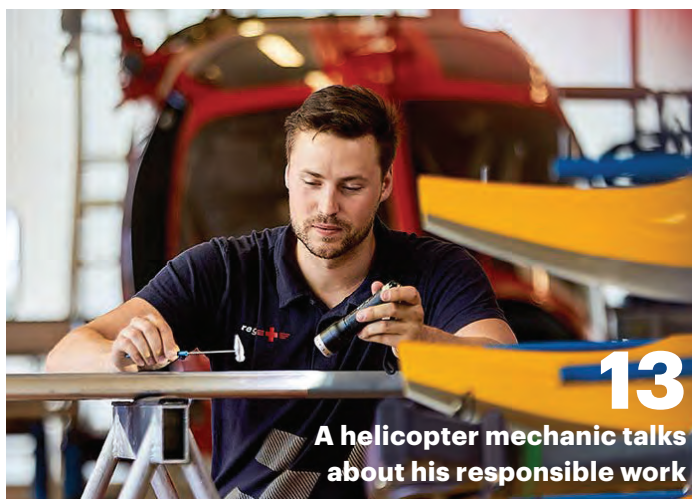
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Little time for preparation



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Return home in the Rega jet instead of by motorbike



13

A helicopter mechanic talks about his responsible work

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Knowledge Here you can find some interesting facts and figures relating to the theme.

1414

Online Further details or even a visual titbit are available online via the given link.

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Additional information More on the topic that we would like to share with you.

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Encounters

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Take off

In brief

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Rega helps to clear the Axenstrasse (Canton Uri)

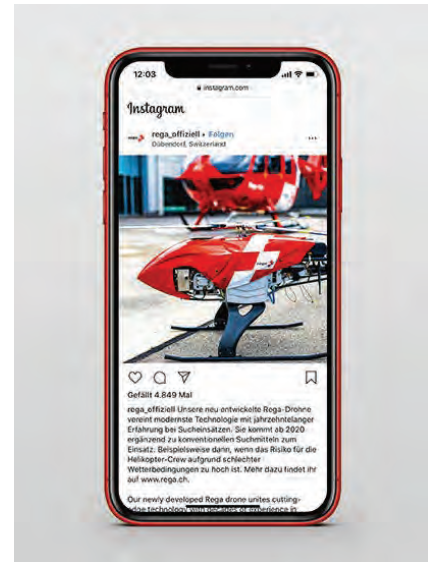
After a rockfall at the end of July, the Axenstrasse had to be closed for several weeks for safety reasons. First of all, two large slabs of rock that threatened to dislodge were blasted apart. The workers were permanently secured with the rescue hoist of a Rega helicopter and could have been evacuated from the danger zone within seconds if more rocks were to fall. Rega is the only organisation in Switzerland with helicopters suitable for this type of work – equipped with twin engines, a 90-metre long rescue hoist, a four-axis autopilot and an automatic hover system. Rega performed this operation on behalf of Swiss Helicopter AG.

Rega on Instagram

Spectacular images, fascinating insights, interesting background information: with Rega's Instagram account, you are always in the picture. Follow us on @rega_offiziell – we look forward to sharing impressions of life at Rega with you!

► Visit us on Instagram:

www.instagram.com/rega_offiziell



Rega's new H145 helicopter in the city of St. Gallen

As a token of thanks for their support, on Saturday, 14 September 2019, the Rega crew from the St. Gallen base invited the public to an event on the Olma exhibition site, where they presented to the local inhabitants "their" brand new H145 rescue helicopter. Numerous visitors took the opportunity to have a close-up look at the new Rega Airbus H145 helicopter and to ask the crew about their everyday work, their equipment and the cutting-edge technology on board the new aircraft.

“Rega is indispensable for our canton.”

Glarus is the first canton in Switzerland to conclude a cooperation agreement with Rega. Glarus Government Councillor and Head of the Department of Health Rolf Widmer explains why:

Why is such an agreement necessary?

Rega is indispensable for the provision of emergency care in our canton. However, until now, such cooperation was not regulated and was non-binding for both parties. With this agreement, we have created a legal basis for our collaboration. As Head of the Department of Health, I want to ensure that the people of Glarus receive good, comprehensive medical care.

What does the agreement regulate?

Rega provides air rescue services in Canton Glarus around the clock, 365 days a year, and coordinates the air rescue resources. In the agreement, it makes a clear commitment to our helicopter base in Mollis, which I am particularly pleased about. Rega also supports us in special or extraordinary situations.



Rega CEO Ernst Kohler (l.) with Government Councillor Rolf Widmer (r.).

What is this costing the taxpayer?

Nothing. There is no flow of money – it is solely a matter of regulating our long-term cooperation in a manner that is binding for both parties. It is the patrons, many of them also from Canton Glarus, who provide the necessary funds for Rega’s Operations Centre and its helicopters to be on standby around the clock throughout Switzerland.



New Rega training base opens in Grenchen

Since August 2019, Rega pilots have been taking off on training flights from the new training base at the regional airport in Grenchen (Canton Solothurn). The airport’s good infrastructure makes it possible, among other things, to practise approach flights under instrument flight rules (IFR). Grenchen is therefore an ideal location for conducting training flights. The Airbus H125 training helicopter for teaching future Rega pilots is stationed here.

The numbers in this issue:

22

helicopter mechanics work at Rega’s in-house maintenance facility at Zurich Airport.

400

different airports all over the world are flown to every year by Rega’s three ambulance jets.

Three

major inspections per year are carried out on Rega’s jets in addition to the more minor maintenance jobs before and after each mission.



Attractive outlook for 2020

This year, too, Rega employees have captured with a camera unforgettable moments and moods while out on missions at home and abroad. Order your copy of our Rega wall calendar 2020 now.

► Orders via the Rega Shop from page 33 or at www.shop.rega.ch

“Always think two steps ahead”

During the sports holiday season, the Rega base in Samedan is extremely busy: usually only a few minutes transpire between the alarm being raised, taking off, and landing at the accident site. The short time during the flight is important for the crew to prepare themselves, as well as for the subsequent course of the mission.





1,626

missions were flown by Rega in 2018 for injured winter sports enthusiasts.

10

There is no time for lunch for the crew from Samedan on this beautiful winter day: ever since the first emergency call for an injured skier in Davos came in at 10am, they have been working non-stop. On three successive missions to winter sports areas in the region, the crew – comprising pilot and base manager Giorgio Faustinelli, paramedic Lukas Styger and emergency physician Marcus Deplazes – are quickly at the accident site and attending to the patient. While each mission is different, they all have one thing in common: the focussed and structured preparation on the part of the crew during the short space of time between the alarm being raised and their arrival at the accident site. This preparation is particularly important on missions for Rega’s youngest patients, as the fourth mission of the day will show.

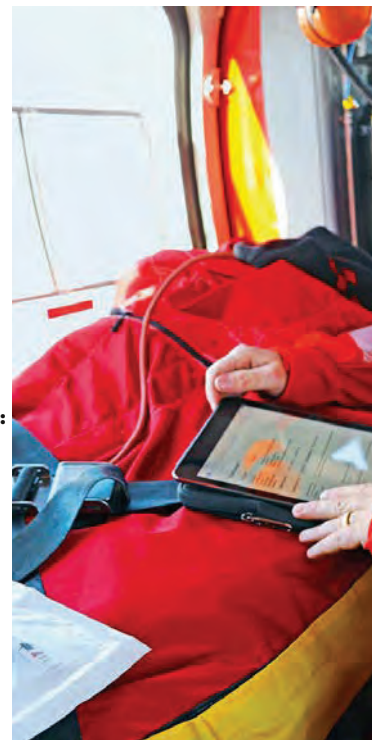
Briefing in the air

The emergency physician, Marcus Deplazes, sits in the rear of the cabin of the Rega helicopter and carefully notes on his notepad the dosages of various strong medications for small children. The reason: an 18-month-old boy is suffering from acute respiratory problems and dehydration due to a viral infection

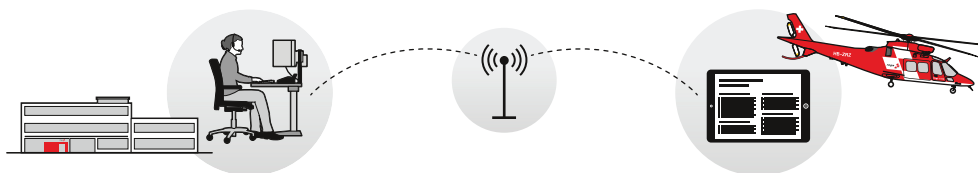
and urgently needs to be flown from Samnaun to a central hospital. Rega has been called out by a general practitioner, whom the family consulted during their ski holiday after the condition of their young son had suddenly deteriorated considerably. Shortly after the Rega Operations Centre in Zurich has mobilised the crew, the helicopter is already in the air. At a speed of a good 230 kilometres per hour, it flies high across the Engadin valley floor to Samnaun, on the Austrian border. The crew receive further data relating to the

Preparation during the flight:

emergency physician Deplazes uses the electronic flight bag to inform himself about the suspected diagnosis, age and weight of the child.



Transfer of information from the Operations Centre to the crew



After the alarm has been raised via the Rega emergency number 1414, the Operations Centre calls out the nearest suitable rescue helicopter. The flight coordinator records all the available information and transmits it to the crew via the electronic flight bag in the Rega helicopter. The crew can call up all the information on this tablet computer during the flight to the accident site. The coordinates of the accident site are sent directly to the navigation system in the helicopter cockpit.

The flight coordinator transfers the following information to the crew:

- Coordinates of the accident site
- Information about the emergency: how the accident/ illness occurred
- Contact persons on location: relationship with the casualty, telephone number, radio frequency of the operation partners (police, piste patrollers, etc.)
- Risks: cables, special weather situation on location (e.g. banks of fog)
- Patient’s details: name, gender, date of birth, weight, medical condition
- Caller’s details: name, telephone number, location



mission on the electronic flight bag, a tablet computer in the helicopter. They use this information to prepare for the mission during the flight. “Information about the patient, such as suspected diagnosis, age and weight, is very important for me,” says emergency physician Marcus Deplazes. “Particularly with children, I note down the most important dosages of the medications in advance. This not only provides me with an additional safeguard, but also saves time, which I can use for other tasks when I’m caring for the patient.”

Prepared for all eventualities

Paramedic Lukas Styger is seated on the front left-hand side of the cockpit of Rega’s Agusta-Westland Da Vinci mountain helicopter. In the air, he assists the pilot with navigation and communication with the operation partners, while on the ground, he helps the flight physician take care of the patient. “During our preparation, we often assume the worst-case scenario and consider what we would do in such a case,” says Lukas Styger. If, for example, the child were to stop breathing, he would need to be artificially ventilated. For this reason, emergency physician Deplazes is already getting ready a thin intubation tube that is suitable for children. He has also taken a small respiratory mask out of one of the backpacks containing the medical equipment and supplies. “This means that we are prepared for anything if we suddenly

have to act very quickly,” explains Marcus Deplazes. “We always try to think at least two steps ahead,” adds Lukas Styger. With the right preparation, it is possible to act in a targeted way at the accident scene rather than simply react, he says.

A parent should accompany the flight

The crew also discuss the procedure on location and the available space in the helicopter. The mother should accompany her son and ideally hold him on her lap. “Whenever possible, a parent should accompany their child. We make sure that the child always remains in contact with the person they know and trust and this person is never out of their sight,” says Lukas Styger, himself a father. In an unfamiliar and possibly frightening situation, this closeness gives the young patients a sense of security. In his experience, children often fall asleep after a few minutes on board the helicopter.

Familiarisation with the region

While the emergency physician and the paramedic clarify further details, pilot Giorgio Faustlinelli steers the Rega helicopter over the snow-covered mountain peaks of the Lower Engadin. His preparation en route to the scene of the accident focuses on aeronautical aspects: where might there be potential dangers on the approach route, such as chairlift cables ▶

The crew receive important data via the electronic flight bag.



Help for an injured winter sports enthusiast: the crew from the Samedan helicopter base and the piste patrollers work hand in hand for the welfare of the patient.

and masts? Like the other two crew members, pilot Faustinelli also thinks a few steps ahead: he is already planning the approach to the destination hospital, the University Hospital in Innsbruck. Faustinelli uses the approach chart stored in the electronic flight bag to find out about the appropriate approach route and radio frequency.

A quiet flight

The Operations Centre reports in over the radio with additional details about the landing site in Samnaun. “The flight coordinator is, so to speak, the fourth member of our crew and supports us during the mission,” says Faustinelli. The Rega helicopter is now approaching Samnaun. The ambulance with mother and child is waiting at the prearranged landing site. After an examination by emergency flight physician Deplazes and further briefing by the GP, the young patient is placed in the care of the Rega crew. In the helicopter, he sits on the lap of his mother, who holds the tiny oxygen mask over his face. After just a few minutes in the air, the young child is fast asleep. Emergency flight physician Marcus Deplazes is happy with the oxygen saturation in the boy’s blood. He notes down the values on the patient data sheet, which he will later hand over to the hospital doctors and on which the therapeutic measures taken by the Rega flight physician are documented. After a quiet flight and a smooth

approach to Innsbruck, the crew say goodbye to the mother and her small son, who are now being looked after by the hospital’s medical team. Two days later, the crew learn that the little boy has already been discharged from hospital.

Safety is paramount

Back at the helicopter base in Samedan, the crew of “Rega 9” discuss all four missions of the day. What went well, what could have been done better? The aim of the exercise is learn from experience and to optimise procedures. The preparation during the flight en route to the accident site was also of central importance for the three missions on behalf of the injured winter sports enthusiasts. “Are there piste patrollers on location? What radio frequency should we use to communicate with them? Has the landing site been secured?” Operation-related questions such as these are key when it comes to missions in winter sports areas, paramedic Styger explains. However, the most important consideration when preparing for a mission is always the safety of the Rega crew. “Only those who do not put themselves at risk and thereby endanger the mission can help others in an emergency,” says Styger. Whereupon in the hangar he lays out his clothes for the next day – in preparation for the next missions.

Adrian Schindler

Only those who do not put themselves at risk can help others in an emergency.

24h Rega

Philipp Tüchthuisen, 27, helicopter mechanic

Helicopter mechanics like Philipp Tüchthuisen are necessary for Rega helicopters to be able perform rescue missions safely and around the clock.

For every flight hour of a rescue helicopter, between three and five hours of maintenance need to be carried out in the hangar at the Rega Centre. This is also where helicopter mechanic Philipp Tüchthuisen works. Each individual procedure is carefully noted. "You have to be able to cope with the enormous responsibility this work involves, otherwise you're in the wrong job," says Tüchthuisen. He has been interested in aircraft since his childhood. "We lived near Büchel Airport in Rheinland-Pfalz and my father took me to many air shows. Planes were a part of my everyday life." Philipp Tüchthuisen completed an apprenticeship as an aircraft mechanic and learned how to carry out maintenance work on fighter jets and helicopters. At the age of 19, he transferred to the German police helicopter squadron, where he spent three years deepening his knowledge on helicopter technology. He joined Rega in 2015. "I immediately enjoyed working here. Previously, I worked on two helicopters, now there are 18. Suddenly I was replacing large aircraft parts such as engines on a weekly basis and not just once a year," says the 27-year-old with shining eyes. The maintenance of Rega's helicopters is particularly intensive because the numerous takeoffs and



landings during rescue missions put great strain on the aircraft. All the maintenance work on the helicopter is documented and checked using the four-eyes principle. Since 2017, Philipp Tüchthuisen has held an inspector's licence and is allowed to check and approve the work carried out by his team members. Similarly to pilots, helicopter mechanics require type certification for each aircraft model. Philipp Tüchthuisen acquired this for both types of Rega helicopter,

AgustaWestland Da Vinci and Airbus Helicopters H145. "Usually we have at least two rescue helicopters here, sometimes up to five. The aim is to get them operational again as quickly as possible." Besides his work as a helicopter mechanic, he also shares his knowledge about Rega and his profession by conducting guided tours of the Rega Centre. "It's great to see how interested people are." And what about flying himself? Is that a dream of his? Laughing, Tüchthuisen declines. "I'm quite happy with just accompanying check flights. I don't enjoy flying very much."

Karin Zahner

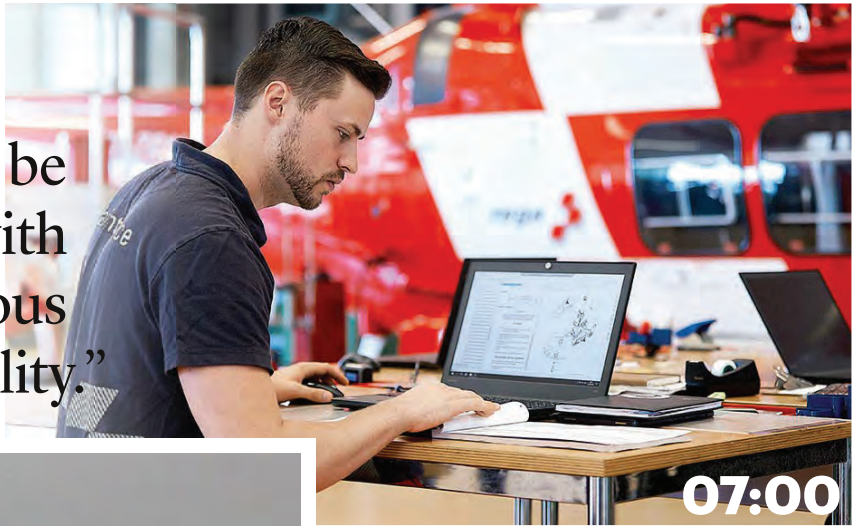


The **maintenance team** ensures that the Rega fleet can operate around the clock.

► Read more from page 16.

Continue reading on page 14 ►

“You have to be able to cope with the enormous responsibility.”



07:00

▲ Early in the morning, Philipp Tüchthuisen starts his computer to check what work needs to be done and to which helicopter he has been assigned. The necessary worksheets are prepared by specialists in the AVOR (process planning) department.

08:45



▲ Philipp Tüchthuisen carefully checks the connection points on the helicopter's main rotor. He uses a torch to do so, even though there is daylight in the hangar.

14



10:30

▲ The weekly meeting of the helicopter mechanics takes place every Friday. The team members inform each other about what is new, as well as about ongoing projects or unscheduled maintenance tasks.



11:30

◀ Large-size monitors, state-of-the-art avionics and satellite-aided navigation instruments: in the cockpit of the twin-engine H145 rescue helicopter, the helicopter mechanic checks the various functions and reads any error messages.



◀ After every repair or check, he inspects his toolbox to make sure everything is there. Each mechanic has his own box, and under no circumstances should anything be missing. This ensures that no tools are left in the helicopter, which could subsequently cause problems during a flight.

▶ Philipp Tüchthuisen examines the tail rotor during a pre-flight check, which is required to be performed by the pilot or a mechanic before every takeoff. He inspects all the components on the helicopter and makes sure, among other things, that all covers are properly closed, that nothing is damaged and that there are no foreign objects on or in the helicopter.

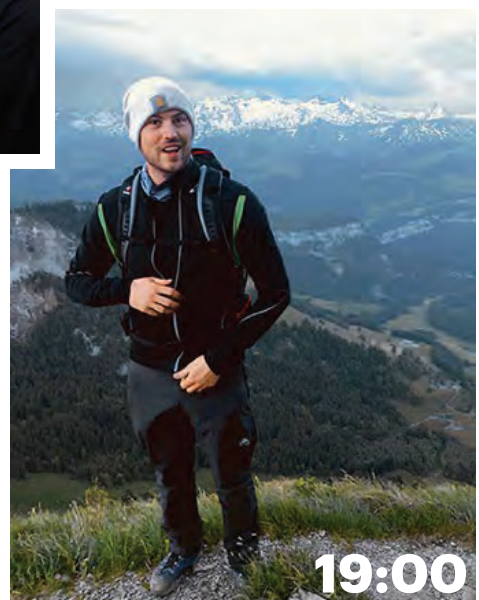


15



▲ Around 500 guided tours take place each year at the Rega Centre at Zurich Airport. As one of around 100 Rega employees, Philipp Tüchthuisen shares his specialist knowledge with tour participants. He explains to visitors in an easily understandable way why a helicopter is able to hover, for example, and what distinguishes a Rega helicopter.

▶ Whether in summer or winter: in his spare time, Philipp Tüchthuisen can often be found in the mountains. On lengthy tours, he can fully relax and clear his head.





16

Specialists in the background

The Rega fleet must be ready for action at all times. In order to assume this responsibility and meet the high demands, dozens of specialists work with great dedication in the maintenance facility at the Rega Centre at Zurich Airport. Below you can find out just how much effort is involved in ensuring that the aircraft operate safely and who is responsible for keeping the rescue helicopters and ambulance jets in top working order.

While the helicopter and jet crews are taking care of the patients on location, their colleagues back at the Rega Centre are also working tirelessly in the background. Rega's 50 or so maintenance staff make sure that the 18 rescue helicopters and three ambulance jets are fully operational and with their work, they lay the foundation for the safe deployment of the aircraft.

In-house expertise

Rega has been granted the necessary authorisations and certifications to carry out the extensive maintenance work on its own aircraft itself. The stringent aviation guidelines stipulate what work is necessary: for example, the Federal Office of Civil Aviation (FOCA) and the aircraft manufacturers specify what mainte-

nance tasks should be carried out, at which intervals and after how many flying hours. The qualifications and necessary certification of the employees executing these tasks are also clearly defined. The planning of the maintenance work and checks is complex, too. The primary objective is to keep the downtime in the hangar to an absolute minimum so that the rescue helicopters and ambulance jets can take off again on a mission as soon as possible.

Countless components

Helicopters have more mechanical components that are subjected to considerable stress than fixed-wing aircraft. As a result, their maintenance needs significantly more time and resources than that of the jets. All this great effort can only be accom-

plished by a well-functioning team: more than 40 helicopter mechanics (read more about this function from page 13), avionics technicians and other specialists work in the hangar at the Rega Centre. During off-peak periods, a mechanic is on standby to deal with technical emergencies.

Regular checks

In the case of a modern rescue helicopter, one flight hour is equivalent to around three to five working hours at the maintenance facility. This also involves a great deal of administrative work: for each maintenance event, all the necessary papers need to be meticulously completed and each step logged. For the engines of the new Airbus Helicopters H145, for example, a so-called power check is required to be performed every

25 flight hours. This assesses whether the two 894 HP engines are operating at full capacity. The rescue hoist, with which all the Rega helicopters are equipped, is serviced every two months or after two hours of use and subsequently tested during a so-called hoist check flight. The mechanics themselves accompany the check flights so that they can execute important measurements during the flight. The various maintenance events can take between seven days and a whole month – assuming that seven helicopter mechanics work permanently on one helicopter. If a major inspection is due, the helicopter is flown to the Rega Centre and a reserve helicopter temporarily takes its place at the base.

Maintenance of the ambulance jets

Not only the 18 rescue helicopters, but also the three Rega Challenger 650 jets undergo maintenance work at the Rega Centre hangar, which is connected to the runways at Zurich Airport. Five specialised aircraft mechanics carefully implement manufacturer Bombardier’s prescribed maintenance programme. This describes every single test, inspection and check right down to the smallest detail. A minor periodic inspection takes around three days. In contrast, a more extensive check, such as is performed on the Rega jets every four years, takes two to three months. The basic rule of thumb is: the more often and longer an aircraft is in the air and the older it gets, the more maintenance work needs to be carried out.

Hand in hand with the crew

However, the work involves much more than just planned checks, for smaller checks or repairs may become necessary after just one mission. Incidentally, the crew also lend a hand: the pilots enter all the

key data and any abnormalities in a logbook before, during and after the flight. The maintenance staff then methodically work their way through all the logbook entries.

Licensed mechanic gives the green light

When a new jet mission is imminent, a licensed aircraft mechanic gives the jet the go-ahead. After a short inspection of the outside of the ambulance jet and a look at the logbook, the pilot decides that the aircraft is fit to fly – with a good feeling and in the

safe knowledge that the jet has been maintained by specialists.

Fleet operational at all times

Whether in the hangar or on the computer, all the maintenance staff pursue the same goal: to work together to ensure that Rega’s fleet is ready for action at all times. For without airworthy Rega helicopters and ambulance jets, the crews would not be able to help a single casualty or patient.

Mathias Gehrig

K The maintenance team



Helicopter mechanics

They are responsible for the maintenance and inspection of the entire Rega helicopter fleet. Their main tasks include scheduled and unscheduled maintenance events, as well as the modification of helicopters for special missions.



Aircraft mechanics

The principal tasks comprise planned and unplanned maintenance events (periodic checks, troubleshooting and diagnosis of potential problems, repairs), as well as the conversion of the three ambulance jets for special missions, for example flights with the transport incubator.



Aircraft sheet metal technicians

Rega’s in-house aircraft sheet metal technicians work closely with the helicopter and jet mechanics and deal primarily with repairs to sheet metal and plastic parts, as well as modifications commissioned by the aircraft manufacturers and in-house departments.



Avionics specialists

The term “avionics” covers all electronic equipment used in aviation. Rega’s avionics specialists handle all electrical and electronic work on the ambulance jets and rescue helicopters. The instruments used in aviation are becoming increasingly complex and the work of these specialists correspondingly more important.

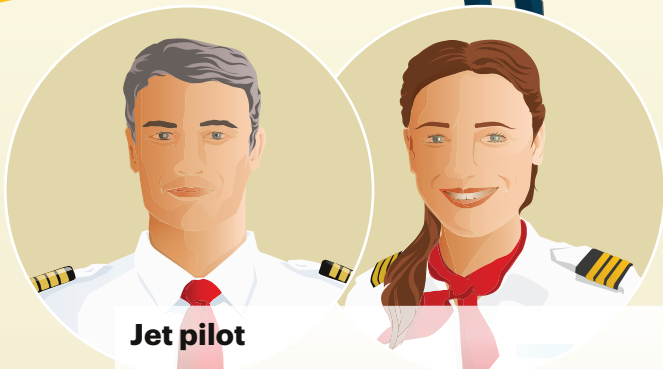


Various management, planning, logistics and secretarial functions

Various specialists draw up working and stand-by schedules, issue central working papers, order spare parts, organise training courses for employees or are in contact with the authorities. The orderliness and cleanliness of the hangar, as well as long-term projects, are also precisely planned. The top priority is to ensure that there are always enough rescue helicopters and ambulance jets to be deployed on missions.

The jet crew

Rega comes to the aid of people in distress around the clock not just in Switzerland, but all over the world. Its jet crews are on standby day and night to fly seriously ill or injured patients back home. A jet crew always comprises at least two pilots, a flight physician and an intensive care nurse. The organisation of a repatriation mission is often complex, with each crew member performing their own specific tasks.



Jet pilot

The Rega jet is always flown by two pilots, a commander and a co-pilot. The commander has overall responsibility for the mission. He ensures that the flights are performed safely and makes operational and aeronautical decisions. During the flight, the two-person team divides the tasks in the cockpit between them: the Pilot Flying is responsible for flying the aircraft and for making entries in the autopilot,

while the Pilot Monitoring monitors the flight instruments and other systems and maintains radio contact with air traffic control. The tasks of the jet pilots also encompass organising fuel during stopovers and assessing the weather conditions during the flight. Depending on the flying time and the total length of the mission, there may be up to four pilots on board, who take it in turns in the cockpit.



Operations Centre – where everything comes together

The Operations Centre at the Rega Centre serves as the hub for every jet mission. The following three professional groups work in shifts around the clock so that the Rega crews can fly patients back home:



Flight coordinator

They take the calls from patients or their relatives on Rega's international emergency number. The flight coordinators coordinate and organise each repatriation and act as contact persons for both external and internal bodies, such as the jet crew.



Medical consultant

They talk with the doctors on location, as well as with the patient and their next-of-kin. They then decide if repatriation is necessary, and if so, when and in what form.



Dispatcher

They calculate the flight routes of the Rega jets including any stopovers, obtain overflight permits and provide the pilots with all the necessary flight documents before takeoff.



Intensive care nurse

Together with the flight physician, the intensive care nurse guarantees the provision of professional medical care – from the time the patient is put into their care abroad to when they are handed over at the Swiss destination hospital. In addition, they get the medical supplies ready before a mission, organise and prepare the food in the aircraft, and coordinate between the flight crew, medical crew and the partners involved, such as the ambulance services.



Flight physician

During the briefing prior to the mission, the flight physician receives all the key information about the patient. Before the flight, they check the medical equipment on board the Rega ambulance jet, such as the oxygen supply, the laboratory equipment for measurements, the ventilators and the defibrillator. At the hospital abroad, the flight physician consults with the doctors on location to ensure a smooth hand-over and optimal medical care during repatriation. The flight physician bears the medical responsibility for the mission.



You can find out more about how a repatriation operation from abroad is carried out at: www.repat.rega.ch

«UND AUF EINMAL WAR MEINE LINKE SEITE WIE GELÄHMT.»



Hören Sie die Rega-Geschichte
von Manuel Höchli, 11.
meinerrettung.ch/manuel

Jetzt Gönner werden.



Opinion

Ernst Kohler

“We perceive a high level of acceptance by the locals in all the places where Rega has been based for decades.”



21

“I didn’t know there were so many Rega bases.” I often hear this sentence when, at an event, I show the map of Switzerland with our twelve helicopter bases spread all over the country. This geographical distribution of our bases is essential for us to be able to swiftly bring assistance by air countrywide. Our aim is to be able to reach any location in Switzerland by air within 15 minutes – with the exception of Canton Valais, where Air Zermatt and Air-Glaciers provide their own air rescue services.

The environment in which we want to achieve this goal we have set ourselves is constantly changing. One example is the lifestyle of our 24-hour society; today we live and work differently to 15 years ago. As a result, every fourth Rega mission now takes place at night, whereas in the past, this was the exception rather than the rule.

The impact of this development alone on Rega’s infrastructure is illustrated by our Zurich base: from 1972 to 1990, the “Rega 1” rescue helicopter was stationed on the roof of the Children’s Hospital and the crew accommodation was in a nearby apartment. In the early days, the kerosene even had to be carried onto the hospital roof by hand in canisters. When an emergency call came in during the night, the crew were airborne within 30 minutes. What was acceptable then is inconceivable now. Our own expectations and those of the general

public is that at night, too, Rega should be with the casualty within a very short space of time. This is only feasible if a crew is on standby at the base around the clock. And this in turn requires bedrooms, showers and a kitchen, as well as a hangar and a refuelling station for the helicopter, all under one roof. It was only after a long search that Rega was able to build such a helicopter base in the Zurich area at the military airfield in Dübendorf in 2003.

This example shows that we are constantly asking ourselves if our infrastructure still meets the requirements of our everyday operations or if we need to make adjustments where necessary. Not as an end in itself, but because we want to get to our patients as quickly as possible.

In Davos, we have found an ideal location for a new Rega base, which will enable us to improve the provision of medical care throughout the region. It is understandable that there is some resistance among the people living in the valley. After all, a rescue helicopter is noisy and also takes off on missions at night. Nevertheless, we perceive a high level of acceptance by the local inhabitants in all the places where Rega has been based for decades. Probably not just because this means a Rega emergency physician would be close by in an emergency. But also because the residents know that Rega only flies when someone urgently needs help.

Rega has found a suitable location for a new helicopter base in Davos.



Ernst Kohler

56, has been CEO of Rega since 2006. The former airport manager and mountain guide has four children and lives in the Lucerne region.

“Every mission with the Rega jet is different”

22



Marc Bühlmann is Deputy Chief Pilot Jet and flies patients back home in the ambulance jet. In an interview, he explains what it takes for the Rega jet to get off the ground and who in the background is responsible for ensuring that everything goes off without a hitch.

What preparations by the flight coordinators are necessary for the Rega ambulance jet to take off on a mission?

After the Rega medical consultant decides that repatriation with the ambulance jet is necessary, the flight coordinator organises everything from A to Z – from the ambulance abroad to transport the patient from the hospital to the airport, to the exact time schedule, to the mobilisation of the crew, right through to the communication with all those involved. The flight coordinators also need to obtain overflight rights, check the opening hours of smaller airports and plan stopovers for refuelling.

At what stage are the crew called out?

We all – the flight crew and the medical team – find out either on the day before or the day of departure where the mission will take us. Every day is different: unlike an airline, we have neither a fixed flight schedule nor set destinations, something that calls for great flexibility on the part of everyone involved.

As a pilot, how do you prepare for a mission?

Around an hour and a half before the scheduled departure, at the Rega Centre I receive all the documentation relating to the aeronautical aspects of the mission from the dispatcher who is planning the flight. I discuss with my co-pilot the forthcoming mission, the approach routes to the airports and the weather conditions. One hour before takeoff, a briefing takes place

between the Operations Centre staff, the pilots and the medical crew. There the flight coordinator informs us about the patient's diagnosis and the planned procedure of the mission. Together we discuss operational, medical and aeronautical matters relating to the forthcoming repatriation.

What happens during a mission?

We are in constant contact with the Operations Centre while we are in the air. The time schedule can change during the mission. Recently we carried out a repatriation from Italy back to the Valais. We had just landed in Brindisi when we received instructions to pick up another patient in Sicily. Such changes require flexibility: we need new information and perhaps have to schedule in a refuelling stop. This makes our work interesting and for me personally is one of the best things about my job: working together with the teams at the Operations Centre and in the Rega jet to find the best solution for the patient.

Does Rega fly patients back from every country?

Fundamentally, Rega can fly to any country with an airport. However, there may be reasons that prevent repatriation from a particular region, such as an acute crisis or war. In the case of politically unstable countries, we constantly review the situation to determine if a mission is possible.

How can you assess how safe a country is from so far away?

In addition to their main duties, a team comprising representatives from both the jet crew and the Operations Centre deal with the



How Rega can help you abroad



If you experience medical problems abroad, you can call the emergency number +41 333 333 333 for round-the-clock assistance.

Assistance abroad

Contact us if you are abroad and require medical advice or medical treatment is inadequate or non-existent. Our flight coordinators and medical consultants will help you with the following:

- serious injuries
- acute illness or deterioration of an existing medical condition
- choosing a suitable clinic
- language problems (translation of diagnosis, doctor-to-doctor contact)
- issues relating to medication (e.g. substitutes)
- organising the entire repatriation to the destination hospital.

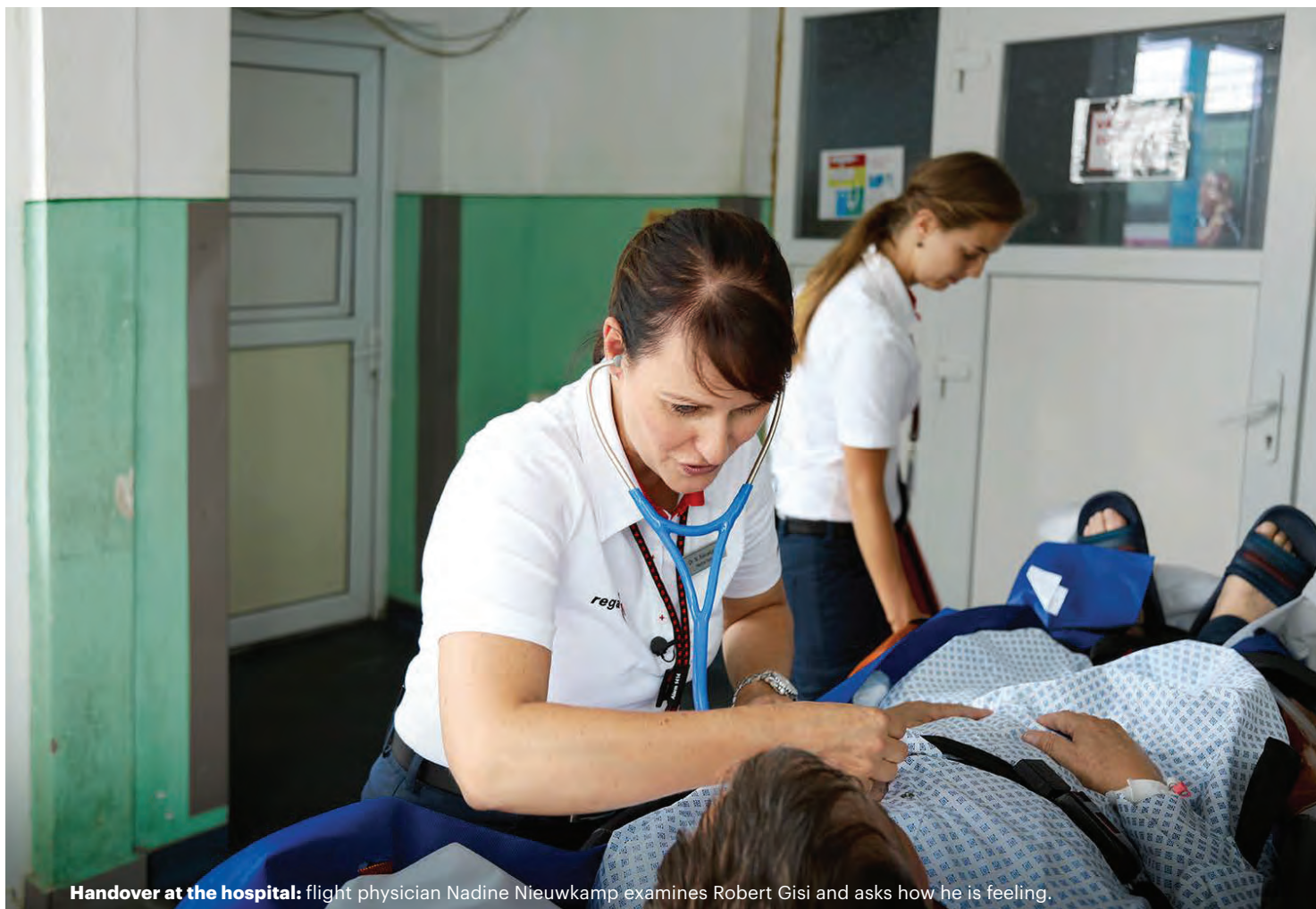
issue of safety. With many destinations, we continually keep up to date with the current situation. To do this, we are in constant contact with, among others, the Federal Department of Foreign Affairs (FDFA). For other places, we use our local contacts to obtain additional information. If, from our perspective, the situation is precarious, it can happen that we do not collect the patient from the hospital, but take charge of them from the local ambulance directly on the tarmac. The safety of the crews always comes first.

Interview: Corina Zellweger



24

Arrival in Romania: the waiting ambulance takes the Rega crew to the hospital, which is a two-hour drive away.



Handover at the hospital: flight physician Nadine Nieuwkamp examines Robert Gisi and asks how he is feeling.

Abrupt end to an adventure

“It happened when I tried to avoid a run-over badger,” relates Robert Gisi. His motorbike swerves off the asphalt road onto the sandy ground of the hard shoulder. The 63-year-old man from Solothurn flies over the handlebars, the landing is painful. Robert Gisi breaks nine of the twelve ribs on his right side. Fortunately a local man witnesses the accident. He stops his car, calls the Romanian ambulance and waits until it arrives on the scene. Robert Gisi is driven to hospital with the blue light flashing. He has to wait for many hours in the A&E ward, lying on a stretcher, before he is examined. Finally the doctors x-ray him and give him painkillers and antibiotics. Then Robert Gisi is put into a room with five other patients.

Clarifications by the Rega medical consultant

From his hospital bed, Robert Gisi calls his girlfriend in Switzerland. She immediately contacts Rega. The flight coordinator answers the call at the Operations Centre in Zurich and asks for the patient’s name and diagnosis, as well as details of the hospital. Shortly afterwards, a Rega medical consultant contacts

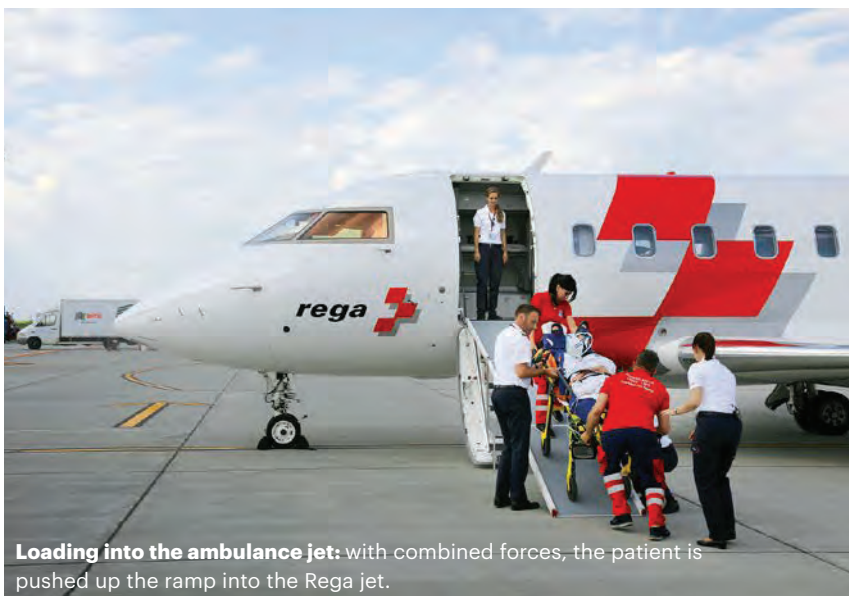


Nadine Nieuwkamp
44, flight physician

“We monitor the patient’s vital functions throughout the entire repatriation, so that we can respond quickly in an emergency.”

For a year, Robert Gisi prepares himself for his dream holiday – a motorbike trip through Romania, Moldavia and the Ukraine. But the adventure ends with an accident. He is taken to hospital with broken ribs and a punctured lung. Three days later, the patient is flown back to Switzerland on board the Rega ambulance jet.

Robert Gisi, and subsequently discusses the patient’s condition and the further measures with the doctor in attendance at the Romanian hospital. The objective of this remote medical assessment is to obtain an as accurate picture as possible of the patient’s state of health and the situation regarding the medical care on location. Based on the information provided, the Rega medical consultant decides that Gisi should be flown to Zurich by ambulance jet the next day. The flight coordinator immediately sets about making all the necessary arrangements: they draw up a time schedule, mobilise the crews, arrange for a local ambulance to transport the patient to the airport, and inform the hospital, the patient’s relatives and the Rega ▶



dispatcher. The dispatcher then, among other things, calculates the flight route, checks the weather and wind conditions, obtains permits and prepares all the necessary documents for the flight. Meanwhile, the flight coordinator informs Gisi by telephone about his forthcoming repatriation.

Long journey by ambulance

The following day, after an almost two-hour flight, the Rega ambulance jet lands in Craiova. Although this is the nearest airport, the journey

from there to the hospital still takes another two hours. The ambulance takes the medical crew – that is, intensive care nurse Carola Schmid and flight physician Nadine Nieuwkamp – to the hospital. The high-speed journey leads past small villages, huge sunflower and maize fields, scattered settlements with colourful houses, horses and stray dogs. When the crew finally arrive at the hospital, Robert Gisi is delighted. “It’s fantastic that you’re here, I’m so pleased to see you,” he tells flight physician Nadine Nieuwkamp.

K This is how we help you if you have a medical problem abroad

There for you around the clock

If you suffer medical problems while you are abroad, you can request assistance by calling Rega’s 24-hour international emergency number +41 333 333 333. In many cases, Rega’s medical consultants can help you over the phone.

Clarifications with the doctor on location

The Rega medical consultant on duty decides whether repatriation is necessary and the best option for the patient based on the information available. They discuss the diagnosis with the doctor on location and talk to the patient, their relatives and the patient’s own GP. In consultation with the Operations Centre, the medical consultant decides when and how repatriation should take place.

Organisation of a repatriation mission

Seriously ill or injured patients are generally repatriated on one of Rega’s three ambulance jets. If the patient’s state of health allows, they are flown back home on a scheduled flight – accompanied and attended to by a Rega flight physician and/or flight nurse.

Checkliste for raising the alarm

- 1 Contact person:** full name, telephone number, e-mail address, availability
- 2 Information about the patient:** full name, date of birth, home address
- 3 Patient’s present whereabouts:** address, hospital and ward, telephone number, e-mail address
- 4 Doctor in attendance abroad:** full name, language(s) spoken, telephone number, e-mail address
- 5 Patient’s condition:** Conscious? Mechanically ventilated? Suspected diagnosis
- 6 Cause of illness/ injury:** What happened? Where? When?

Emergency number abroad:
+41 333 333 333



On the way home: the medical crew monitors the patient and notes down all the data for further treatment in hospital.

Medically well cared for

In the hospital corridor, the Rega crew meets the Romanian doctor in attendance. He tells the Rega flight physician what medication Robert Gisi was given that morning and everything that his team had done over the last three days to help the patient. Robert Gisi's inner chest wall had been injured due to the broken ribs. Therefore air and blood had entered the space between the lung and the chest wall. "This can cause the lung to partially or fully collapse. In medical terms, this is known as pneumothorax," explains Nadine Nieuwkamp. In order for the blood to drain out of the space and for the lungs to expand again, the Romanian physicians have inserted a chest drain. This allows the lung to inflate so that the patient can breathe properly again. "The existing drainage was faultless, so we didn't have to insert a new one," says Nieuwkamp. "After a brief examination, we were able to give Mr Gisi painkillers, load him into the ambulance, and drive him to the airport." During the flight, Robert Gisi thanks the medical crew several times: "When Rega called, I knew that everything would be OK. I'm so grateful that I can fly home with you."

Professional care in the ambulance jet

On the flight back home, intensive care nurse Carola Schmid and flight physician Nadine Nieuwkamp take care of the patient. "Close monitoring of the vital functions is essential in order to be able to respond as quickly as possible. Throughout the journey, we checked the oxygen saturation in the blood, the blood pressure, the heart rate and the chest drain.

In addition, we administered medication to relieve the severe pain," explains the Rega flight physician. Shortly after takeoff, Robert Gisi dozes off briefly. When he wakes up, he is allowed to eat a small meal and he starts to talk about what happened. "The Romanian doctors did everything they could to help me. But the standard of medical care is not comparable to that in Switzerland."

Different countries, different customs

Not only the medical equipment is different, but the medical care, too. "The task of the nursing staff is mainly limited to administering medication," recounts Robert Gisi. "If one of us had to get out of bed, the other patients assisted him. We helped each other wherever possible." Furthermore, no meals are served. Each patient has to organise their food themselves – a real challenge if you do not speak the local language and do not know anyone. But Robert Gisi is lucky: his food is brought to him by the Romanian who had observed the accident and called the ambulance. "Cornel visited me every day and helped me wherever he could," says Robert Gisi. His helper also offers to look after Gisi's motorbike until it is transported back to Switzerland with the assistance of his insurance company. "I was very moved by the incredible helpfulness and friendliness of the local people and the patients in the hospital. That's something I will never forget," says Robert Gisi. "For this reason, I'm planning to repeat my trip some time in the future. But then I will definitely not travel alone."

Karin Zahner

Rega flies to around 400 different airports every year.



Further information on our operations abroad can be found at: www.repat.rega.ch

Successful teamwork

A 59-year-old paraglider pilot has a serious accident on the Churfirsten. Time is of the essence, the fog is getting thicker. Mountain rescuers from the Swiss Alpine Club SAC and two Rega crews rescue the man from the rock face.



28

Schibenstoll (SG), 11.9.2019

Alarm at Rega's Operations Centre: a paraglider pilot has collided with the east face of the 2,234 metre-high Schibenstoll mountain. The injured man has raised the alarm via the Rega app. Mission coordinator Andy Benz pinpoints the accident site on his monitor and sees that the casualty is lying in very steep terrain. Consequently, besides the helicopter crew from the Mollis base, he calls out three mountain rescuers from the Swiss Alpine Club SAC. They are deployed whenever the Rega crews need assistance in adverse terrain or when a terrestrial rescue is necessary. After the helicopter crew has located the position of the paraglider pilot from the air, the mountain rescuers are set down nearby. A direct evacuation of the casualty from the rock face is not possible because his canopy is still half-open. The downwind from the helicopter could inflate the wing and drag the paraglider pilot along with it. As a result, a mountain rescuer first rappels around 60 metres down to the injured man. He secures both the casualty and all his equip-

Andy Benz, flight coordinator
 "The weather conditions were extremely difficult."

ment and prepares him to be lifted off the rock face using the rescue hoist. Meanwhile, it is quickly getting dark and the fog remains persistent. "The weather conditions were extremely difficult and time was of the essence. So I also called out the crew from the St. Gallen base to give us additional options for rescuing the casualty and flying out the mountain rescuers," explains flight coordinator Andy Benz. While on the rock face the mountain rescuers secure the casualty, the two pilots discuss how they can evacuate the patient and the three mountain rescuers from the wall swiftly yet safely before the fog makes further flights in the region impossible. The decision is quickly made: the St. Gallen crew airlifts the patient from the rock face with the rescue hoist and hands him over to the Mollis crew at a temporary landing site. While the patient is flown to hospital, the St. Gallen helicopter crew safely retrieve the mountain rescuers from the exposed terrain. With combined forces, the demanding mission is successfully brought to a close in the late evening. *Karin Zahner*

Rescue after a bike accident

Bauen (UR), 23.5.2019 A biker falls eight metres down the mountainside. A fallen tree needs to be secured before the seriously injured woman can be evacuated from the rough terrain by the Rega crew from the Erstfeld base using the rescue hoist.

Found thanks to thermal image

Unteriberg (SZ), 13.9.2019 When an elderly man fails to return home, an acquaintance contacts Rega. 16 mountain rescuers and three terrain search dog handlers with their dogs start searching for the missing man. He is found unharmed in a streambed. He was located by the Rega helicopter crew from an altitude of 1.7 kilometres using a high-resolution thermal imaging camera.

Neither forwards nor backwards

Bex (VD), 20.7.2019 At the Pointe de Pré Fleuri summit in the Vaud Alps, a hiker finds himself in difficulties. He has taken a wrong route into extremely steep terrain and is at risk of falling down the mountainside. With the aid of a mountain rescuer, the crew from the Lausanne base succeeds in rescuing the man.

K In operation for you – around the clock and worldwide

17,124 missions were organised by Rega in 2018.



981 patients flew back home on board the Rega jets.



15 minutes is the maximum length of time a rescue helicopter takes to fly from one of Rega's 12 bases to any location in its operational area.

Rega kids

Competition Find out how high these mountains are by doing the sums. You can find the solution by entering the marked numbers in the given field.

Matterhorn (Valais)



$4500\text{m} - 22\text{m} =$
 _____ m above sea level
 1

Mythen (Schwyz)



$2000\text{m} - 102\text{m} =$
 _____ m above sea level
 2

Schreckhorn (Berne)



$4000\text{m} + 78\text{m} =$
 _____ m above sea level
 3

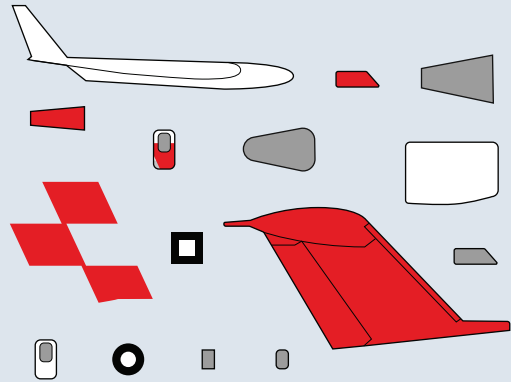
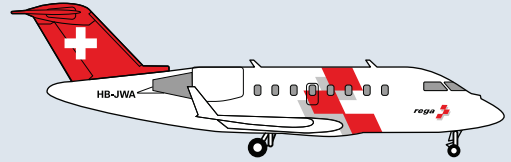
Sosto (Ticino)



$4442\text{m} \div 2 =$
 _____ m above sea level
 4

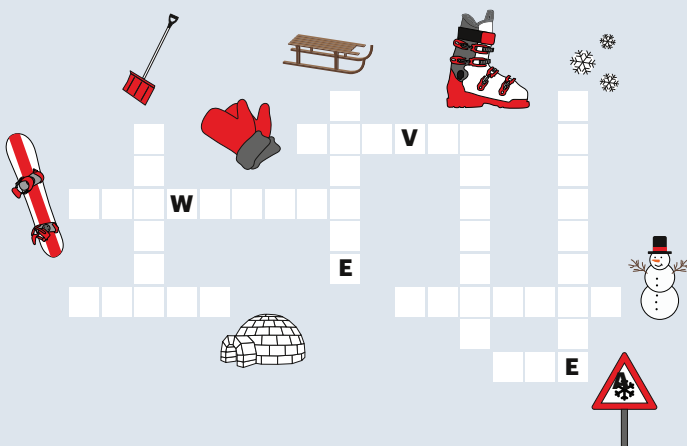
Solution:
 1 2 3 4

What fits and what doesn't? Take a close look at the Rega jet. Which parts don't fit?



29

Picture crossword puzzle Winter is just around the corner. Are you ready for the colder weather and can you find out all the words?



Competition

Write the answer on a postcard and send by 31 December 2019 at the very latest to:

Swiss Air-Rescue Rega
 "Competition" Rega Magazine 1414
 PO Box 1414
 CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a Mammut beanie worth CHF 29.-.
We're keeping our fingers crossed for you!



Solution from No. 92: Hedgehog
Each of the following has won a useful rucksack:

- M. Kräuchi, Gysenstein | L. Dittel, Allschwil |
- T. Friedli, Roggwil | R. Maurer, Spiez |
- N. Scherrer, Gams | K. Bouhalli, Ballaigues |
- N. Héritier, Rossinière | A. Pointet, Chambrélien |
- M. Guglielmetti, Leontica | M. Cramer, San Carlo (Poschiavo) **Congratulations!**

Knowledge

30

What can you do if you witness an accident on the ski slopes? Whom should you call and what is the best way to help?

So be honest: which of you have never voiced the thought – even only very quietly – that nowadays a rescue helicopter seems to be called out to just about every incident on the ski piste, no matter how small? Probably – and this is nothing to be ashamed of – most of us at some time or other. But is Rega really taking to the air more often to deal with winter sports injuries? Whom should I call if I witness an accident on the slopes, and how can I provide first aid most effectively?

The figures fluctuate greatly

So let us take these questions one at a time. On average, 87,000 of the approximately 2.5 million Swiss people who ski or snowboard suffer an accident on Switzerland's mountain slopes every year, according to an analysis by the Swiss Council for Accident Prevention (bfu). Rega's rescue helicopters are only needed in around one to two percent of cases.

Rega comes to the aid of injured winter sports enthusiasts between 1,300 and 1,700 times per year (see diagram below). The figures fluctuate from year to year, depending on the weather and snow conditions. Moreover, Rega's statistics show no evidence of any increase in helicopter missions in winter sports areas either. On the contrary: over the last 15 years, the percentage of

missions carried out in response to winter sports accidents in relation to the total amount has actually dropped slightly.

React correctly in an emergency

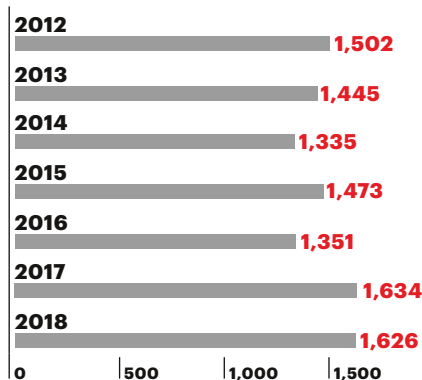
But that is enough of figures and statistics. If, despite all safety precautions, an accident does occur, try to stay calm. First of all, secure the accident site so that the skiers and snowboarders behind do not collide with the injured person. Administer first aid and call out the rescue services.

Piste rescue service or Rega

By rescue sled down into the valley or, after a serious accident, directly to hospital with Rega? This decision is generally made by the piste rescue team at the ski resort. While in principle anyone can alert Rega directly at any time, for most accidents on the slopes it makes sense to ask the local piste rescue service for help.



Casualties transported after winter sport accidents



(primary rescue missions performed by Rega)

You can find the number to call on your ski pass. Piste patrollers are trained to deal with medical emergencies, know the area inside out, and are also experienced in working together with the Rega crews – so they are well aware of what the rescue helicopter can and cannot do.

When every minute counts, call 1414
 Calling Rega direct on its emergency number 1414 is always recommended if urgent assistance is required and every minute counts –

for instance, after avalanche accidents or in the case of potentially life-threatening accidents or conditions (suspected heart attack or stroke).

The professionals know what to do
 But do not worry: there is no such thing as calling out the “wrong” rescue service. Whether you alert the piste patrollers or Rega – either way, in an emergency, highly trained professionals are there to help you and are well able to assess which means

of rescue needs to be dispatched to the accident scene.

We wish you an accident-free winter sports season, plenty of sunshine, and great snow conditions. *Karin Hörhager*

► **More tips on the subject** as well as the 10 FIS Rules of Conduct for skiers and snowboarders, can be found on the website of the Swiss Commission for the Prevention of Accidents on Snowsport Runs: www.skus.ch (under “Recht”, published in D/F/I).

K How you can help

1 Secure the accident site

Mark the area by placing crossed skis upright in the snow at a sufficient distance from the casualty and post someone to warn other skiers and snowboarders.

2 Administer first aid

Establish the general condition of the casualty, position them correctly, attend to any wounds and protect them against the cold.

3 Alert the local piste rescue service or Rega

Report the place and time of the accident, the number of casualties and the nature of the injuries. **In the event of life-threatening situations and avalanches**, call out Rega direct via emergency number 1414.

* After a collision

Establish the facts of the accident and note the names and addresses of all those involved and of any witnesses, as well as the location, time and circumstances of the collision, particularly taking account of the terrain, snow and visibility conditions.

First aid for winter sports casualties

Limb injuries/Broken bones



Possible symptoms

- severe pain
- limited movement
- possibly visible misalignment
- swelling

What you can do

- place in a comfortable position
- cushion, keep warm
- if necessary, give painkillers

Important

- never try to “put back” dislocated joints
- never try to reposition broken bones

Concussion



Possible symptoms

- brief unconsciousness
- disorientation
- nausea and vomiting
- full or partial amnesia

What you can do

- calm the casualty
- sit the person down and keep them warm

What to avoid

- do not give painkillers
- do not give anything to eat or drink

Back injury



Possible symptoms

- pain in the area around the spine
- **In the event of injury to the spinal cord:**
 - disturbances in sensation or signs of paralysis in the arms or legs
 - difficulty in breathing
 - involuntary emptying of the bladder or stool discharge

What you can do

- stabilise the casualty’s position as much as possible (with jackets or blankets)

What to avoid

- do not move the casualty
- do not give painkillers




Ihr Weg ins Cockpit
beginnt hier:

sphair.ch

Helfen als Militärpilot/-in

Helikopterpiloten und -pilotinnen der Schweizer Luftwaffe leisten wichtige Hilfe, zum Beispiel durch Personen- und Materialtransporte nach Naturkatastrophen, bei Suchaktionen vermisster Personen und Friedensmissionen. Sie können das auch! Mit SPHAIR finden Sie heraus, ob der Beruf zu Ihnen passt.

 Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

 **SPHAIR**

Rega Shop

Gift ideas and fan articles
for people of all ages

OUR
HIGH-
LIGHTS



1 Wellness bag 59.—

33

Stylish bag for a weekend trip or fitness day. Spacious main compartment with useful side pockets and a padded shoulder strap. Fits easily into fitness club lockers thanks to its compact size.

- Detachable, extendable shoulder strap with shoulder pad (max. 138 cm long)
- Colour: anthracite
- Material: polyester 300D
- Volume: 45 litres
- Dimensions: 45 × 45 × 23 cm (L × H × D)

► **Extra:** free laundry bag, 47 × 33 cm (L × W)

NEW

2 Shoulder bag 39.—

Elegant shape, timeless style, practical for everyday use. The shoulder bag has two outer pockets with zip, as well as two inside pockets and a padded laptop compartment (for devices measuring 13–15 inches). With adjustable shoulder strap, max. length 124 cm.

- Colour: anthracite
- Material: polyester 300D
- Volume: 12 litres
- Dimensions: 35 × 26 × 14 cm (H × W × D)



CLASSIC



3 "Traveller" multitool by Victorinox 112.—

Pocket knife, thermometer, altimeter and barometer all in one. Free extra: high-quality leather case.



5 Challenger 650 29.—

Light as a feather, elegant, detailed: Rega's new twin-engine Challenger 650 ambulance jet to a scale of 1:100, 21 cm, plastic (ABS), collector's model. Not suitable as a toy.

34

NEW



4 Rega trolley suitcase 119.—

The trolley case with an image of the Rega jet against a night-blue sky is not just a real eye-catcher, but a practical travel companion, too.

The trolley from the Swiss brand, Pack Easy, measures 55 × 36 × 22 cm and is suitable as hand luggage (check the regulations of the airline concerned).

- Front printed with the Rega Challenger 650 jet (back plain blue)
- Lined interior with 1 mesh compartment and 1 compartment with packing strap
- TSA combination lock
- 2-position telescopic pull handle
- 4 wheels
- Material: ABS/polycarbonate
- Volume: 43 litres
- Dimensions: 55 × 36 × 22 cm (H × W × D)
- Weight: 2.5 kg
- Warranty: 5 years



6 Airbus Helicopters H145 29.—

The H145, which is stationed at Rega's lowland bases, as a collector's model to a scale of 1:48, 28 cm, metal. Not suitable as a toy.



7 AgustaWestland Da Vinci 29.—

The Da Vinci mountain helicopter as a collector's model to a scale of 1:43, 27 cm, metal. Not suitable as a toy.

BESTSELLER



8 Headlamp 49.—

The multifunctional "Spot" headlamp from the Black Diamond brand brings light into the darkness – with two beams for close range and distance, as well as a red signal lamp. Adjustable head strap. Comes with a pouch to protect it from dust, sand and water.

- Brightness: 300 lumens
- Distance: up to 80 metres
- Burn time: between 30 hours (300 lumens) and 125 hours (4 lumens)
- Blinking, dimming and strobe modes
- Memory mode
- Waterproof IPX8 standard
- 3 AAA batteries included
- Weight with batteries: 88 g
- Guarantee: 3 years

NEW



10 Beanie 29.—

The fine-knit hat by Mammut in the Rega design keeps your head and ears snug and warm. Black & grey with embroidered Rega logo and emergency number 1414.

- Material: 50% wool, 50% polyacrylic
- Inner layer: Gore Windstopper membrane in the brow and ear area, windproof and breathable
- One size, unisex
- Wash at 30 °C

NEW



9 Wall calendar 2020 22.—

Rega employees have captured with a camera scenes from their everyday work: 12 spectacular photographs accompany you through the year 2020. Format 48×33 cm. Picture captions in D/F/I/E.



11 Daypack 79.—

The sporty day rucksack is equipped with an Airstripes system, allowing sufficient ventilation to the back. The main compartment is big enough to hold an A4 folder or file. Rain cover included.

- Colours: anthracite & red, with reflective stripe
- Anatomically shaped, padded shoulder straps
- Equipped with various pockets
- Detachable waist strap
- Rain cover
- Material: nylon and Super-Polytex 330D
- Volume: 25 litres
- Dimensions: 46×33×21 cm (H×W×D)

BESTSELLER



12 Outdoor first aid kit 89.—

The most important first aid items for outdoor use, compiled by Rega doctors. This set contains top-quality material (from IVF Hartmann), including innovative moist wound dressings. The case can be expanded by means of an extra zip, making room for additional products.

Contents

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Waterproof spray plaster 21.5 ml
- Pouch containing adhesive plasters
- Graze and burn plasters
- Blister plasters
- Sterile compresses
- Cooling bandage 6 cm x 4 m
- Self-adhesive bandage 6 cm x 3 m
- Gauze finger bandage 4 x 50 cm
- Set of wound closure strips 6 x 76 mm
- Set with scissors, tweezers and safety pin
- Roll of adhesive plaster to secure bandages 2.5 cm x 5 m
- Foil emergency blanket
- Storage container for medicaments
- First aid checklist
- External dimensions: 20 x 13 x 10 cm (L x W x D)
- Weight: 598 g

Online Shop

Place your orders in comfort and around the clock online via the Rega Shop.

www.shop.rega.ch

Orders by telephone or fax

We would also be pleased to accept your orders direct via the following Rega Shop numbers.

Telephone orders **0848 514 514**

Fax orders **0848 514 510**

Terms and Conditions

- Articles are available as long as stocks last.
- Articles can be returned within 7 days.
- A charge of CHF 8.80 is made per order to cover postage and packaging costs within Switzerland.
- Delivery abroad (Europe): against advance payment only. A charge of EUR 30.- (CHF 30.-) will be made per order to cover postage and packaging costs. Any import charges (VAT, customs duty, etc.) are levied in accordance with the regulations of the destination country and are payable by the recipient.

The articles sold in the Rega Shop are of high quality and have been specially selected for our patrons. By purchasing an item, you are helping Rega to transport emergency medical assistance by air to people in distress 365 days a year.



You can order Rega Shop articles through our online shop at www.shop.rega.ch or by completing the order form and sending it in a stamped envelope to: Rega Shop, Bolligenstrasse 82, CH-3006 Bern.

Sender (please complete in block letters)

Ms Mr

Family name _____

First name _____

Street/No. _____

Area code/Town _____

Tel. _____

Patron no. _____

Signature _____

Thank you for your order.

For the youngest Rega fans



13 Helicopter and jet soft toy
10.— each

Rega toy for young children to play with and cuddle. The rescue helicopter is 14 cm and the ambulance jet 9 cm high; both are 24 cm long.

14 Wooden Rega helicopter
10.—

With this helicopter made from maple-wood there is plenty to discover: rounded contours, a movable propeller and wheels. For children aged 10 months and over. Manufactured by Hape Toys, complies with European toy standards. 12.7 cm long, 8.8 cm high.



CLASSIC

15 Globi storybook 20.—

"Globi bei der Rettungsflugwacht" story-book, 99 pages (only available in German).



16 Globi colouring book 5.—

Colouring book, 6 pictures to colour in. 23 x 16 cm.

Order Form

Please write your name and address clearly on the front of this card, detach and send in a stamped envelope.



No.	Article	Price (CHF)	Amount	Ref.
1	Wellness bag	59.—	_____	90083
2	Shoulder bag	39.—	_____	90085
3	Victorinox "Traveller" multitool	112.—	_____	90082
4	Trolley suitcase with Rega jet	119.—	_____	90070
5	Challenger 650	29.—	_____	50020
6	Airbus Helicopters H145	29.—	_____	50018
7	AgustaWestland Da Vinci	29.—	_____	50024
8	Headlamp	49.—	_____	90079
9	Wall calendar 2020	22.—	_____	90001
10	Beanie	29.—	_____	30056
11	Daypack	79.—	_____	90076
12	Outdoor first aid kit	89.—	_____	90080

No.	Article	Price (CHF)	Amount	Ref.
For the youngest Rega fans				
13	Helicopter soft toy	10.—	_____	50004
	Jet soft toy	10.—	_____	50022
14	Wooden Rega helicopter	10.—	_____	40028
15	Globi storybook, in German	20.—	_____	40040
16	Globi colouring book, 6 pictures	5.—	_____	40038

For more articles in our range: www.shop.rega.ch

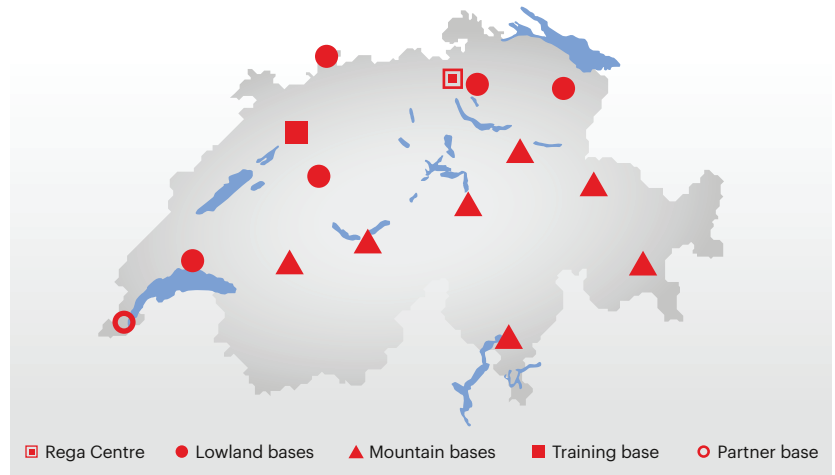
	Capcool	39.—	_____	30050
	Silk sleeping bag	79.—	_____	30051
	Child's T-shirt in various sizes	19.—	_____	diverse

● New ● Bestseller ● Classic

For more articles in our range: www.shop.rega.ch

At your service throughout Switzerland

Around the clock, 365 days a year, throughout the country: our crews are standing by, ready to swiftly bring medical assistance to people in an emergency.



With 12 Rega helicopter bases distributed throughout the country, together with the partner base in Geneva, Switzerland has one of the densest air rescue networks in the world. This means that our helicopter crews can reach any location within Rega's operational area within 15 minutes' flying time.

The three ambulance jets are stationed at the Rega Centre, our headquarters at Zurich Airport, from where they take off on missions to all corners of the globe.

This countrywide provision of medical assistance by air is made possible thanks to your support as a Rega patron.

► You can find out more about our helicopter bases at www.operations.rega.ch

Emergency numbers

Emergency number, Switzerland **1414**
 Emergency number, abroad **+41 333 333 333**

Rega Newsletter

www.newsletter.rega.ch

Patronage Centre

Changes to patronage **www.info.rega.ch**
 Tel. Switzerland **0844 834 844**
 Tel. international **+41 44 654 32 22**

Rega Shop

Website **www.shop.rega.ch**
 Tel. Switzerland **0848 514 514**
 Tel. international **+41 848 514 514**

Monday – Friday

8.00am – 5.00pm

General information

Website www.rega.ch